Modules – Included

Appointments/Scheduling/Dashboard
- allows workers to manage their appointments, both inclusive of clients as well as appointments that are more internal where clients may not be involved. All allowing staff to keep track of what they have accomplished thus far for the day/week/month.

Contacts
- works hand in hand with the appointments area, keeping track of face to face meetings with clients, who was involved, the time that is to be attributed, and the necessary case note. Also encompassed is the recording of how time has been spent from a workload perspective (i.e. staff meetings, travel, vacation, etc.)

Case Notes
- documenting the necessary note for contacts with clients

Case Data
- customizable internal forms/templates that allow all contained data elements to be reportable.

Referrals
- managing the referral of clients between programs internally as well as between organizations externally (both to organizations utilizing EMHware and those on other client management/information systems).

Reports
- internal, external, and multiple ministry suites (MAG PAR, MAG SAC, MCCSS, MCYS, MCCSS-VAW, MIS, CDS, OCAN, FSEAP, etc.)

Full Client File Management
- My Client List
- Allergies
- Medication
- Diagnosis
- Risk Factors
- Administration Module
- DSM-5 Diagnosis
- Auditing Module
- Agency Address Book
- Bilingual Features
- Attachment/Document Storage
- Lock Box Security
- DSM-IV Evaluations

Program History/Service Management
- From First Contact to Discharge, no matter the duration, management of all necessary dates, key statistics, primary worker, support worker, referral source, presenting issues, screening, waitlist, receiving services, discharge, exit disposition, and more.

Administration
- Organizational Info
- Program Manager
- Group Manager
- Worker Manager
- Medication Manager
- Case Note Builder
- Attachment Management
- Risk Factor Management

- Client Manager
- Role Manager
- Activity Manager
- Auditing Tools

EMHware Manuals
Topical manuals to assist in the learning and understanding of system usage.

EMHware Help
Topical and page-specific help topics. Organizations can also upload their own help topics for page-specific process aid

EMHware Videos
Topical videos to assist in the learning and understanding of system usage

Modules - Additional

Goal Planning
- Target based goal planning that allows staff to create multiple goals and specific actions for the client to take to achieve each goal complete with progression based statistical tracking

Client Portal
- Enables authorized individuals to access elements of the client file (i.e. goal plan, assessments, surveys, upcoming appointments, etc.). Individuals can be given read-only or edit enabled access.

Dashboard Summary View
- Custom EMHware dashboard upon login that displays a worker's current case load, upcoming appointments, and recent case notes, client interactions, and forms in a streamlined list view

Housing Module
- tracks rent (subsidy, amount paid, account statement, arrears, etc.) assets and building maintenance tracking

e-Library
- provides the ability to register agency assets (books, videos, toys...) for an agency's community to sign out

Consent
- The consent module gives agencies the necessary tools to better record, manage, and track consents and their current status. Internal controls allow agencies to configure the module and features to meet specific needs and provide custom consent form templates.
Record and track key data elements such as consent expiration, status, scope, method, reason, and more. Run reports and queries on missing or expired consents to ensure that all necessary forms and documents are completed and up-to-date.

Appointment Reminders
- Fully automated, date driven appointment booking notifications, appointment reminders, and follow up alerts, sent to the client via email or text message

Two Tier/Factor Authentication
- Provides an additional level of log-in security beyond user name and password. A user will enter their user name and password and a time-limited code is generated and instantly sent via SMS text or to an email account. Optionally, this process can be bypassed when EMHware is accessed from within the office at the discretion of the agency, and the number of login attempts can be limited

Contract/Billing/EAP
Level 1 - EAP/FFS: Create contracts with maximum hours/sessions, set a base rate per hour/session/activity, create charges for every contact entered, record client transactions and keep track of client balance.
Level 2 - Budget: Set a budget for the client, enter expenses that come off the client's budget.
Level 3 - Set Worker & Service Provider Budgets. Worker Activity Rates, Worker & Service Provider Expense Rates. Enter contacts that calculate the amount to be paid to worker (including benefits, vacation, stat pay, etc.) and take that off the worker's budget. Enter Worker or Service Provider expenses that come off the respective budget.

Central Intake
- A worker can create a referral and a notification email is sent to one or multiple external agencies with the client's information. Each agency has the opportunity to evaluate the referral and either accept or decline. The client is then provided information about the agencies who accepted their referral and they choose an agency to register with. The workflow process is seamless, paperless and stays within the encrypted digital domain, giving agencies full access to monitor the status of referrals.

ChYMH Assessments
The Ontario version of the interRAI Child and Youth Mental Health Instrument. A unified tool for consistent assessments, fully tested, validated and connected directly to CIHI. Included: interRAI Child and Youth Mental Health Screener, interRAI Child and Youth Mental Health Screener Plus, interRAI Child and Youth Mental Health Community Version, interRAI Child and Youth In-patient Version, interRAI Child and youth Mental Health Adolescent Supplement.

OCAN
Ontario Common Assessment of Need. A standardized assessment tool specific to community mental health, supporting recovery through documenting client's evolving situations, needs and strengths, and their designated service plan.

DATIS
Drug and Alcohol Treatment Information System. Serving the community addiction sector mandated by the Ministry of Health and Long-Term Care (MOHLTC) to submit a form of dataset elements.

CHA
interRAI Community Health Assessment. Assessment system utilized for individuals in a living environment of ranging settings, tracking movement along the continuum of care. Included supplements are: interRAI Functional Supplement (interRAI CHA-FS), interRAI Mental Health Supplement (interRAI CHA-MH), interRAI Assisted Living Supplement (interRAI CHA-AL), interRAI Deafblind Supplement (interRAI CHA-Db).

CBI

Community Business Intelligence. Program initiated to collect key data elements from Canadian Mental Health Association (CMHA) branch’s Client Management System(s) to report on all levels. Data collected into a centralized repository will be available to both individual CMHAs and CMHA Ontario.

MCYS-BI

The solution receives anonymized client and service data from client information systems via automated processes. Data quality will be collected and analyzed in order to calculate CYMH performance indicators. Such a process will allow MCYS to count children and youth across the sector under necessary reporting elements while all necessary information remains anonymized, protecting individual privacy.