

Receiving Administrator Set Your Organization up for Success

Best Practices to be Set up for Success:

- 1. <u>Keep your User List up to date</u>
- 2. Update Service Availability
- 3. Promptly respond to any outstanding requests in your <u>Referral</u> <u>Status Queue</u>

Logging In

- Login at the OpenBeds URL from your web browser: <u>https://nm.openbeds.net/</u>
- Enter your username which is your work e-mail that you used to create your account.
- Enter your password. This may be changed at Forgot Password on the login screen or Change Password link in the menu under your name at the top right.

	A BAMBOO HEALTH AFFILIATE
	NM Behavioral Health Referral Network
	User Login
Username	
Password	
	Login

Reviewing User Lists

1. Under your name dropdown select 'Manage Users' to find your list of users:

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23 main st			Inpa	atient/ Reside	ntial Beds		4	Outpatient		Treatment (LoC) Decision Supp						
mak FL 98841							Primary Service		Adult	Ad	olescent	Total	Next Available			Manage Users
	Primary Service	Primary Service	Primary Service	м	F	м		F		Appointment	Walk-in Access	Comr	Educational Material			
Inter	sive Outpatient Treatment	e	0	8	5		03/29/2023	Yes O No	Please have negative covid test.	Help Sign Out						
Reco	overy Support Services-1		*		÷.		03/30/2023	Yes No	Walk-ins are now available. Covid hours prior to arrival.	I negative test required 48						
Resi Treat	dential Substance Use tment -s	10	15	5	5	35			Programs available: 12 Step Base Recovery: Weekty Individual court	d. SMART Recovery. Dharma						
Ress Treat	dential Substance Use tment -2	10	-	5		15		e.	Annex for our Residential SUD pr Recovery, Dharma Recovery, We	ogram: Based, SMART						
Psyc	hiatric inpatient	7	10			17	-	-	We offer a supportive and non-pi growth and treatment can occur	initive environment where We provide CBT, EMDR.						
									(u	pdate Availability Cancol						
date Bed Availability Reminder Alert Notification																
reminder alert notification can be setup here to remind the receiving administrator t	to update the bed availabili	ty or next avail	able appointn	ent for an out	patient service	Reminders car	be set up for a specified n	nethod allert is received, a specifi	c time of day to receive the alert, and fo	r specific days of the week to						
ceve Alerts																
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Select Notification Method		IOLS/ OF PUERLINE	JUUCADON					Daylsr of the week to receive A	Nert Wouldabort							

Editing Users:

- 1. Log into OpenBeds with your credentials
- 2. Navigate to your name dropdown at the top right side of the screen.
 - a. Select 'Manage Users'

Manag	ge Users				
					Add Receiving Administrators Click here to add additional Receiving Administrator, who will get assigned to all services listed here.
ID 🕶	Primary Service -	User Name 🕶	User Role 🕶	Status	Actions
#987	Referring Service	Anna Preddy	Receiving Provider	Pending	Review/Edit all Delete
#731	Medication-Assisted Treatment: OTP	Hermione Granger	Receiving Provider	Accepted	Review/Edit a Detete
#729	Recovery Housing	Harry Potter	Receiving Provider	Accepted	Review/Edit
#728	Medication-Assisted Treatment: OTP	Albus Dumbledore	Receiving Service Administrator	Accepted	Review/Edit 🗎 🛍 Delete
#722	Referring Service	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit a Detete
#722	Medication-Assisted Treatment: OTP	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit
#722	Crisis Stabilization	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Recovery Housing	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete

- a. Select 'Review/Edit' to whichever user you would like to edit.
- b. Select 'Save' after any edits

Add Users:

Add Receiving Provider

- 1. Log into OpenBeds with your credentials
- 2. Navigate to your name dropdown at the top right side of the screen.
 - a. Select 'Service Administration'



3. Select the service the Receiving Provider should have access to. You do this simply by clicking the service name.

Mana	ge Services	
ID•		Primary Service +
136	Crisis Stabilization	
137	Medication-Assisted Treatment: OTP	
135	Recovery Housing	

4. Select 'Add/Remove Receiving Provider from Service' at the top of the 'Manage Receiving Service Details' page.

Manage Receiving Service Details			
Primary Service*: Crisis Stabilization	Deactivate Service	Add/Remove Receiving Provider from Service	Back
Additional Services			

- 5. Select 'Add Receiving Provider from Service' at the bottom of the page.
- 6. Input Receiving Providers Information. Select 'Submit'

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Rolo"
Receiving Provider

Add Receiving Administrators

- 1. Log into OpenBeds with your credentials
- 2. Navigate to your name dropdown at the top right side of the screen
 - a. Select 'Manage Users'

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Chang	je Password
Syster	m Alerts
Treatn	nent (LoC) Decision Suppor
Manag	ge Users
Servic	e Administration
Educa	tional Material
Help	
Sian C	Dut

3. Select 'Add Receiving Administrator'



4. An 'Add Receiving Administrator' form should populate. Please fill out all the necessary fields.

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OpenBeds User Guide

First Name	Last Name	
Email Address	Role	
Email	Receiving Service Administrator	

5. Select 'Submit'

Delete Users:

- 1. Log into OpenBeds with your credentials
- 2. Navigate to your name dropdown at the top right side of the screen.
 - b. Select 'Manage Users'

Mana	ge Users				
					Add Receiving Administrators View Deleted Users Click here to add additional Receiving Administrator, who will get assigned to all services listed here.
ID 🕶	Primary Service -	User Name 🕶	User Role 🕶	Status	Actions
#987	Referring Service	Anna Preddy	Receiving Provider	Pending	Review/Edit 1 Delete
#731	Medication-Assisted Treatment: OTP	Hermione Granger	Receiving Provider	Accepted	Review/Edit Delete
#729	Recovery Housing	Harry Potter	Receiving Provider	Accepted	Review/Edit Delete
#728	Medication-Assisted Treatment: OTP	Albus Dumbledore	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Referring Service	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Medication-Assisted Treatment: OTP	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit
#722	Crisis Stabilization	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Recovery Housing	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edt 🛢 Delete

3. Select 'Delete' to whichever user you would like to delete.

Restore a Deleted User:

- 1. Log into OpenBeds with your credentials
- 2. Navigate to your name dropdown at the top right side of the screen.
 - a. Select 'Manage Users'

Manag	ge Users					
					Add Receiving Administrators Click here to add additional Receiving Administrator, who will get assigned to all services listed here.	View Deleted Users
ID 🕶	Primary Service -	User Name 🕶	User Role -	Status	Actions	
#987	Referring Service	Anna Preddy	Receiving Provider	Pending	Review/Edit and Delete	
#731	Medication-Assisted Treatment: OTP	Hermione Granger	Receiving Provider	Accepted	Review/Edit a Delete	
#729	Recovery Housing	Harry Potter	Receiving Provider	Accepted	Review/Edit 🗍 🛱 Delete	
#728	Medication-Assisted Treatment: OTP	Albus Dumbledore	Receiving Service Administrator	Accepted	Review/Edit 🗎 🛱 Delete	
#722	Referring Service	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit all Delete	
#722	Medication-Assisted Treatment: OTP	Anna Preddy	Receiving Service Administrator	Accepted	Preview/Edit Delete	
#722	Crisis Stabilization	Anna Preddy	Receiving Service Administrator	Accepted	PReview/Edit Delete	
#722	Recovery Housing	Anna Preddy	Receiving Service Administrator	Accepted	Preview/Edit	

- 4. Select 'View Deleted Users' in the top right-hand corner.
- 5. A list of deleted users will populate. Select 'Restore' next to the user you would like to restore.

Manag	ge Users				
					Add Receiving Administrators View Existing Users Click here to add additional Receiving Administrator, who will get assigned to all services listed here.
ID 🕶	Primary Service -	User Name 🕶	User Role 🕶	Status	Actions
#868	Crisis Stabilization	anna preddy	Receiving Provider	Deleted	C Restore
#771	Referring Service	test test	Receiving Service Administrator	Deteted	C Restore
#771	Medication-Assisted Treatment: OTP	test test	Receiving Service Administrator	Deleted	C Restore
#771	Recovery Housing	test test	Receiving Service Administrator	Deleted	C Restore

6. Direct your created Receiving Provider to login.

IMPORTANT!

Users stated as 'Pending' indicate that they have not yet signed into their newly created account. If a user is notated as being pending, please guide the user to perform the <u>login</u> instructions.

Updating Service Availability

- 1. Log into OpenBeds with your credentials
- 2. Navigate to 'Update Service Availability'
- 3. Enter in all 'Inpatient/Residential Beds', 'Next Available Appointments', 'Walk In Access', and 'Comments'
- 4. Select 'Submit'

				Inpatient/ Residential Beds					Outpatient	
nain st K. FL 98841				Adult	Ad	olescent	Total			
		Primary Service	м	F	м	F		Appointment	Walk-in Access	Comments
	•	Intensive Outpatient Treatment			2	-		03/29/2023	● Yes ○ No	Please have negative covid test 48 hours prior to arrival.
	-	Recovery Support Services-1	(#.)	8	8	*	2	03/30/2023	● Yes ○ No	Walk-ins are now available. Covid negative test required 48 hours prior to arrival
	•	Residential Substance Use Treatment -1	10	15	5	5	35	3	*	Programs available: 12 Step Based, SMART Recovery, Dham Recovery, Weekly Individual counseling and case
	-	Residential Substance Use Treatment -2	10		5	- 27	15	-	*	Annex for our Residential SUD program. Based. SMART Recovery. Dharma Recovery. Weekly individual counseling
	•	Psychiatric Inpatient	7	10	-		17	- 4		We offer a supportive and non-punitive environment where growth and treatment can occur We provide CBT, EMDR
										Update Availability Conc

Setting Daily Reminders

- 1. Log into OpenBeds with your credentials
- 2. Navigate to 'Update Service Availability'
- 3. Toggle 'Receive Alerts' to the right.
- 4. Under 'Select Notification Method' enter 'Email'
- 5. Under 'Time(s) of Alert Notification' select desired times (times are in 24-hour clock format)
- 6. Under 'Day(s) of the Week to Receive Alert Notification' select days of week
- 7. Select 'Add Alert'

Map Rec org : Receiving Service Administrator \\									
Exercise Availability Update Service Availability	ity Referral Request Status Analytics								A 1
lap Rec org									
23 main st			Inpa	atient/ Reside	ntial Beds			Outpatient	
mak, FL 98841			Adult	Ad	olescent	Total	Next Available		
	Primary Service	м	F	м	F		Appointment	Walk-in Access	Comments
	Intensive Outpatient Treatment						03/29/2023	• Yes O No	Please have negative covid test 48 hours prior to arrival.
	Recovery Support Services-1						03/30/2023	● Yes ◯ No	Walk-ins are now available. Covid negative test required 48 hours prior to arrival.
	Residential Substance Use Treatment -1	10	15	5	5	35			Programs available: 12 Step Based, SMART Recovery, Dharma Recovery Weekly Individual counseling and case
	Residential Substance Use Treatment -2	10		5		15		ē.	Annex for our Residential SUD program Based, SMART Recovery, Dharma Recovery, Weekly Individual courseling
	Psychiatric Inpatient	7	10			17			We offer a supportive and non-puntive environment where growth and treatment can occur We provide CBT, EMDR.
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odate Bed Availability Reminder Alert N	lotification	00							
reminder alert notification can be setup here to remind the receiving the alert reminder notification.	ng administrator to update the bed availa 11	36 🦛 -					sd n	nethod alert is received, a specific	time of day to receive the alert, and for specific days of the week to
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	13	45							
Select Notification Method			W				-	Day(s) of the Week to Receive Al	ert Notification*
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Checking Referral Request Status Queue

- 1. Log into OpenBeds with your credentials
- 2. Navigate to 'Referral Request Status
- 3. If you have referrals in queue you will see them as show below:

ap Rec org : Receiving F	Provider 🕕										
penBeds Service	e Availability Update	Service Availability Referral Request Status An	nalytics								Matt Yacov
Referral Reque	st Status										
ctive Archived											
Last Name or Request	t ID	Service		Role		Status	Sh	how/No Shi	ow		♥Hide filters
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Follow Up Referrals	vere accepted, but r	need a follow up								Rese	t Apply
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4. To respond to an open referral, select the arrow under 'Messaging'

ve Archived										▼ Hide fil
ast Name or Reques	est ID	Service	Role		Status		Show/No Sh	юw		
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- 5. Under 'Send Message' you can publicly respond to the referring party to acknowledge the referral.
- 6. Under 'Status' you can "Accept or Decline' and mark it as "Opened or Closed'
- 7. Select Send

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