

SEPTEMBER/OCTOBER 2012



Did you know?

88% of American adults have cell (wireless) telephones¹

45% have a smartphone²

58% have a desktop computer¹

61% have a laptop computer¹

18% have a tablet computer¹

Client Offsite Interview lets clients take the CHAT or ASI-MV at home

Contents

Did you
know?

Client Offsite
Interview lets clients
take the CHAT or
ASI-MV at home

How the Client Offsite
Interview works

Fostering client
engagement with an
offsite interview

Have you tried the

We've added a new capability to the Addiction Severity Index-Multimedia Version (ASI-MV®) and Comprehensive Health Assessment for Teens (CHAT®): The Client Offsite Interview. The Client Offsite Interview allows you to have clients complete ASI-MV or CHAT on their home computer (or any other computer) with a secure Internet connection. It's the same assessment that you would give at your facility, and the results and standard reports are available for you online as soon as the client has completed it.

The Client Offsite Interview opens up new flexibility for behavioral healthcare providers, with the potential to reduce wait times and no-shows. Organizations that serve large geographic areas can begin the assessment process before clients have to travel to an appointment, reducing the time clients have to spend during the assessment process and, possibly, the number of trips they would have to make. Satellite facilities that lack the computer resources to administer the ASI-MV or CHAT can use the Client Offsite Interview for intake assessments rather than asking clients to go to another location.

The Client Offsite Interview can also help streamline the client intake process. Counselors can review the results ahead of the client's visit, check that an anticipated placement is available, or line up other resources. Then, during the client's visit, the clinician can focus on engagement, gathering the additional information needed and collaborating with the client in treatment planning.

[CHAT Summary Report?](#)

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"The Client Offsite Interview can help behavioral health providers in a number of important ways," says Albert Villapiano, Ed.D., Vice President of Clinical Development for the ASI-MV and CHAT at Inflexxion, Inc. "In addition to its potential for streamlining intake and reducing wait times, it will make it easier to do follow-up assessments without having to require clients to travel to the facility." As programs increase their focus on outcomes and recovery management, the Client Offsite Interview can expand their ability to follow up with clients and document successful results. "The launch of this new feature helps cement ASI-MV and CHAT as two of the most advanced tools for the process of behavioral health assessment," Villapiano says.

[Back to top](#)

How the Client Offsite Interview works

The Client Offsite Interview is an option for any facility that's using the online versions of the ASI-MV or CHAT. You'll choose the offsite option when you're setting up the assessment on your ASI-MV Connect dashboard page.

Once you've logged in and chosen the assessment you want to give, you'll choose either "Start the interview now" (for an in-clinic assessment) or "Email the interview to a client" (for the Client Offsite Interview). Then go ahead and register the client as usual.

If you chose the Client Offsite Interview, the interview won't start automatically. Instead, you'll see the "send email" page. This will help you generate an email with a secure, unique link that will allow the client access to the Client Offsite Interview for seven days.

To keep the assessment secure, clients will be asked to verify their identity using their birth year and the last four digits of their Social Security number (SSN) or other identification number before they can start the Client Offsite Interview. They'll also be asked to create a personal identification number (PIN). If they choose to pause the assessment before finishing it, they can regain access using the PIN. Once clients have completed the assessment, their PINs expire.

When a client's assessment is complete, you'll be able to access the results from the dashboard as you would with any ASI-MV or CHAT.

The Client Offsite Interview feature also allows you to have clients start an assessment at home and finish it at your facility, or vice-versa, start at the clinic and finish the assessment at home.

To help you learn more about the Client Offsite Interview feature and how to use it, we've produced a [five-minute tutorial](#) [video file], available on the ASI-MV Connect website.

[Back to top](#)

Fostering client engagement with an offsite interview

Clients who will self-administer an offsite assessment need to understand the assessment process and have the motivation to take the assessment on their own time. In addition to making sure they have access to a computer in a private location, you'll want to talk with them to determine that they will be a good candidate for an offsite assessment. Some clients will appreciate the flexibility and convenience of taking the assessment at home.

When clients have their initial assessment interview offsite, it's especially important to foster engagement. Emphasize that you will go over the results with them when they come to your office, and that you will develop a plan for their treatment *together*, using the assessment in addition to face-to-face communication.

It's also important to emphasize that the online assessment, including the Client Offsite Interview, is confidential and secure. Their information will only be used to help in their treatment. If their results will be shared with courts, family, or others, be specific about what will and won't be disclosed to whom.

[Back to top](#)

Have you tried the CHAT Summary Report?

In response to your requests for a shorter, more focused report of the results of the CHAT assessment, earlier this year we launched the CHAT Summary Report. Designed to supplement the more detailed CHAT Narrative Report, the Summary Report provides a visual representation of the client's problem areas and their severity, with brief narrative paragraphs that present the supporting detail. The report contains:

Psychiatric risk and trauma table

Composite scores in the six domains (psychological health, family relationships, peer relationships, tobacco use, alcohol use, and drug use), presented in a bar chart

Client ratings for degree of worry and importance of getting help for each domain

Narrative summaries of psychological and physical health, substance use, family relationships, peers and sexuality, employment, and legal issues

To learn more, visit the ASI-MV Connect website and see a [sample of the report](#).

[Back to top](#)

Join us on LinkedIn!

[Discuss the new Client Offsite Interview](#) with other behavioral health professionals on LinkedIn.

The [ASI-MV Connect LinkedIn group](#) is a source of new contacts and connections among behavioral health researchers, technology developers, and clinicians who are using technology to enhance their practices.

[Back to top](#)

References

1. Brenner, J. (2012). Pew Internet: Mobile. Pew Internet & American Life Project, September 14, 2012. Available at: <http://pewinternet.org/Commentary/2012/February/Pew-Internet-Mobile.aspx>

2. Smith, A. (2012). Cell Internet Use 2012. Pew Internet & American Life Project, June 26, 2012. Available at: <http://pewinternet.org/Reports/2012/Cell-Internet-Use-2012/Key-Findings.aspx>

[Back to top](#)

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[Back to top](#)



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