

# Flex Digital Records for Health and Human Services

*An information management system for social service  
and behavioral health organizations*

Flex Digital Records for Health and Human Services (FDH) is a hosted, Software-as-a-Service (SaaS) system designed for managing and reporting of client and other organizational information. It is designed to meet the unique requirements of social service and behavioral health organizations.

## Record Keeping Gaps

Many organizations use manual or spreadsheet-based systems for record keeping. This leads to disturbing information gaps and hours of wasted staff time as they scramble to gather and consolidate information for management, funding sources, accreditation bodies, and regulatory agencies. FDH addresses this with an accessible centralized database with flexible data input and reporting options.

## User Involvement

Getting everyone on board with a new system is difficult. FDH helps by providing specific user interfaces for input and data access. Receptionists, intake workers, clinicians, and accountants can all have their own user interfaces customized to their data requirements and keyboard comfort levels. With all information entered into

one database, records are entered once and centralized for easy accessibility - not scattered throughout the organization

## Reporting

All organization stakeholders – management, funding sources, accreditation bodies, and regulatory agencies – require custom reports, often on short notice. These requests are disruptive to staff and dilutive to the mission. FDH's centralized database insures all records are maintained and stored in one place. FDH's flexible reporting module makes it easy to provide reports quickly without wasting valuable staff time.

## Alerting

Special incidents and events often occur in clinical environments where management or care givers need to be alerted as soon as possible. FDH can trigger alerts to pre-defined staff when such incidents and events occur.

## Transparency

In today's accountability environment, transparency of client information is critical. At the organization's option, FDH can be configured so clients can have on-line access to

their own records. This enhances client trust, reduces liability, and establishes a high level of clinician accountability.

## Team Access

FDH is configurable to the team access needs of the organization. For instance, direct access to clinical records can be provided to supervisory or support staff allowing a team to impart their expertise and guidance in the provision of services. In addition, access can be provided to cross disciplinary teams to guide clinical interventions. As an example, residence or cottage charts are accessible by therapists so they can observe day-to-day patient behavior and guide treatment in a positive direction. The result is a reduction of duplicated effort and more effective and efficient treatment.

## Treatment Plans

Clinicians are under pressure to meet patient treatment objectives. Managers must monitor treatment plans closely to satisfy funding sources. FDH enforces the documentation of treatment processes in logical steps from treatment standards through treatment completion.

## Cottage Life and Behavioral Programs

Most cottage life and behavioral health programs employ structured behavior management systems that target specific social skills and adaptive behaviors, while providing feedback and rewards for progress. FDH can be adapted to support programs that rely on "token economies", positive rewards or "cost response".

## Staff Training

FDR facilitates staff training with an integrated training module. Organizations can define and create their own instructional content in print, audio and/or video. Quizzes and test can be created and automatically scored. Results are maintained in the staff records.

## Medication Tracking

Prescribing and dispensing medications precisely is a critical, but difficult, task. FDH assists by allowing prescribing physicians to send prescriptions directly to the pharmacies. Those administering the medications can optionally complete the charting immediately by linking their hand held PDAs to FDH. If desired, medication side effects can be available from drop down boxes that link the side effect to specific drugs. In the aggregate, this data can be

used to analyze the effects of psychoactive drugs administered to children and youth.

## Security

Client records require protection from loss and unauthorized intrusion. To address these important requirements, FDH uses encrypted data exchanges between users and servers. Furthermore, access to any data table or discrete data element can be blocked or allowed depending on the user.

## Affordable

With FDH's subscription pricing, organizations can get started without large upfront charges. In addition, because FDH is a hosted application, system maintenance, such as software upgrades and file back-ups, are performed by FlexDSI. There is no need to have a computer professional on your staff.

## The Chameleon System

FlexDSI's powerful Chameleon System is the foundation for FDH. It permits FlexDSI to customize user interfaces and reports to user specifications - quickly and cost effectively. Your organization will not be saddled with an inflexible system that is difficult and expensive to modify. In addition, The Chameleon System is scalable, so FDH

can grow with your organization.

## System Requirements

FDH is a hosted system. The software runs on servers stored in the FlexDSI secure data center. There is no expensive hardware to buy or complex software to install. All you need is a computer with a browser and an Internet connection.



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