



Close a Service Provision

OVERVIEW

This User Guide details how to close a service provision.

HINTS & TIPS

Services can be accessed from:

- **My FuSion Services** (available in the **My Case & Service List** from the Home page)
- **Services tab** on the main Case screen, or
- through the **Person View**.

CLOSING AN EXTERNAL SERVICE WHICH HAS NOT BEEN ALLOCATED:

Navigate to the **Services** tab in the case.

Click on the folder, for the **Service** that requires closure.

Record an **End Date** for that service.

Click **Save**.

Case : (100021484)

Save

Case Services Brief Interventions Case Management Review Outcomes Notes (0) Related Activities Audit History

Service Provision

Service Type	Status	External	Start Date	End Date	
Mental Health Services	Allocated	<input type="checkbox"/>	16/08/2020		Delete
Family Counselling	Awaiting Allocation	<input checked="" type="checkbox"/>	07/08/2020		Delete

Add Service

Allocation Detail

*Start Date: 07/08/2020

*Status: Awaiting Allocation

External Service: Agency ID: 10009

Agency Name: UnitingCare West

End Date:

Outcome:

Service Duration: 0.00

*Service Type: Family Counselling

Unmet Demand Reason:

Service Provider:

Program:

Comments:

Next



Close a Service Provision



CLOSING AN ALLOCATED SERVICE:

Click on the folder for the Service that you want to close.

Select the **Update Service** button.

Case **Services** Brief Interventions Case Management Review Outcomes Notes (0) Related Activities Audit History

Service Provision

	Service Type	Status	External	Start Date	End Date	
	Mental Health Services	Allocated	<input type="checkbox"/>	16/08/2020		<input type="button" value="Delete"/>
	Family Counselling	Awaiting Allocation	<input checked="" type="checkbox"/>	07/08/2020		<input type="button" value="Delete"/>

Allocation Detail

*Start Date: 16/08/2020 *Service Type: Mental Health Services

*Status: Allocated Unmet Demand Reason:

External Service: Agency ID: Service Provider: MercyCare (Mirrabooka/Joondalup)

Agency Name: Program: MercyCare - Reconnect

End Date: Comments:

Outcome:

Service Duration:



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COMPLETING THE SERVICE:

Complete the following details on the service's **Main Information** tab:

Details

- A. Record or update **Details** fields as appropriate.
- B. Status: change to **Closed**
- C. Select the appropriate **Outcome**
- D. Record a **Decision Date**
- E. Record the **Intensity (hours)**

Click **Save**.

To navigate back to the case, click on the **Transfer to Parent Case** hyperlink.

Service ID : (100021514)

Main Information | Brief Interventions | Notes (0) | Related Activities

Details

Assessment
test

Comments **A**

[Transfer to "Parent Case"](#)

Active Holding ?

Start Date End Date

*Start Date 16/08/2020

Service Type Mental Health Services

*Assigned To LEE, Lisa

*Provider MercyCare (Mirrabooka/Joondalup)

Status Open **B**

Review Date

Outcome

Outcome **C**

Decision Date **D**

Intensity (hours) **E**



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COMPLETED SERVICES:

Once a service has been completed, it will be read only.

Service ID : (100021514)

Save

Main Information | Brief Interventions | Notes (0) | Related Activities

Details

Assessment
test

Comments
test

Transfer to "Parent Case"

Active Holding ?

Start Date	End Date
Start Date	16/08/2020
Service Type	Mental Health Services
*Assigned To	LEE, Lisa
Provider	MercyCare (Mirrabooka/Joondalup)
Status	Closed
Review Date	

Outcome

Outcome	Family Support
Decision Date	16/08/2020
Intensity (hours)	3.00

All services will display on the **Services** tab within the case and have an End Date.

Case | **Services** | Brief Interventions | Case Management | Review | Outcomes | Notes (0) | Related Activities | Audit History

Service Provision

	Service Type	Status	External	Start Date	End Date	
	Mental Health Services	Allocated	<input type="checkbox"/>	16/08/2020	16/08/2020	Delete
	Family Counselling	Awaiting Allocation	<input checked="" type="checkbox"/>	07/08/2020	16/08/2020	Delete

Add Service

In the **Person View** the completed services will appear in the Completed branch.

Activities

*Date Filter: 7 - View All

First | Previous | Next | Last | Left | Right

Overview of - Melly

- Activities
 - Cases - (25)
 - Completed - (1)
 - Open - (24)
 - View All
 - Completed - (2) **[Red Box]**
 - Open - (7)
 - View All
 - Alerts - (7)
 - Completed - (2)
 - Open - (5)
 - View All

Service Details (Completed)

FSN Details	Service Type	Status	Provider Group Name
100021514	Mental Health Services	Completed	MercyCare (Mirrabooka/Joondalup)
100021510	Housing Support	Completed	PARKERVILLE CHILDREN AND YOUTH CARE (MIRRABOOKA)