

**Department of Mental Health
Intensive Community Services (ICS)**

Rehab Options - Frequently Asked Questions

Service Notes: Reporting Treatment Plan Implementation

Question	Answer
How are rehabilitative services documented in a service note?	A provider must ensure service notes are entered into a youth's record each time a youth receives a treatment intervention as identified in the youth's Treatment Plan. Service notes must be dated and signed.
What elements need to be captured in a service note?	The service note must link the interventions delivered for the specific goals and objectives set forth in the youth's treatment plan, reflect the frequency of the interventions, and include the youth's response to these interventions. Significant life events that may impact the implementation of interventions should also be documented in the service note.
Multiple interventions may be implemented in a single day. Are providers required to document an intervention each time it occurs on a single form or is one note acceptable within a twenty-four-hour period?	In the event multiple interventions directed at multiple objectives occur during a single day, and/or multiple interventions are directed at a single objective during a single day, the interventions may be documented in a single service note. Information for the note would be collected from staff reports, daily log notes, and other methods documenting implementation of the treatment plan.
Services may not always occur within a group care setting where the record is stored. Is there an acceptable period of time within which staff can document a service note?	A service note must be entered and signed by staff within 72 hours.
When a youth is involved in Intensive Home-Based Therapeutic Care, services may also occur in a group care setting (if the youth is also in group care), therefore who is responsible for implementing and documenting the interventions in the service note?	Each service is responsible for documenting the interventions delivered by that service in the youth/young adult's record for that program.
For group care settings licensed by EEC, EEC currently reviews shift notes to determine if providers are following their licensing standards. Will EEC accept a service note in place of a shift note?	No, service notes and shift notes are not interchangeable. EEC requires a shift note (communication log) to meet licensing standards. DMH requires a service note to document treatment/rehab services.

