



**National Asian American Psychology Training Center
2022-23 RAMS Outpatient Practicum Orientation Schedule**

Quick Links to the specific orientation day

Week One: [Wed, Sept 7th](#);

Week Two: [Tue, Sept 13th](#); [Wed, Sept 14th](#);

Week Three: [Tue, Sept 20th](#); [Wed, Sept 21st](#) [Thur, Sept 22nd](#)

Week Four: [Tue, Sept 27th](#); [Wed, Sept 28th](#); [Thur, Sept 29th](#)

Week One

Wednesday, September 7th Introduction and Welcome to RAMS

9:00-10:00	Welcome to RAMS: Group Meeting and Introductions	Training Group & Training Group Supervisors
10:30-12:00	In-Service Training: Adult Case Conference	Discussant: Meryl Botkin, PhD Presenter: Ariella Leaffer, AMFT
12:00-1:00	Lunch Break	
1:00-2:00	Introduction to the Training Program (Logistics) <ul style="list-style-type: none"> - Work schedule; time off & vacation coverage; - Signing for intakes and intake coverage; - Clinical case requests & monthly caseload updates; - On-line feedback on supervision and seminars; - Grievance and Performance Remediation; - Introduction to the help with RAMS Logistics (Google Drive Folder; Caseload List on the RAMS Server; Charting and Chatting Group Consultations) - Room reservation system - Social distancing plan for in-person work 	Flora Chan, PsyD Co-Director of Training & Shlomit Gorin, PsyD Co-Director of Training
2:00-3:00	Working Relationally at RAMS: Child Case Presentation and Discussion	Christine Wai, PsyD Supervising Psychologist

3:00-...	<ul style="list-style-type: none"> - Get familiar with the Training Program folder on the RAMS Google Drive (accessible only via RAMS email) - Contact your individual supervisors - CANS & ANSA Certification 	Self-Directed
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For the next three weeks, we'll keep you busy with paperwork- and procedure-related trainings. Please note that **you are not expected to see clients until the last week of the orientation period.**

Focusing on the paperwork early in your training year will allow you to devote your full attention to your clinical work and learning later on. Conversely, if you are still trying to figure out the paperwork while working with a full caseload, it is likely to be quite overwhelming.

The very first step you need to take in order to be able to see clients at RAMS is to **get certified in ANSA and CANS computerized assessment systems.** You can do it by yourself through the website set up by the San Francisco Community Behavioral Health System for this purpose; use the instructions I emailed you for registering at the website and then follow the manuals provided on the website.

Please also remember to pick up your laptop by the end of the first week. Schedule your pick-up at this link:
<https://sites.google.com/ramsinc.org/intranet/admin/it-support?authuser=0>

Week Two

Tuesday, September 13th

9:00-9:45	Adult Intake & Overview of Clinical Documentation <ul style="list-style-type: none"> - Adult intake procedures & assessing eligibility for services - Scheduling initial clinical intakes - Initial assessment form (establishing eligibility and diagnosis) - Face sheet - Progress note - Consent for treatment - HIPAA information - Care quality network opt-out form - Grievance information - Patients' rights and responsibilities (aka Advanced Directive) - Guide to Medi-Cal mental health services - Acknowledgement of receipt of materials - Authorization for alternative communication (telehealth) - Charting intakes - Timeline for finishing and procedure for submitting intakes 	Stella Mak, LMFT AOP QI Supervisor & Kristina Bang, Intake Coordinator
10:00-11:15	ANSA, Assessment, Treatment Plan, and Diagnosis <ul style="list-style-type: none"> - Getting ANSA certified 	Stella Mak, LMFT AOP QI Supervisor

	<ul style="list-style-type: none"> - Initial assessment and update - Admission diagnosis and update - Initial treatment plan of care (TPOC) and update <p>Adult OPS Ongoing Documentation</p> <ul style="list-style-type: none"> - Working under supervision - Authorization to release information - Patient financial information (PFI) - Fee schedule and UMDAP adjustment - Request for medication evaluation - procedures - Opening cases in Avatar: When and How - Avatar progress notes: Content and Timelines - Documentation timelines: Initial, Ongoing, and Annual - Maintenance and storage of clinical records <ul style="list-style-type: none"> - Virtual chart room on RAMS secure storage drive - Physical charts 	
11:30-12:00	<p>PURQC and Quality Assurance Procedures</p> <ul style="list-style-type: none"> - PURQC timelines - CSA form; requested hours & areas of impairment - PURQC checklist and supervisor's pre-PURQC review - Obtaining supervisors' signatures - Procedure for PURQC submission - QI consultations with Stella (second Wednesday of the month, 11-12, during the virtual training center's "Charting & Chatting") 	Stella Mak, LMFT AOP QI Supervisor
12:00-1:00	Lunch Break	
1:00-2:00	Welcome and Introduction to Adult Outpatient Services; Mandatory reporting with adults; Crisis and the use of the RAMS OD system	Sachi Inoue, PhD Director of Adult Outpatient Services
2:15-2:45	<p>Use of Technology and IT Support</p> <ul style="list-style-type: none"> - Overview: VPN, Accessing RAMS Storage Drive, RingCentral, Email Encryption - RAMS IT Policy and Procedures - Requesting technical assistance from the RAMS helpdesk 	Mike Dang, IT Director & Stella Mak, LMFT AOP QI Supervisor
3:00-...	<p>Clinical work according to your own schedule</p> <ul style="list-style-type: none"> - Review AOP paperwork handouts - Learning to access RAMS storage drive - Studying transfer forms of assigned clients (located in your virtual folder on the storage drive) 	Self-Directed

Wednesday, September 14th

<p>9:00-9:20</p>	<p>Welcome & Introduction to RAMS Children’s Outpatient Services</p>	<p>Anna Zozulinsky, PhD Director of Outpatient, Child, Youth, and Family Services</p>
<p>9:20-10:00</p>	<p>Child Intakes & Overview of Clinical Documentation</p> <ul style="list-style-type: none"> - Intake scheduling procedures - Child and parent engagement & containing during intakes - Management of potential crisis issues - Intake forms and documentation - Risk assessment form - Establishing medical necessity and diagnosis - Consent for treatment - Consent for billing - Care quality network opt-out form - HIPAA information and form - Acknowledgement of receipt of materials - Information (BBS notice) - Guide to Medi-Cal mental health services - Authorization for alternative communication (telehealth) - Patient financial information (PFI) - Indirect services form - billing for the intake - Intake submission procedure 	<p>Mandy Sun, APCC Mental Health Counselor and Kathleen Yu, PhD Mental Health Counselor</p>
<p>10:00-12:00</p>	<p>Introduction to Clinical Documentation for CYF Outpatient Services</p> <ul style="list-style-type: none"> - CYF ongoing documentation: <ul style="list-style-type: none"> - Letter about working under supervision - Authorization to release information - Consent for billing - Consent for treatment - Care quality network opt-out form - Acknowledgement of receipt of materials - Information (BBS notice) - Guide to Medi-Cal mental health services - Authorization for alternative communication (telehealth) - Patient financial information (PFI) - Fee schedule and UMDAP adjustment - CANS Assessment/Treatment Planning - Getting certified in CANS - Entering diagnosis in Avatar - supervisors - Opening cases in Avatar - Closing cases - Documentation timelines - Storage of non-Avatar clinical records 	<p>Keiko Hinoki, LMFT CYF QI Supervisor</p>

	<ul style="list-style-type: none"> - PURQC timelines and procedures - QI consultation with Keiko (third Wednesday of the month, 11-12; during the virtual training center's "Charting and Chatting") 	
12:00-1:00	Lunch Break	
1:00-2:30	Review CYF Documents	Self-Directed
2:30-3:15	Mandatory child abuse reporting; Handling risks & crises with children in the remote work environment	Anna Zozulinsky, PhD Director of Outpatient, Child, Youth, and Family Services

By the end of the second week, you will need to enter your weekly work schedule into **2022-23 Training Group's Weekly Work Schedules ([📅 2022-23 Training Group's Weekly Work Schedules](#))** in the Training Program's folder on RAMS Google Drive. You also will need to contact Kristina Bang, Office Manager and sign up for a clinical intake hour. Don't worry about not knowing your exact client schedule yet – you can change your schedule and your intake time later. When creating your work schedules, please keep in mind that labor regulations do not allow you to work longer than ten hours per day.

Thursday, September 15th

11:00-11:30	Option 1 for Key Pick Up and Clinic Tour at 3626 Balboa St (Note: three dates are being offered for the key pick up/clinic tour - you only need to attend one of the dates. The other times are 9/19 and 9/27)	Kristina Bang Office Manager
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Week Three

Monday, September 19th

11:00-11:30	Option 2 for Key Pick Up and Clinic Tour at 3626 Balboa St (Note: three dates are being offered for the key pick up/clinic tour - you only need to attend one of the dates. The other times are 9/15 and 9/27)	Kristina Bang Office Manager
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Tuesday, September 20th

9:00-10:30	Review of HR Documents and History and Overview of RAMS	Angela Tang, LCSW Director of Operations
11:00-12:00	Discrimination and Harassment Prevention Training https://www.dfeh.ca.gov/shptfaq-employee (link to the training is on the bottom of the FAQ)	Self-Directed
12:00-1:00	Lunch Break	
1:00-1:45	Financial Information Documents. Client Insurance and Other Documentation	Jackson Yip, BIS Assistant
2:00-3:00	Compliance and Confidentiality/Privacy Practices. RAMS Telehealth Policies	Tatyana Ryleeva, HR Assistant and Erick Divina, Wellness & Engagement Manager
3:00-...	Clinical work and supervision according to your own schedule: - Reviewing documentation instructions - Contacting your clients and setting up appointments	Self-Directed

Wednesday, September 21th

9:00-12:00	Avatar Training: Use of the Electronic Health Record System	Jackson Yip, BIS Assistant & Angela Tang Director of Operations
12:00-1:00	Lunch Break	
1:00-2:00	Clinical work and supervision according to your own schedule: - Reviewing documentation instructions - Contacting your clients and setting up appointments	Self-Directed
2:00-3:00	Working Relationally in Teletherapy with Adult Clients	Wilfred Choi, PsyD Supervising Psychologist
3:00-4:00	Learning in Relational Supervision	Andrea Chan, PsyD Supervising Psychologist

Thursday, September 22, 2022

9:00-...	Clinical work & supervision according to your own schedule	Self-directed
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By the end of the third week, you will need to have **attempted to contact all of your assigned clients and be working on scheduling clinical appointments with them**. When you make your first client appointments, make sure to spread them out, so you will not be seeing too many new clients during your first weeks. **Please remember: Interns and trainees are not supposed to see clients in the last hour of clinic's operation.** This ensures that the OD team is available in the event of a crisis and that nobody has to work after hours.

If you encounter problems getting in touch with a client, please don't wait too long before you talk to your supervisor about it. **If clinical documentation procedures feel confusing at first, don't despair!** Just follow the memos and manuals provided and you'll get there. After you start seeing clients (and, therefore, charting), you can get consultations on paperwork during the *Virtual Training Center "Charting and Chatting Time"* from our QI Managers, Keiko Hinoki and Stella Mak.

Week Four

Tuesday, September 27th

9:00-10:00	Working Relationally at RAMS: Navigating Transfer Transference	Kelli Little, PsyD
11:30-12:00	Option 3 for Key Pick Up and Clinic Tour at 3626 Balboa St (Note: three dates are being offered for the key pick up/clinic tour - you only need to attend one of the dates. The other times are 9/15 and 9/19)	Kristina Bang Office Manager
1:00-2:20	Practicum Group supervision (for those assigned to this group)	Sachi Inoue, PhD Director of Outpatient Services

Wednesday, September 28th

9:00-10:30	In-Service Training: Child Case Conference	Discussant: Holly Gordon, DMH Presenter: Reina Zhao, AMFT
11:30-1:00	End of Orientation Potluck Gathering (IN PERSON)	Interns, Trainees,

	Location: Lincoln Park Picnic Area @ 34th & Clement	Supervisors, and Orientation Facilitators
12:00-...	Clinical work & supervision according to your schedule	Self-Directed

Thursday, September 29th

9:00-...	Clinical work & supervision according to your schedule	Self-Directed
10:30-11:50	Practicum Group supervision (for those assigned to this group)	Sasha Zinchenko, PhD Supervising Psychologist

Starting next week (week of 10/3), please refer to the [regular weekly training schedule](#), unless otherwise notified.

- Practicum Group Supervision on Tuesday afternoons, with Sachi Inoue, PhD (mandatory for those assigned to this group): **Starts on Tue, September 27th**
- Practicum Group Supervision on Thursday mornings, with Sasha Zinchenko, PhD (mandatory for those assigned to this group): **Starts on Thur, September 29th**
- Group Consultation on Working with Children & Families with Michael Litter, PsyD: **Starts on 10/3**
- Clinical Understanding and Sociocultural Considerations with Community Mental Health Clients with Chiyon Won, PsyD: **Starts on Wed, October 12th**