



PHOENIX COUNSELING CENTER POLICY AND PROCEDURE

<p>Title: Progress and Service Noting</p> <p>Responsible Department: Clinical</p> <p>Last Revision: 07/2008, 2014</p> <p>Board Reviews: 03/18/15, 01/06/16, 02/22/17, 02/18/18, 11/19/19, 11/18/20</p>	<p>Policy Number: IV_A_005</p> <p>Effective Date:</p> <p>Board Chair: <i>Heidi Chenail</i> <small>DocuSigned by: 189E9B90F43D42C...</small> Date: 11/24/2020</p> <p>CEO: <i>Kevin Oliver</i> <small>DocuSigned by: 04F5132EFBF04FC...</small> Date: 11/24/2020</p>
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POLICY:

- A. It shall be the policy of Phoenix Counseling Center (PCC) to utilize a service noting process that clearly documents an individual’s ongoing progress (or lack of progress) in achieving service goals/objectives and documents the individual’s response to interventions and treatment services. Service noting shall additionally include significant events that occur in the individual’s life that may impact progress during the course of services. Service noting shall be conducted by employees, contractors, interns, volunteers that have received service note training and that have been credentialed and privileged to perform service noting. The procedural guidelines for service noting shall be established by the Clinical Manager Team.
- B. Service note documentation shall be written in such a way that there is substance, efficacy, and value. Interventions, treatment, and supports must all address the goals/objectives listed in the plan. The note shall be written in a meaningful way so that the notes collectively outline the individual’s response to treatment, interventions, and supports in a sequential, logical, and easy-to-follow manner.
- C. PCC service noting shall meet the specific service noting requirements as defined in the North Carolina (NC) Division of Mental Health/Developmental Disabilities/Substance Abuse (MH/DD/SA) Service Record Manual (APSM 45-2) for each service, Commission on the Accreditation of Rehabilitation Facilities (CARF) standards/criteria, and purchaser of service requirements. Service noting requirements are further specified in PCC’s Consumer Record Service Documentation policy and procedure (I-D-001).