



COUNTY OF SANTA CLARA  
**Behavioral Health Services**

**CLIENT MISSING MRN**

REV. 08/24/2022

## REVISIONS

Date	Slides	Revisions
08/24/2022	3	Updated instructions on how to reach out to Call Center
08/24/2022	4	Added SSN, Preferred Language, Ethnicity as requirements
08/24/2022	5	Added OSH, FBRC, RR referrals

## CLIENT MISSING MRN – CALL CENTER

If the client does not have an MRN, please reach out to the Call Center for support. The Call Center will look the client up in myAvatar/PCNX, if the client exists, they will provide the MRN.

If the client is doesn't exist in myAvatar/PCNX, Call Center would create a Screening Episode, which will generate a MRN for that client.

If you have 1-2 clients without an MRN, please call at the call center at **1-800-704-0900** at any time.

If you have 3 or more clients without an MRN, please complete the excel document “*Client Missing MRN Template 08/24/22*” and email it to [BHSDCALLCENTER@hhs.sccgov.org](mailto:BHSDCALLCENTER@hhs.sccgov.org) or fax to **408-885-7544**.

## CLIENT MISSING MRN – CALL CENTER

Must provide the following information at minimum for Call Center to create a screening episode.

**First Name:**

**Last Name:**

**DOB:**

**Sex:**

**SSN (if applicable):**

**Preferred Language:**

**Ethnicity:**

Please provide as much information as possible such as:

Address, Phone Number, Etc.

## **CLIENT MISSING MRN – OTHER REFERRALS**

### **Office of Supportive Housing**

If client was referred from Office of Supportive Housing, please reach out to OSH to request a screening episode created for the client, which will generate a Medical Record Number.

### **Faith Based Resource Center**

If client is in an FBRC program, reach out to the Re-entry Team to request a screening episode created for the client, which will generate a Medical Record Number.

### **Recovery Residence**

Clients referred to Recovery Residence should already have an MRN. If they do not, reach out to the Capacity Management Unit (CMU) Team.