## Information Memorandum Transmittal Aging and People with Disabilities



Bob Davis	<u>Number</u> : APD-IM-22-120
Authorized signature	<b>Issue date</b> : 11/28/2022
<u>Topic</u> : Other <u>Subject</u> : Provider Time Capture (PTC) - Note	<u>Due date</u> : es Functionality in OR PTC DCI
Applies to (check all that apply):	
<ul> <li>☐ All DHS employees</li> <li>☒ Area Agencies on Aging: Types A and B</li> <li>☒ Aging and People with Disabilities</li> <li>☐ Self Sufficiency Programs</li> <li>☐ County DD program managers</li> <li>☐ Support Service Brokerage Directors</li> </ul>	<ul> <li>☐ County Mental Health Directors</li> <li>☐ Health Services</li> <li>☐ Office of Developmental Disabilities Services (ODDS)</li> <li>☐ ODDS Children's Intensive In Home Services</li> </ul>
☐ ODDS Children's Residential Services ☐ Child Welfare Programs	☐ Stabilization and Crisis Unit (SACU) ☐ Other (please specify): Comagine

### Message:

After additional testing of the Notes functionality in OR PTC DCI, the PTC Team is issuing a correction to all previous communications and training related to notes and a Quick Reference Guide explaining the Notes functionality.

Providers are unable to see notes added to entries using the "New Note" functionality under actions, or those added in the Notes box within the entry.

The only notes added by staff that providers can see are those entered as part of the reason code "State-Other" on an edited or rejected entry.

The PTC Team apologizes for any confusion our previous messaging may have caused.

Notes are not an ideal means of communication with providers due to their limited functionality and visibility. Notes are not required but are primarily used for tracking and documentation purposes by LO staff and the PTC Support team. The PTC Team

has made a new Quick Reference Guide (QRG) to explain the notes functionality to staff.

# See the new Quick Reference Guide for staff here: Staff QRG - Notes Functionality

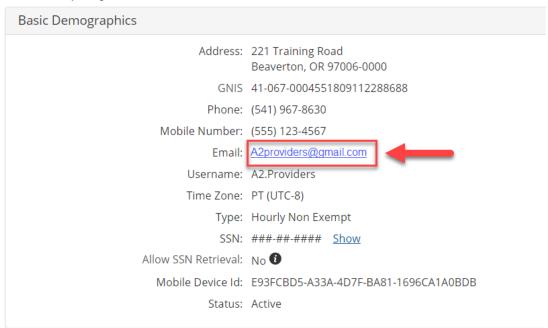
#### Additional information about sending communications to providers:

It is best practice to contact providers via email or telephone.

Tip: Clicking the provider's email address on their Employee Details page should open an empty Outlook message addressed to the provider.

Home / Employees / A2 Providers

### Employee Details - A2 Providers



For more information on the PTC Project, please visit PTC.Oregon.gov.

If you have any questions about this information, contact:

Contact(s): Provider Time Capture	
Phone:	Fax:
Email: PTC.Support@odshoha.oregon.gov	