# Client Flags Tip Sheet

The instructions below walk through how to add and remove a Client Flag in SmartCare. Please refer to the County of Sacramento Quality Managements Policy and Procedure to determine what additional action items need to be done for each Client Flag, as well as the appropriate order for Flags.

This process may eventually change as the system is updated. Please visit our website https://dhs.saccounty.gov/BHS/Avatar/Pages/Avatar.aspx for the most updated version. If any additional help is needed, you can contact us at bhs-ehrsupport@saccounty.gov.

What are Client Flags?

Client Flags are used to alert users when interacting with a client that has critical beneficiary support information. An icon which corresponds to the Client Flag will show up in the client header.
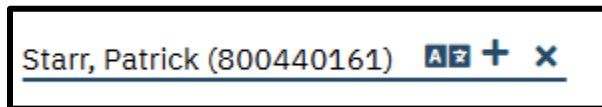
Some Client Flags are created automatically by SmartCare to send you an alert about the client. For example, flags are added for duplicate insurance or a preferred name. Client Flags can also be added by staff to alert others of critical information regarding the client.

Adding a Client Flag

1. Open the **Client Flags (Client)** Screen with the client selected.
2. Click the new icon to create a new flag. This is shaped like a piece of paper with the corner folded over and located in the upper right-hand corner of the screen.
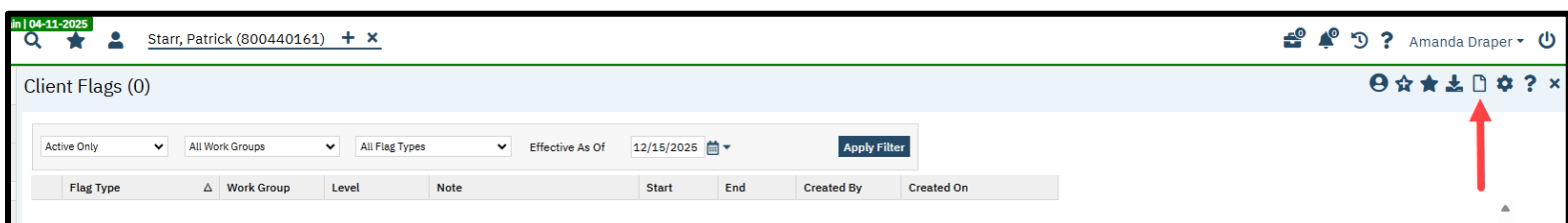
3. Choose the Type of Flag you are entering for this client and select the program.
4. Additionally, the "Level", "Note", "Open Date" and "Display Date" fields are all required and must be completed before you can save the data. Please note, the "Active" box is automatically selected.

5. Click Insert and then Save.

6. The flag will populate in the client header, and the flag will show in the note list below.

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Removing a Client Flag

1. Open the Client Flags (Client) screen with the client selected.
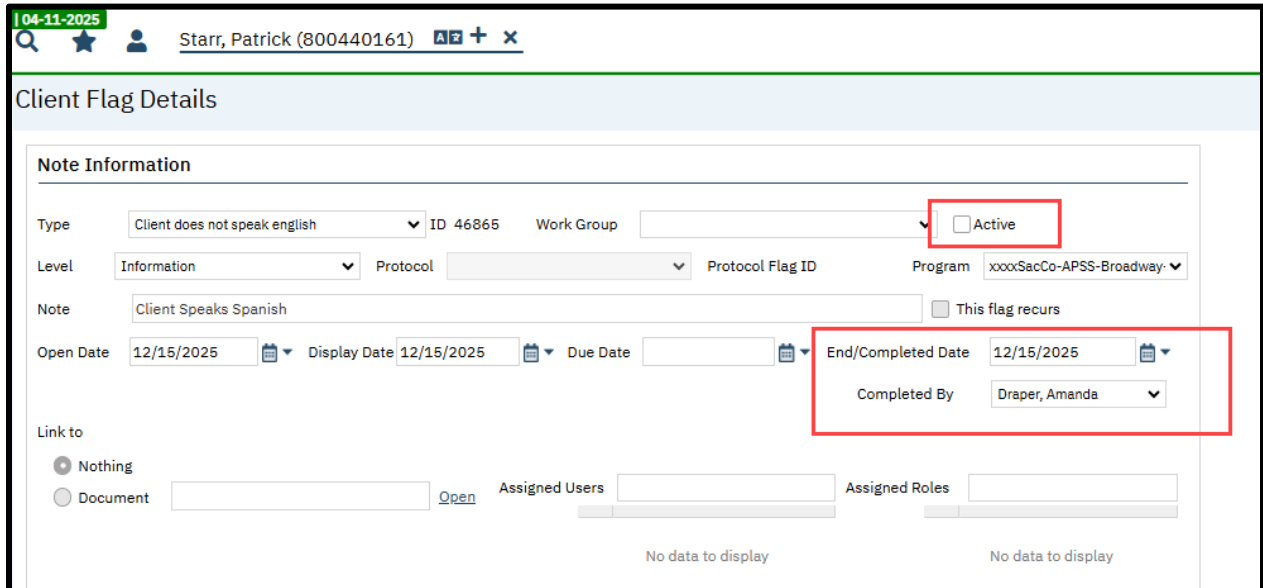2. Select the Client Flag from the List Page you wish to end by clicking on the note hyperlink.

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3. This will open the flag.
4. Complete the "End/Completed Date" and "Completed By" fields and de-select the active box.
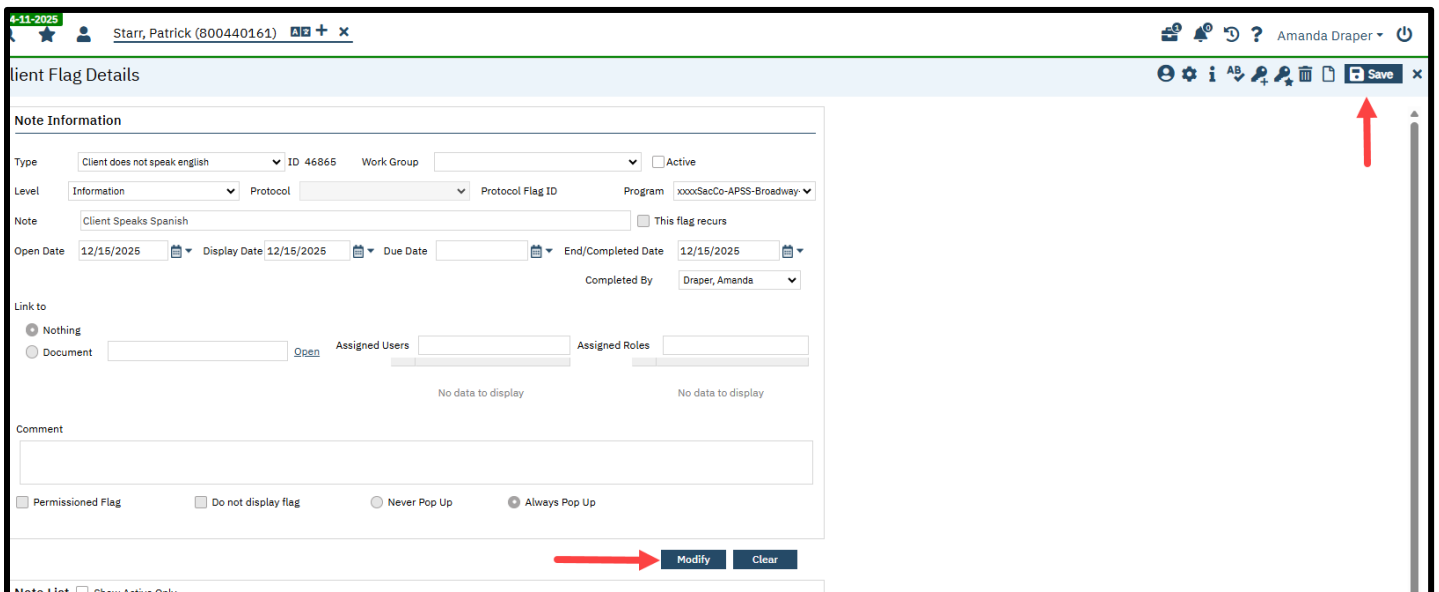
5. Click the Modify button and then Save.

6. After End Dating the Client Flag, the flag will no longer appear in the Client Header.
7. After de-activating a client flag, it will no longer show up on the notes list, but if you de-select "Show Active Only" you will see all the inactive client flags, as well as any active ones.

Pregnancy Indicator

Medi-Cal requires providers to use a pregnancy indicator to specify when services are provided to a pregnant client. In the **Client Clinical Problem Details (Client)** screen, staff will use SNOMED Code 248985009 (Z34.90) to indicate the client is pregnant. There is also a Client Flag for Pregnancy Indicator that can be added in the Client Flag (Client) screen.