



Office of Mental Health
PSYCKES

Using PSYCKES Mobile Application

PSYCKES Training Webinar

March 26, 2026

Q&A via Webex

- All phone lines are muted
- Access “Q&A” box in Webex menu at the bottom right of your screen; click on the three horizontal dots and select Q&A option
- Type questions using the “Q&A” feature
 - Submit to “all panelists” (default)
 - Please do not use Chat function for Q&A
- Slides and recording link will be emailed to attendees after the webinar and posted to public website shortly

Agenda

- PSYCKES Overview
- How to Install and Login to the Mobile App
- Enabling Access to Client-Level Data
- Viewing the Clinical Summary
- iPad Exclusive Features
- Safety Plan/C-SSRS
- Training & Technical Assistance

PSYCKES Overview

What is PSYCKES?

Psychiatric Clinical Knowledge Enhancement System (PSYCKES)

- A secure, HIPAA-compliant web-based application that integrates multiple data sources to support population health, quality improvement, care coordination and clinical decision-making
- Ongoing data updates
 - Quality Indicator reports (updated monthly)
 - Clinical Summary (updated weekly)

Who is Viewable in PSYCKES?

- Over 12 million individuals viewable in PSYCKES - individuals with any history of:
 - Medicaid funded behavioral health diagnosis or treatment, or
 - State Psychiatric Center inpatient or outpatient services, or
 - Health Home outreach or enrollment
- Provides data across the treatment spectrum, including general medical, behavioral health, crisis services, residential, lab & pathology, and more!

What Data is Available in PSYCKES Mobile App?

- Clinical Summary provides up to 5 years of data, updated weekly
- All Medicaid FFS claims and Managed Care encounter data, across treatment settings
 - Medications, medical & behavioral health outpatient & inpatient services, ER, crisis, care coordination, and more!
- Multiple other state administrative databases (0–7-day lag):
 - New York City Correctional Health Services (CHS)
 - New York City Department of Homeless Services (NYC DHS)
 - Health Home enrollment & CMA provider (DOH MAPP)
 - Managed Care Plan & HARP status (MC Enrollment Table)
 - MC Plan assigned Primary Care Physician (Quarterly, DOH)
 - State Psychiatric Center EMR
 - Assisted Outpatient Treatment provider contact (OMH TACT)
 - Assertive Community Treatment provider contact (OMH CAIRS)
 - Adult Housing/Residential program Information (OMH CAIRS)
 - Suicide attempt (OMH NIMRS)
 - Safety plans/screenings and assessments entered by providers in PSYCKES MyCHOIS
 - IMT, AOT Referral Under Investigation, and MCT (DOHMH)

Quality Indicators “Flags”

- PSYCKES identifies clients flagged for quality concern in order to inform the treating provider and to support clinical review and quality improvement.
- Statewide Reports and My QI Reports, **updated monthly**, display quality indicator prevalence rates at the statewide, region, county, network, provider, program, and managed care plan levels.
- Some examples of our quality indicators include:
 - No diabetes monitoring for individuals with diabetes and schizophrenia
 - Low medication adherence for individuals with schizophrenia
 - High utilization of inpatient or emergency room services
 - Eligible for Health Home Plus-No Health Home Plus Service in the past 3 months or 12 months
- The Performance Tracking Indicators are unique indicator sets in PSYCKES because the Department of Health (DOH) calculates them on “mature” Medicaid data. DOH calculates the indicator sets after a 6+ month billing data maturation period to allow for service invoicing. The ‘as of’ date for these measures in the application reflects the most recent performance tracking data run by DOH. These measures are based on a 12-month period of services.

PSYCKES Mobile App Overview

- The PSYCKES mobile application is designed for mobile workers to rapidly pull up treatment histories to help individuals in crisis or those receiving community-based care
- The app allows users to search for clients while out in the field and view care coordination contact information, outpatient and inpatient services utilization, medication information, and more.
- Enable consent (including e-signed consent!) or emergency access as needed
- Access recently viewed clients easily without having to re-enter search criteria
- Complete Safety Plans or C-SSRS/PHQ-9 from field
- Free in the App Store and Google Play Store

Install and Login

Technical Requirements for the Mobile App

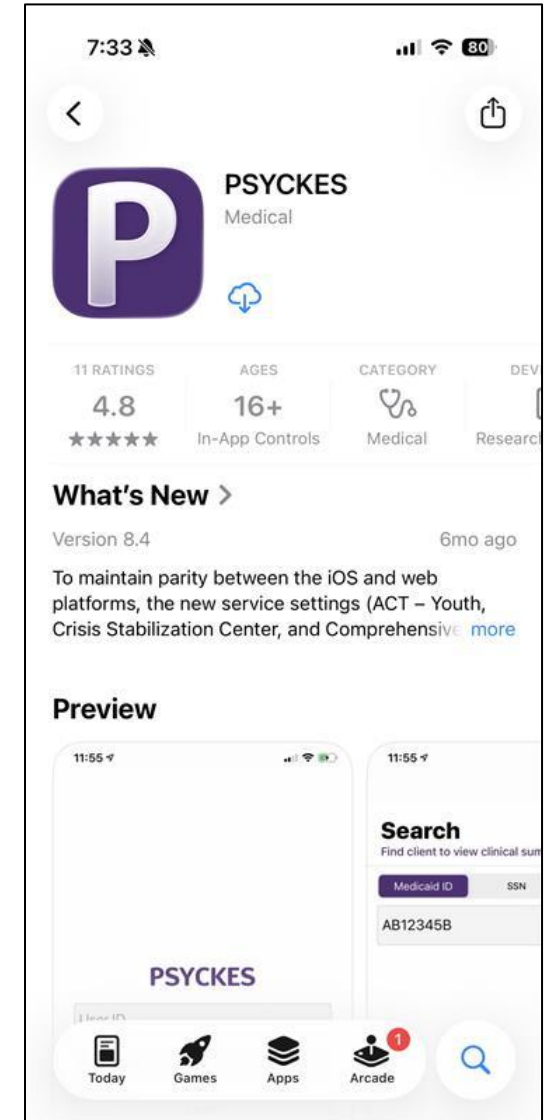
- iOS device: iPhone, iPad, iPod
- Android Device: Phone, tablet
- Latest version of iOS:
 - Check to see if an upgrade is needed by navigating to Settings > General > Software Update
 - Currently, iOS version 17.0 or higher
- Latest version of Android:
 - Check to see if an upgrade is needed by navigating to Settings > System or Software Update > Check for Updates > If an update is available, tap on 'Download and Install'
 - Currently, android version 7.0 or higher
- Important to make sure your device is updated for both the PSYCKES App and iOS/Android to use the mobile app!
 - Password protecting your mobile device is strongly encouraged when using the PSYCKES mobile app.

Pre-Login Requirements for the Mobile App

- Users must be granted access to PSYCKES by their organization in order to receive a User ID and token
 - Note: If you work for an OMH organization, this user ID and token is the same as the one you might use for MHARS, CAIRS, NIMRS, PCS and MHPD
- Your organization's Security Manager grants you access to "PSYCKES-Medicaid" using the Security Management System (SMS)
- Once access is granted, the user will be sent directions on how to request and activate their token in the Self-Service Console
 - For more information: [Login Instructions](#)

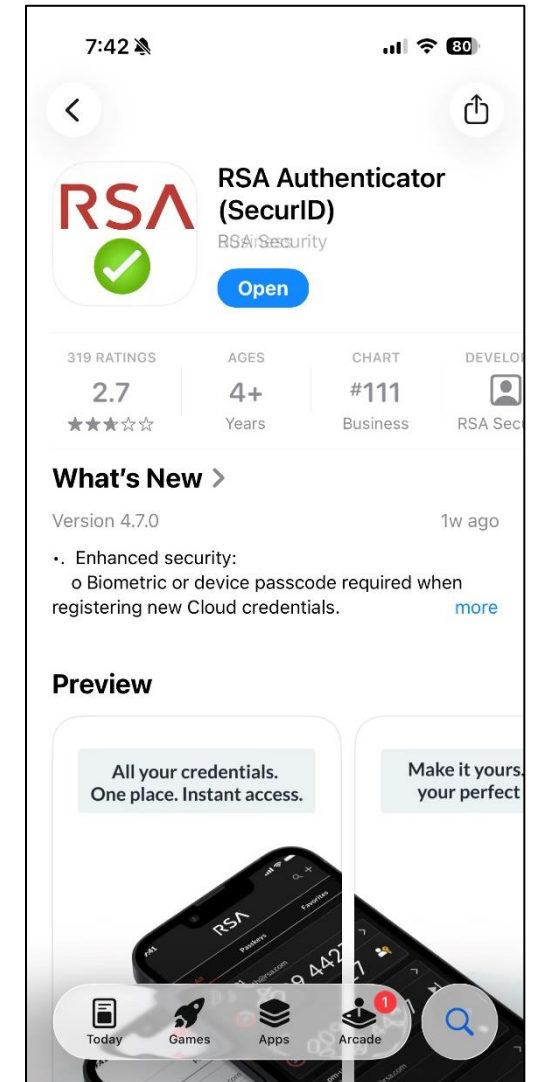
Install the PSYCKES Mobile App

- To install the Mobile App from the App Store or Google Play Store:
 - Tap the App Store or Google Play Store icon on your mobile device
 - Search for “PSYCKES”
 - Install the free PSYCKES Mobile App
 - App Store account password may be required



Install the RSA SecurID App

- Install the RSA SecurID app on your device:
 - Go to the App Store on iOS or Google Play on Android
 - Search for “RSA Authenticator”
 - Install the RSA Authenticator app
 - App Store/Google Play Account password may be required



Request/Activate Mobile Token

- You'll need to use a desktop computer to view the Self-Service Console (<https://mytoken.ny.gov/>) and make sure to have your mobile phone close by for token installation
 - You'll login to the Console using your User ID and password provided in Self-Service Console email
- Important: You'll need to download the RSA Authenticator app from the App Store or Google Play Store onto your mobile device prior to installing your token.

Request Your Mobile Token in Desktop

- Under My Authenticators, select “Request a New Token”

The screenshot shows a web browser window with the URL `mytoken.ny.gov/console-selfservice/ExistingUser/Links.do`. The page title is "Self-Service Console" and the user is logged in as "John.Smith@abcagency.com". The main content area is titled "My Account" and includes a "Help" link. Below the header, there is a paragraph explaining the page's purpose: "This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval. You can also use this page to request authenticators and user group membership, and [view your request history](#)." The page is divided into two main sections: "My Authenticators" and "My Profile".

My Authenticators

Tokens - [request a new token](#) [view SecurID token demo](#)

You do not currently have any tokens.

On-Demand Authentication

Security Questions - [set up](#)

Not configured
Please set up your security questions and answers

My Profile

Personal Information

First Name: John
Middle Name:
Last Name: Smith
User ID: L0000MHH
E-mail: John.Smith@abcagency.com
Certificate DN:
Account Creation Date: Mar 28, 2018 9:03:28 PM GMT
Mobile Number:
AD_City:
AD_Address:
AD_Phone:
AD_State:
AD_Zip:

By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any mischievous or malicious activity is expressly prohibited and may subject you to legal action. Such activity includes, but is not limited to any unauthorized attempt to access data, or to modify, reverse engineer, reverse compile, or disassemble the Software.

For assistance contact your current RSA token administrators.
New York State Office of Information Technology Services
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Request Your Mobile Token in Desktop

- Select “Software” as your token type

NEW YORK STATE OF OPPORTUNITY | Office of Information Technology Services Self-Service Console

Logged on as: **L0000MNH** | [Log Off](#)

Request a Token

Request a Token

SecurID tokens are required for logging on to protected resources.

Request a Token: Choose One ▾

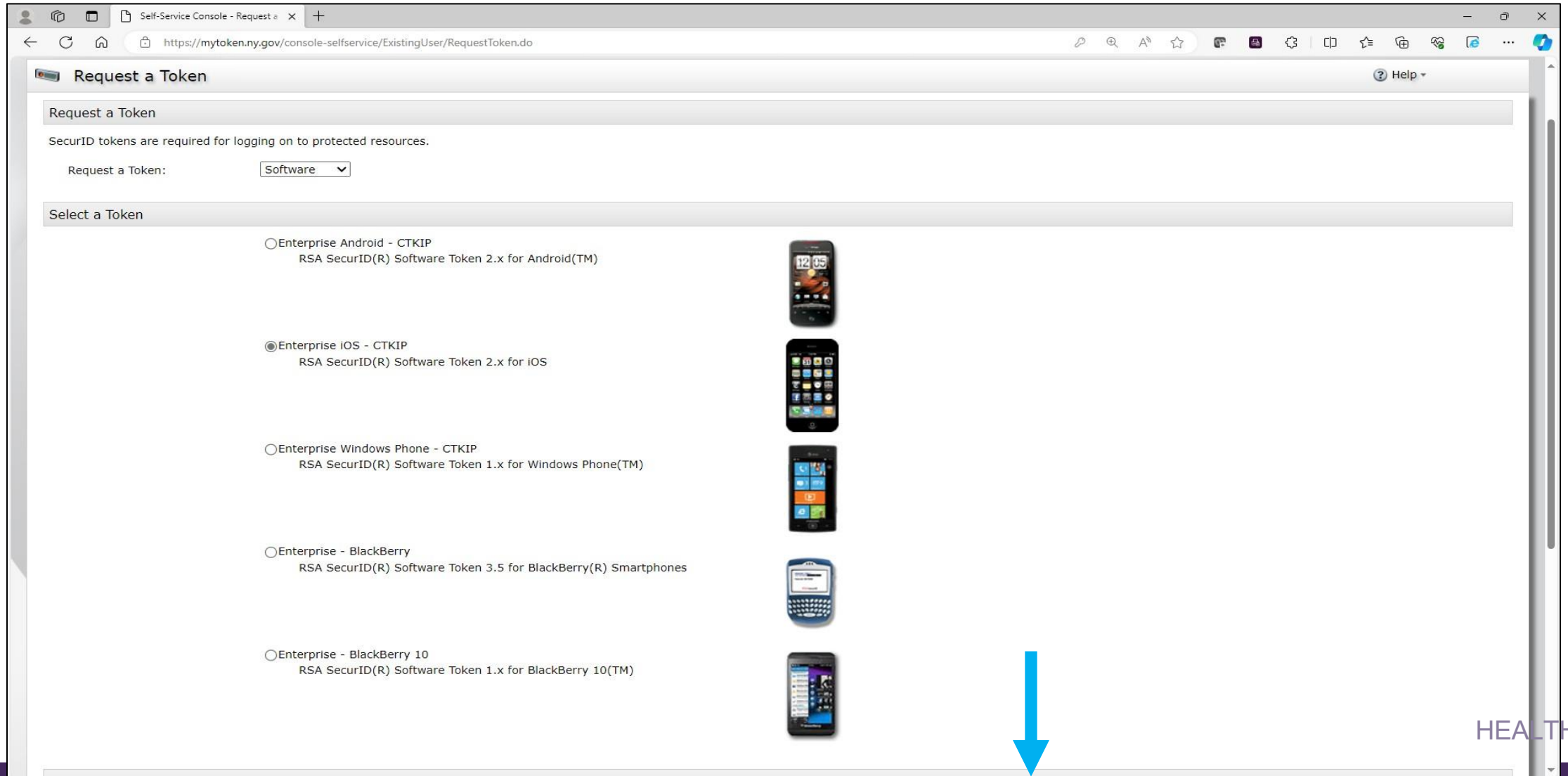
Choose One
Hardware
Software

By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any mischievous or malicious activity is expressly prohibited and may subject you to legal action. Such activity includes, but is not limited to any unauthorized attempt to access data, or to modify, reverse engineer, reverse compile, or disassemble the Software.
For assistance contact your current RSA token administrators.
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HEALTH 16

Request Your Mobile Token in Desktop

- Select your device type the token will be imported onto



Request Your Mobile Token in Desktop

- Create your PIN, provide a reason for token request, click 'Submit'

Self-Service Console - Request a x +

https://mytoken.ny.gov/console-selfservice/ExistingUser/RequestToken.do

Enterprise Windows Phone - CTKIP
RSA SecurID(R) Software Token 1.x for Windows Phone(TM)

Enterprise - BlackBerry
RSA SecurID(R) Software Token 3.5 for BlackBerry(R) Smartphones

Enterprise - BlackBerry 10
RSA SecurID(R) Software Token 1.x for BlackBerry 10(TM)

Create Your PIN

You must create a PIN for the new token. A PIN is combined with a tokencode to create a passcode used for authentication.

Create PIN: * Your PIN must be between 8 and 8 characters long. You cannot re-use any of your last 5 PINs.

Confirm PIN: *

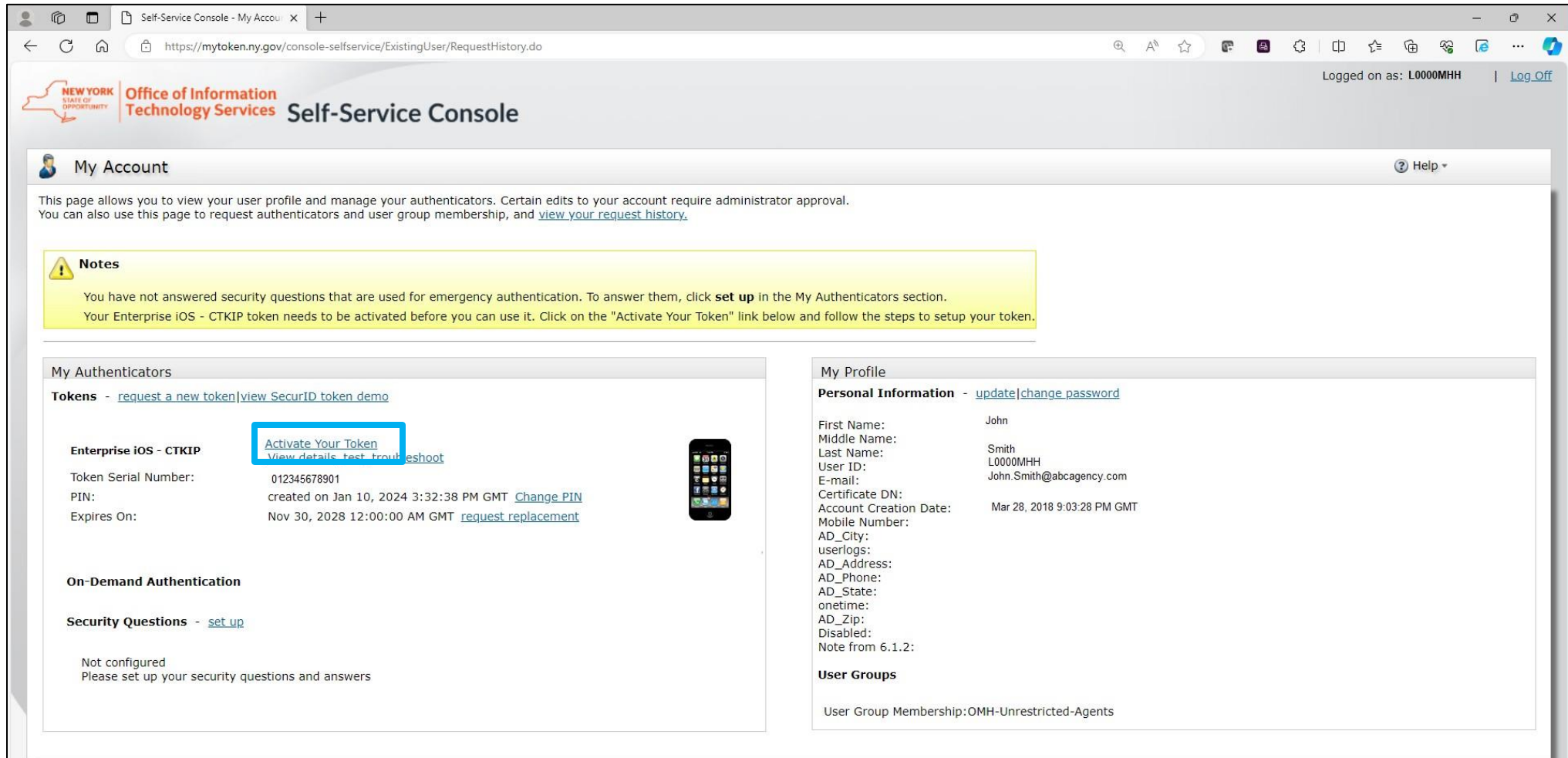
Reason for Token Request

Reason for Token Request:

Please explain why you are requesting this token. For example, to access a Virtual Private Network (VPN), or to replace a lost token.

Activate Your Mobile Token in Desktop

- Under My Authenticators, select “Activate your Token”



The screenshot shows a web browser window displaying the 'Self-Service Console' for the New York State Office of Information Technology Services. The user is logged in as 'L0000MHH'. The main content area is titled 'My Account' and includes a 'Notes' section with a warning icon. The 'My Authenticators' section is active, showing a table of tokens. The 'Enterprise iOS - CTKIP' token is highlighted, and the 'Activate Your Token' link is circled in blue. The 'My Profile' section is also visible, showing personal information and user groups.

Notes

You have not answered security questions that are used for emergency authentication. To answer them, click **set up** in the My Authenticators section. Your Enterprise iOS - CTKIP token needs to be activated before you can use it. Click on the "Activate Your Token" link below and follow the steps to setup your token.

My Authenticators

Tokens - [request a new token](#) | [view SecurID token demo](#)

Token Name	Token Serial Number	Created	Expires	Actions
Enterprise iOS - CTKIP	012345678901	created on Jan 10, 2024 3:32:38 PM GMT	Nov 30, 2028 12:00:00 AM GMT	Activate Your Token View details test troubleshoot

On-Demand Authentication

Security Questions - [set up](#)

Not configured
Please set up your security questions and answers

My Profile

Personal Information - [update](#) | [change password](#)

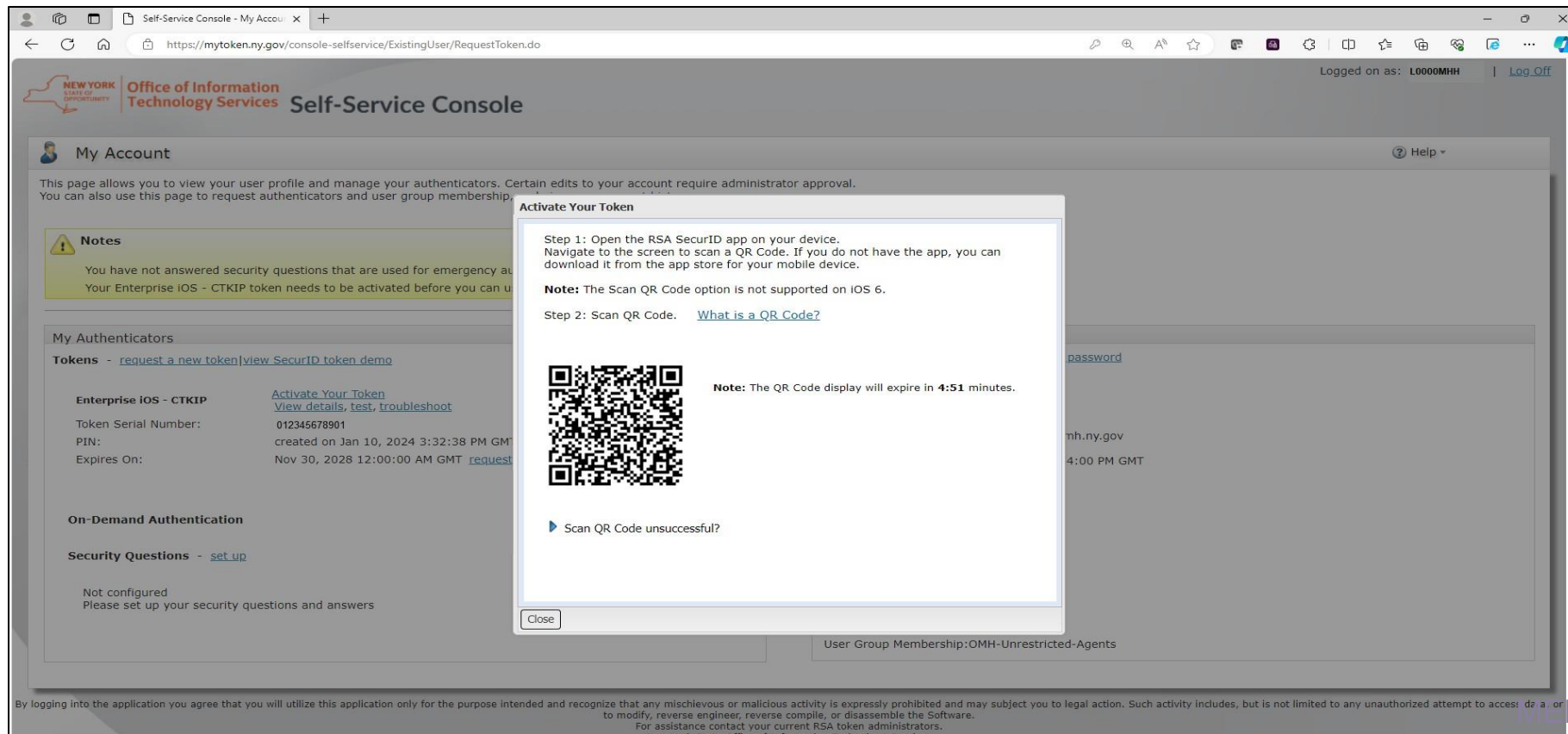
First Name: John
Middle Name:
Last Name: Smith
User ID: L0000MHH
E-mail: John.Smith@abcagency.com
Certificate DN:
Account Creation Date: Mar 28, 2018 9:03:28 PM GMT
Mobile Number:
AD_City:
userlogs:
AD_Address:
AD_Phone:
AD_State:
onetime:
AD_Zip:
Disabled:
Note from 6.1.2:

User Groups

User Group Membership:OMH-Unrestricted-Agents

How to Scan Your QR Code

- A pop-up window will appear on the desktop computer with a QR code to be scanned by your mobile device
 - **Note: This QR Code will only be available for five minutes**




The screenshot shows a web browser window displaying the "Self-Service Console" for the New York State Office of Information Technology Services. The user is logged in as "L0000MH". A pop-up window titled "Activate Your Token" is centered on the screen. The pop-up contains the following text:

Activate Your Token

Step 1: Open the RSA SecurID app on your device. Navigate to the screen to scan a QR Code. If you do not have the app, you can download it from the app store for your mobile device.

Note: The Scan QR Code option is not supported on iOS 6.

Step 2: Scan QR Code. [What is a QR Code?](#)

 **Note:** The QR Code display will expire in **4:51** minutes.

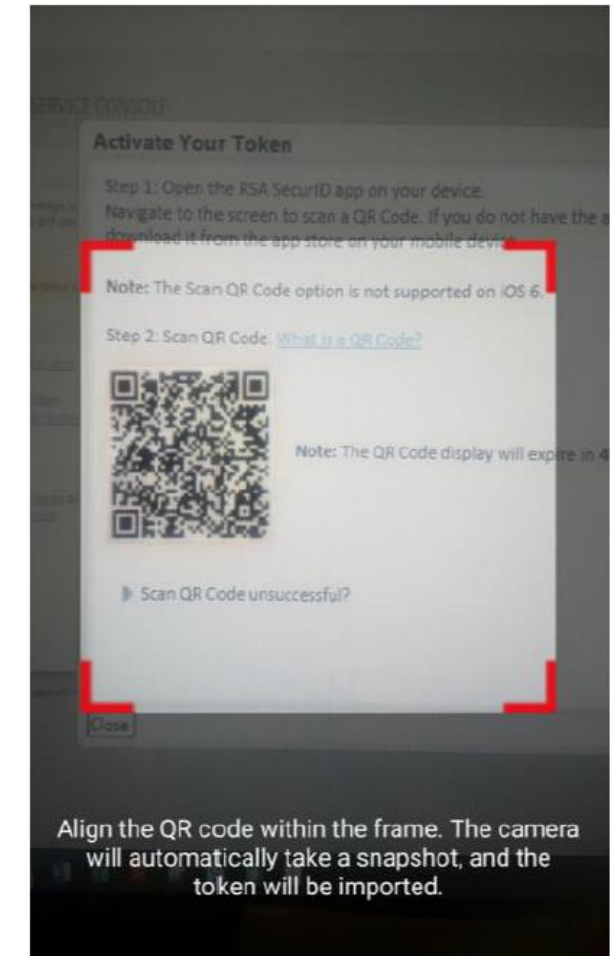
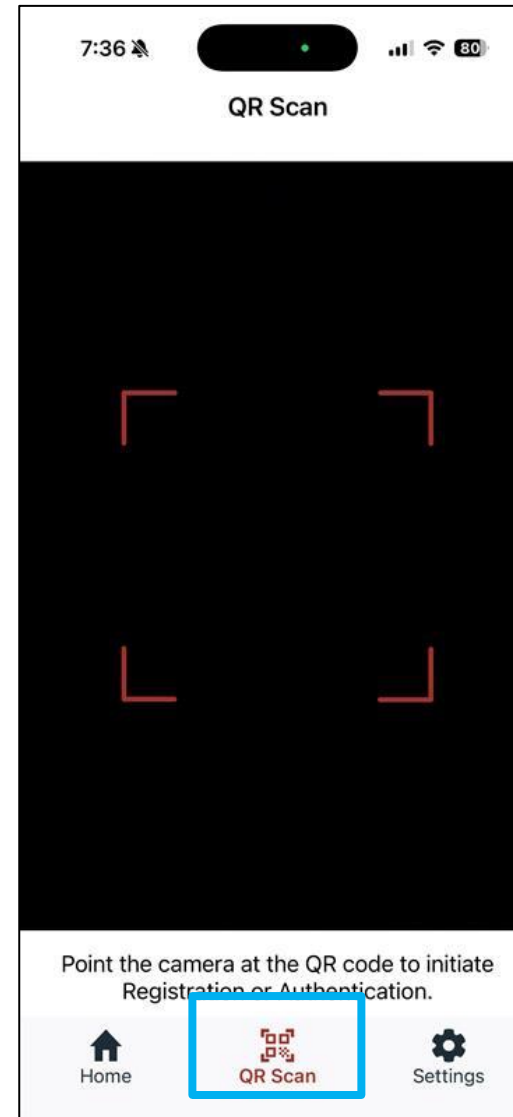
▶ Scan QR Code unsuccessful?

Close

The background of the console shows sections for "My Account", "Notes", "My Authenticators", and "Security Questions". The "My Authenticators" section lists an "Enterprise iOS - CTKIP" token with details such as "Token Serial Number: 012345678901" and "created on Jan 10, 2024 3:32:38 PM GMT".

How to Scan Your QR Code

- To scan the QR code displayed on the desktop, open the RSA app on your mobile device
- At the bottom of your screen, tap “QR Scan”
- With your mobile device, hover the front-facing camera over the QR code displayed on the desktop screen
- Align the QR code within the frame and the camera will automatically take a snapshot and import your token.



Align the QR code within the frame. The camera will automatically take a snapshot, and the token will be imported.

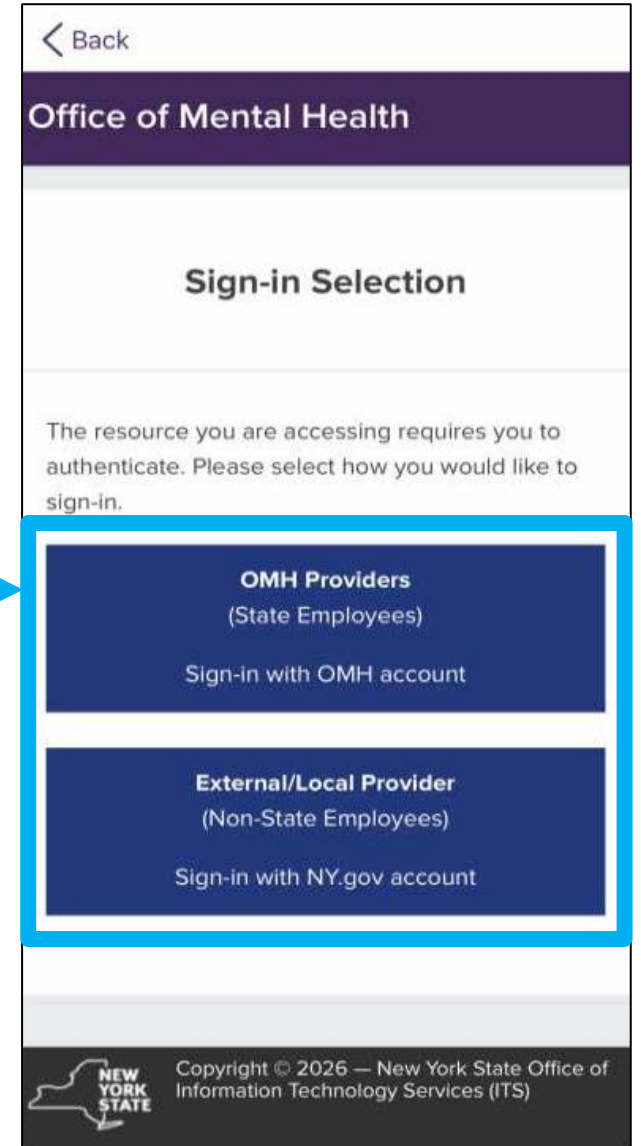
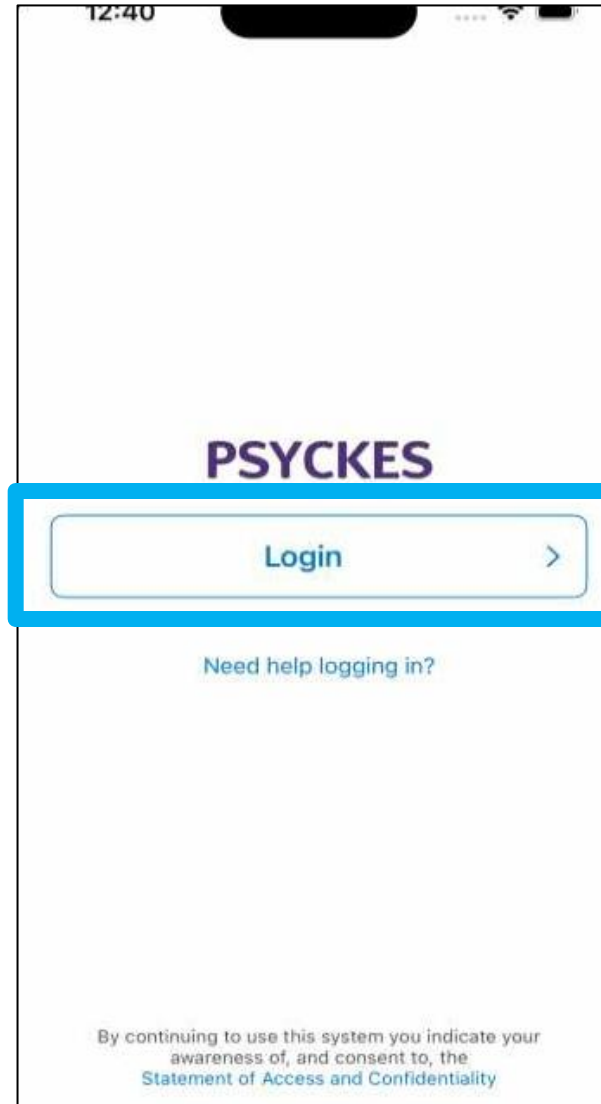
How to Scan Your QR Code?

- Once the QR code is scanned you will see a confirmation on both the desktop screen as well as your mobile device that the soft token has been successfully imported



Login to PSYCKES Mobile App

- Tap on the PSYCKES app icon
- Tap “Login”
- From the Sign in Selection page, select
 - **OMH Providers** if you are an OMH/state PC employee
 - **External/Local Provider** if you are non-OMH/non-state PC employee



Login to PSYCKES Mobile App (Cont'd)

- Enter your User ID in the ‘Username’ box
- For your passcode:
 - Open the RSA app
 - Input your 8-digit PIN
 - Tap Submit
 - An 8-digit passcode is then generated. Tap on the passcode to copy it within your RSA app.
 - Navigate back to the PSYCKES app.
 - Tap on the passcode box to paste.

12:41

< Back

Office of Mental Health

RSA SecurID

The resource you are accessing requires you to authenticate using your RSA SecurID token.

Enter your username and token passcode.

Username

L0000MHH

Passcode

.....

Sign In

Instructions

RSA software token

Launch the SecurID app on your device and enter your RSA Personal Identification Number (PIN). Then enter **only** the eight-digit passcode from the SecurID app into the passcode field on this page (do not

7:59

RSA

L0000MHH

54 8837 4865

Home QR Scan Settings

Medicaid Confidentiality

- Medicaid Confidentiality Standards will appear on every login, like on the desktop version of PSYCKES
- Tap 'Agree' to complete your login
- If you tap 'Disagree', you will be brought back to the login screen

< Back

are required to read, understand and comply with these regulations. There are significant State, Civil and Federal criminal penalties for violations.

Please follow your agency's protocols for handling and transmitting PHI and other information protected by the Health Insurance Portability and Accountability Act (HIPAA).

FEDERAL MEDICAID CONFIDENTIALITY STANDARDS:

The Federal Medicaid confidential data standard is established by §1902(a)(7) of the Social Security Act (42 USC §1396a(a)(7)). The law requires that a "State plan for medical assistance must: (7) provide safeguards which restrict the use or disclosure of information concerning applicants and recipients to purposes directly connected with the administration of the plan." This statutory requirement is implemented in regulations at 42 CFR §431.300 et seq.. 42 CFR §431.302 defines Medicaid program administration to include:

- (A) Establishing Eligibility;
- (B) Determining the amount of Medical Assistance;
- (C) Providing services for recipients; and
- (D) Conducting or assisting an investigation, prosecution, or civil or criminal proceeding related to the administration of the plan.

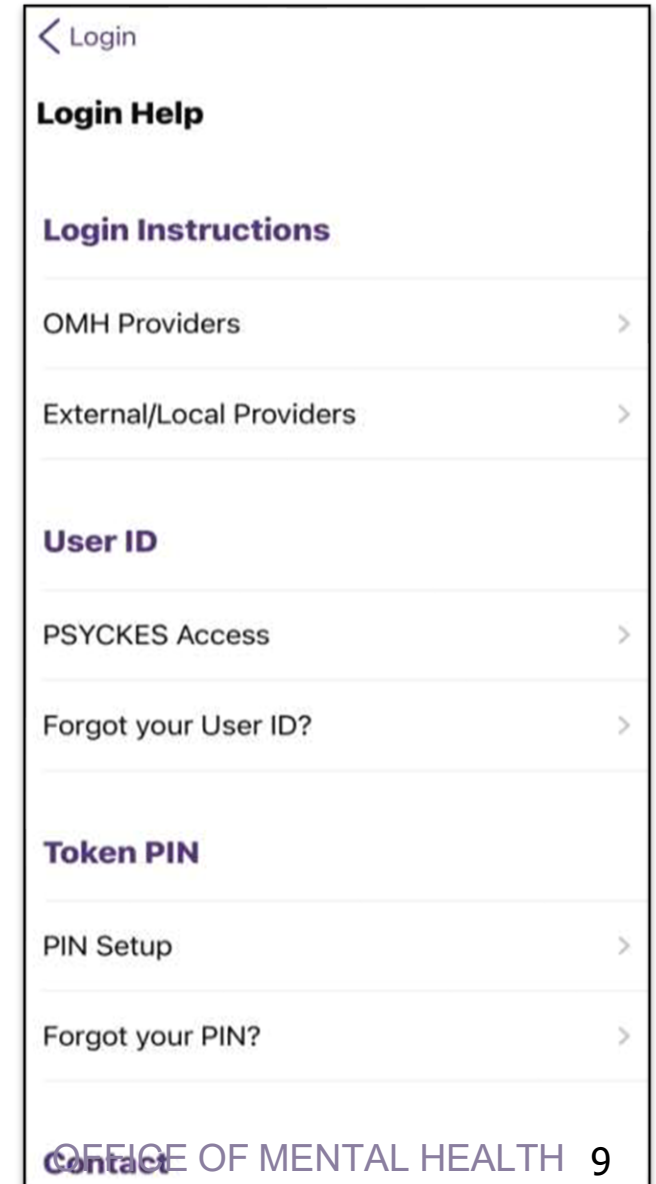
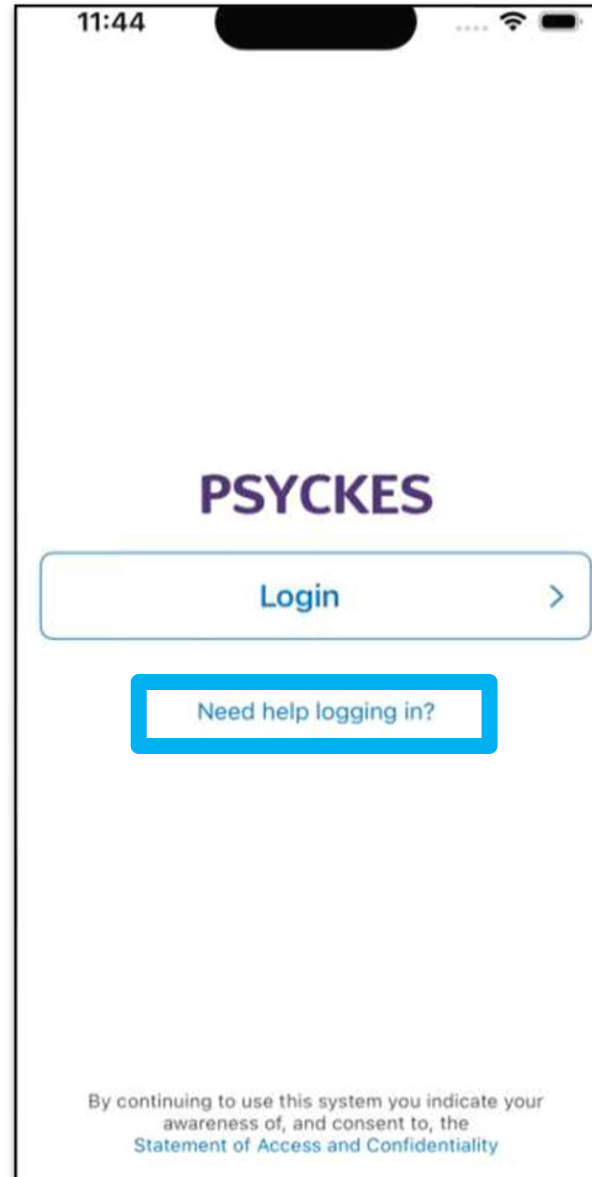
42 C.F.R. §431.306 requires the single state agency to have criteria specifying the conditions for release and use of information about applicants and recipients. The information for which the agency must have criteria to

Disagree

Agree

Need Help Logging in?

- The “Need help logging in?” link from the mobile app login page provides instructions about common login questions
- If you encounter any issues or error messages when attempting to login to the Self-Service Console or importing your mobile token, please contact the OMH/ITS Helpdesk for additional assistance:
 - OMH/State PC Employee ITS Helpdesk:
 - 1-884-891-1786;
<https://chat.its.ny.gov>
 - Provider Partners (Non-OMH/Non-State PC Employee) OMH Helpdesk
 - 1-518-474-5554, option 2;
healthhealth@its.ny.gov



Enable PHI Access

Accessing Client Data as a Provider User

- **Automatically:**

- Client had a billed service at the agency within the past 9 months, or
- Currently enrolled in the Health Home or Care Management Agency according to MAPP

- **Manually:**

- Provider attests to one of the following:
 - Client signed PSYCKES consent, DOH Health Home Patient Information Sharing consent, BHCC consent
 - Verbal consent
 - Clinical emergency
 - Client is currently being served by/transferred to your agency

PHI with Special Protection

- Client-level data is available to provider agency users when clients provide consent or in a clinical emergency
- Certain categories of Protected Health Information (PHI) are subject to additional special protections
- Information with special protections include:
 - Substance Use
 - HIV
 - Family Planning
 - Genetic Information

Accessing Client Data

- **Signed Consent (PSYCKES E-signatures, BHCC,DOH Health Home/CCO)**
 - Allows access to all available data (including data with special protections such as SUD, HIV, family planning, genetic testing), for 3 years after the last billed service
- **Verbal Consent**
 - Allows access to limited data (excluding data with special protections) for 9 months
- **Clinical Emergency**
 - Allows access to all available data (including data with special protections) for 72 hours
- **Attestation of service (Client currently being served by/transferred to my agency)**
 - This will link client to your agency for Recipient Search reports but will not provide access to the clinical summary

Access Level Comparison Chart

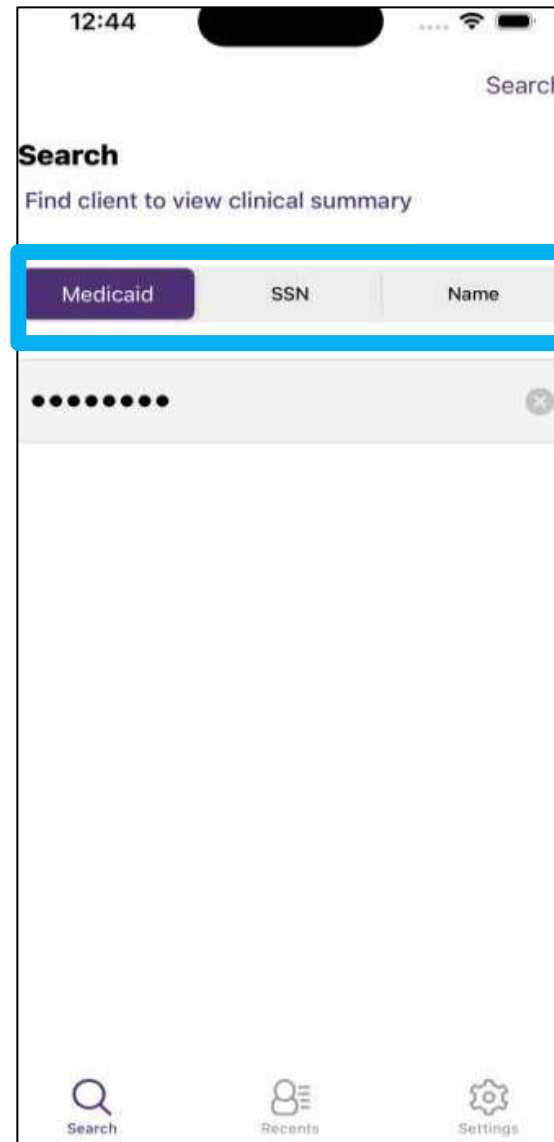
Client data- agency link Type	Client data access type	Any client data?	Data with special protection? (SUD, HIV, Family Planning, Genetic)	Duration
Manual	Attest client is being served at / transferred to agency	No, client name only	No	9 months after last service
	Clinical emergency	Yes	Yes, all data	72 hours
	Verbal PSYCKES Consent	Yes	No	9 months
	PSYCKES Consent	Yes	Yes, all data	3 years after last billed service

How to Enable PHI Access

- Look up the client in the “Search” page
- Confirm you found the correct match
- Mobile app will prompt you to “Enable PHI Access”
- Follow steps to attest to why your provider agency has the right to access PHI and that the client’s identify has been confirmed.

Search for Client in the Full PSYCKES Database

- Enter Medicaid ID, SSN, or Last Name + First Name + DOB
- Confirm client found matches who you are looking for
 - If results do not match intended client, return to Search Results page
 - If data matches intended client, tap “Enable PHI Access”



PHI Access Options

- E-sign PSYCKES Consent
- Client Signed (physical) consent:
 - PSYCKES Consent Form
 - BHCC
 - DOH Health Home
- Provider attests to other reason for access
 - Verbal PSYCKES Consent
 - Clinical Emergency
 - Attest client is being served at/transferred to agency

12:47

<

Gokwami Kvhqjyc A

General

Gender from Medicaid
DExzSdp

Date of Birth
01/01/9999 (999 Yrs)

Address from Medicaid
VaXrOeTAee

Medicaid ID
KHPJIBZ KGYRGEV

Enable PHI Access




2:16

Cancel

PHI Access for Tifpkpq Ighuxlg W

e-sign PSYCKES consent

 Review consent form and get client's signature on the screen >

The client signed consent

Client signed a PSYCKES Consent

Client signed a BHCC Patient Information Sharing Consent

Client signed a DOH Health Home Patient Information Sharing Consent

Provider attests to other reason for access

Client gave Verbal PSYCKES Consent

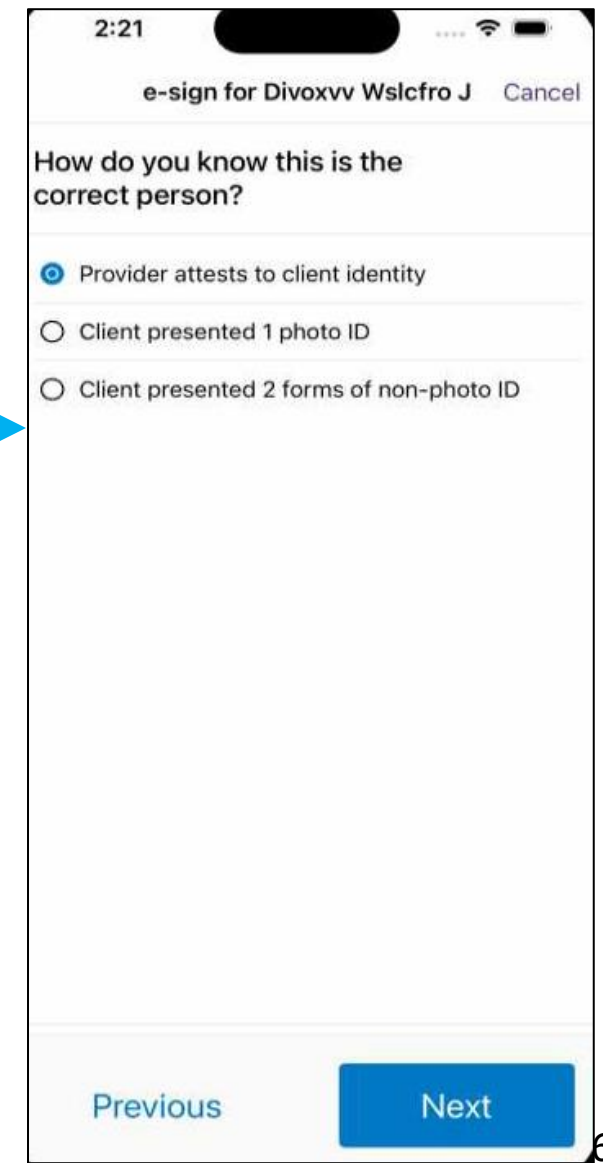
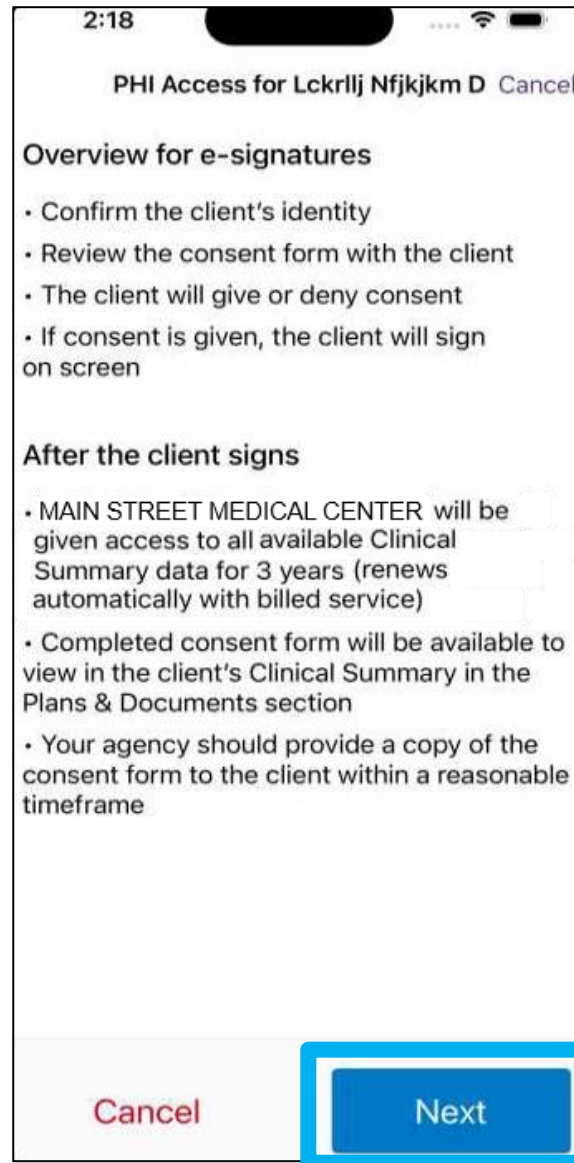
This is a clinical emergency

Provider attests to serving the client

Cancel **Next**

Workflow for e-signatures

- Read overview for next steps and tap “Next”
- Attest to client identity via one of the following:
 - Provider attests to client identity
 - Client presented 1 photo ID” or
 - Client presented 2 forms of non photo ID”



Review PSYCKES Consent Form

- Once you have confirmed identity, you will review the PSYCKES Consent form with your client within the mobile app, tap “Next”

2:22 e-sign for Gdxnwxl Lldjezh J Cancel

PSYCKES Consent Form

About PSYCKES

The New York State (NYS) Office of Mental Health maintains the Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES). This online database stores some of your medical history and other information about your health. It can help your health providers deliver the right care when you need it.

The information in PSYCKES comes from your medical records, the NYS Medicaid database and other sources. Go to www.psyckes.org, and click on About PSYCKES, to learn more about the program and where your data comes from.

This data includes:

- Your name, date of birth, address and other information that identifies you
- Your health services paid for by Medicaid
- Your health care history, such as illnesses or injuries treated, test results and medicines
- Other information you or your health providers enter into the system, such as a health Safety Plan.

What you Need to Do

Your information is confidential, meaning others need permission to see it. Complete this form now or at any time if you want to give or deny your providers access to your records. What you choose will not affect your right to medical care or health insurance coverage.

Please review the choices carefully:

Previous **Next**

Client gives/denies PSYCKES consent

- Client is then prompted to give or deny consent
 - If the client gives their consent, they will be prompted to select who will provide the e-signature
 - If the client denies consent, client will be prompted to go back to access options

2:23 e-sign for Qaprhdp Zsntoik W Cancel

Your Choice

I give consent for MAIN STREET MEDICAL CENTER to access ALL of my electronic health information that is in PSYCKES in connection with providing me any health care services.

I don't give consent for MAIN STREET MEDICAL CENTER to access my electronic health information that is in PSYCKES; however, I understand that my provider may be able to obtain my information even without my consent for certain limited purposes if specifically authorized by state and federal laws and regulations.

Previous Next

Client gives consent

2:29 e-sign for Uqnnomj Wskwwjq U Cancel

Who is signing?

Oyzlwgd Ajkxvcf E

Legal Representative

Previous Next

2:23 e-sign for Qaprhdp Zsntoik W Cancel

Your Choice

I give consent for MAIN STREET MEDICAL CENTER to access ALL of my electronic health information that is in PSYCKES in connection with providing me any health care services.

I don't give consent for MAIN STREET MEDICAL CENTER to access my electronic health information that is in PSYCKES; however, I understand that my provider may be able to obtain my information even without my consent for certain limited purposes if specifically authorized by state and federal laws and regulations.

Previous Next

Client denies consent

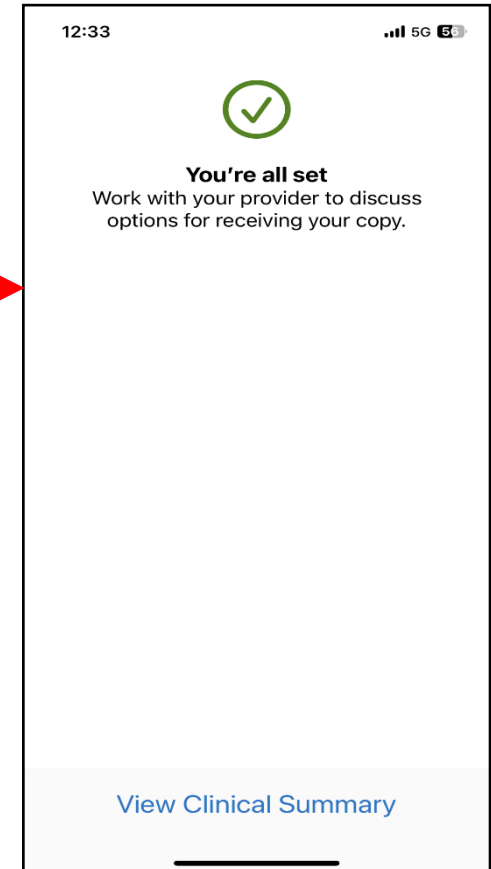
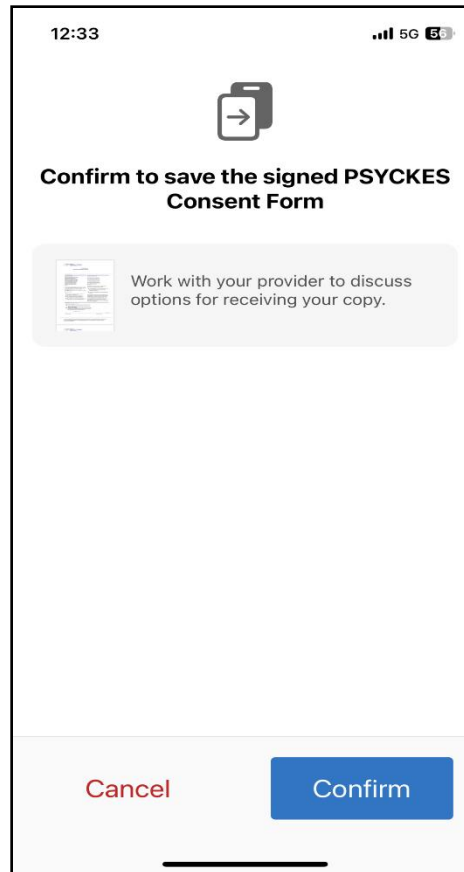
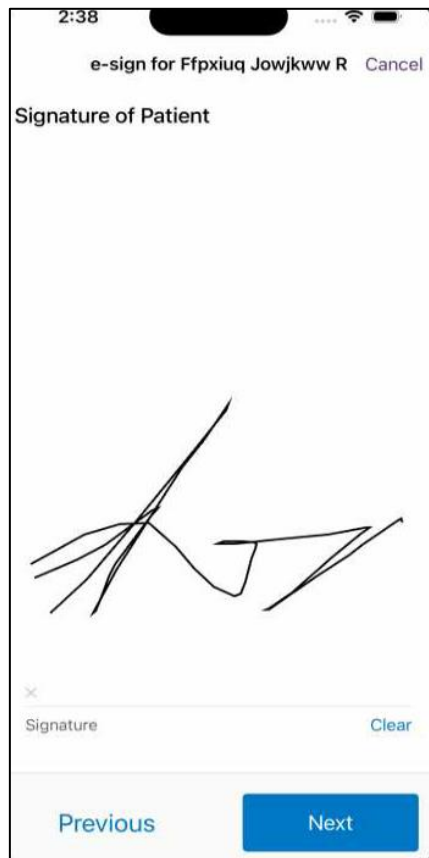
2:35

Consent was denied
Pass the device back to your provider.

OFFICE Back to Access Options

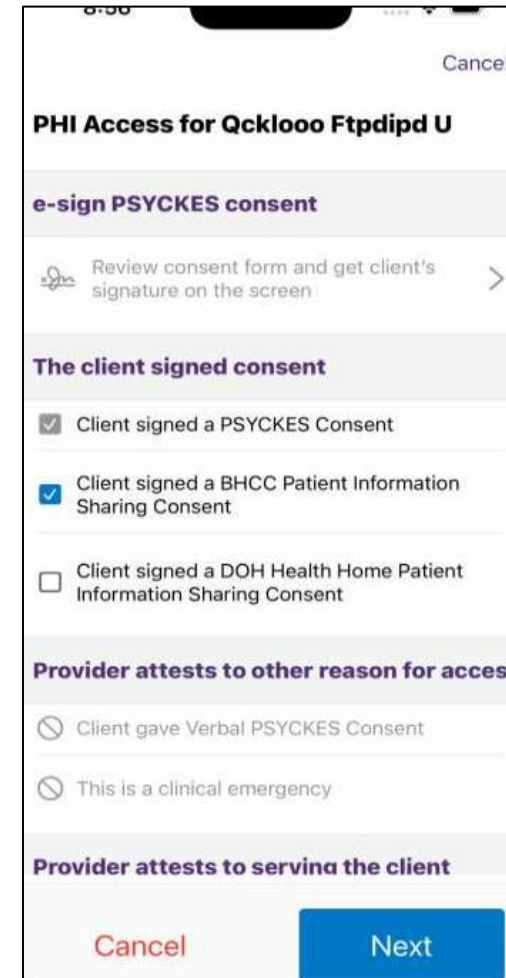
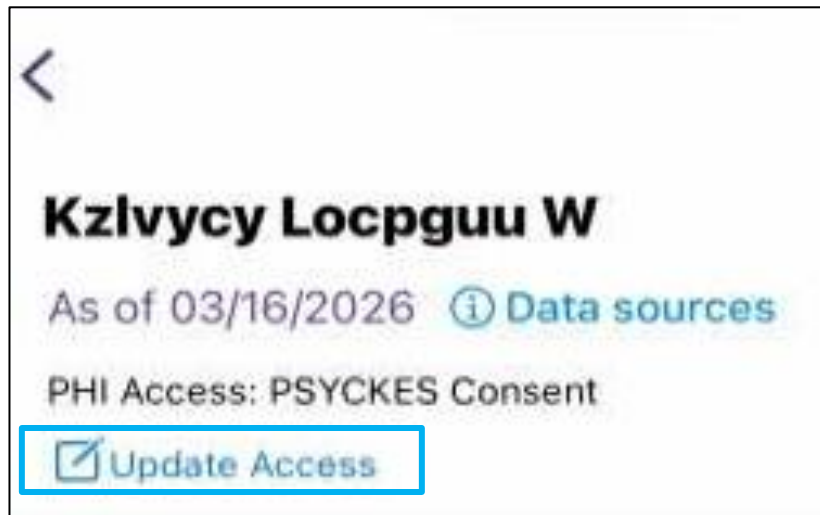
Providing e-signature

- If the client gives their consent, they will sign their name on the screen, and they will also have the option to clear their signature if needed
- Click to confirm to save client's form in the Plans & Documents section of their Clinical Summary
- You will then be prompted to view the client's clinical summary



Change PHI Access

- The Clinical Summary will display the level of PHI Access your agency has for the client (consent or clinical emergency) at the top
- Tap “Update Access” to change the level of PHI access (e.g., to change from verbal consent to signed PSYCKES consent)



Clinical Summary

Clinical Summary

- The **Full Summary** view is available in both mobile apps – iOS and Android!
- When drilling into a client's Clinical Summary with applicable access (signed consent/ER), users will be able to **view all available data for a client's treatment history.**
- The mobile apps include **all available positions of diagnoses and practitioner data** mirroring the web application

Clinical Summary Sections

- The Clinical Summary is organized in 12 sections:
 - General
 - Current Care Coordination
 - Notifications
 - Active Medicaid Restrictions
 - Alerts
 - Quality Flags
 - Social Determinants of Health (SDOH)
 - Plans & Documents
 - Screenings & Assessments
 - Diagnoses
 - Medications
 - Services

General

- Gender from Medicaid
- Date of Birth (DOB)
- Address from Medicaid
- Medicaid ID
- Medicaid Aid Category
- Medicaid Eligibility Expires On
- Medicare (Yes/No)
- MC Plan Assigned PCP
- HARP Status
- HARP HCBS Assessment Status

<

Jpoqmkl Zbsvuln B
As of 03/16/2026 ⓘ [Data sources](#)
PHI Access: PSYCKES Consent
 Update Access

General

Gender from Medicaid
SJixURI

Date of Birth
01/01/9999 (999 Yrs)

Address from Medicaid
EddVStkFlm

Medicaid ID
VWNXOTZ DLHAQNC

Medicaid Aid Category
SSI

Medicaid Eligibility Expires On
--

Medicare
No

Managed Care Plan
Fidelis Care New York (HARP)

MC Plan Assigned PCP
N/A

HARP Status
HARP Enrolled (H1)

HARP HCBS Assessment Status
Never Assessed

Current Care Coordination

- The Current Care Coordination section will include the following data, if applicable to the client:
 - **Safe Options Support (SOS) Team Program and Contact Information**
 - **Care Coordination Organization (CCO) Contact Information**
 - NYC Dept of Homeless Services Outreach
 - NYC Dept of Homeless Services Shelter
 - Assisted Outpatient Treatment (AOT)
 - Health Home Enrollment/Care Management Agency
 - Assertive Community Treatment (ACT)
 - Health Home Non-Medicaid Care Management (HHNMCM)
 - Non-Medicaid Care Coordination (NMCC)
 - Intensive Mobile Treatment (IMT)
 - OMH Housing/Residential Program
 - OMH Unsuccessful Discharge/Sustained Engagement Support Team

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Current Care Coordination

AOT
MH SERVS-ERIE CO SE CORP V DBA SPECTRUM
HSVCS
Enrolled Date: 13-DEC-25, Expiration Date: 11-DEC-26

Main Contact
Lauren Stephens, (716) 842 - 6713

ACT
MH SERVS-ERIE CO SE CORP V DBA SPECTRUM
HSVCS
Admission Date: 03-DEC-24

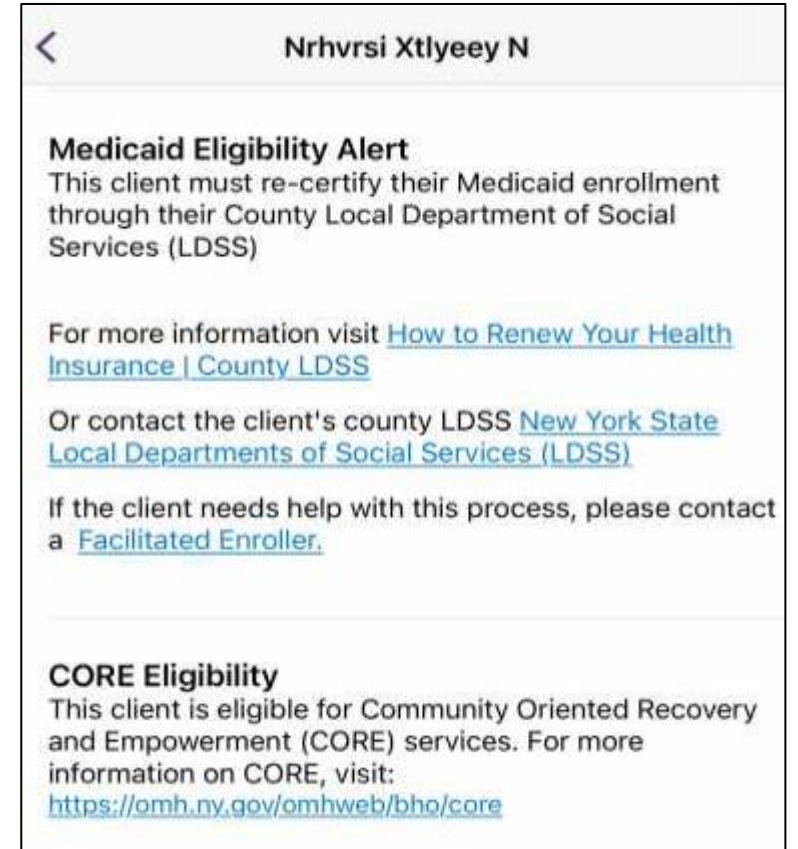
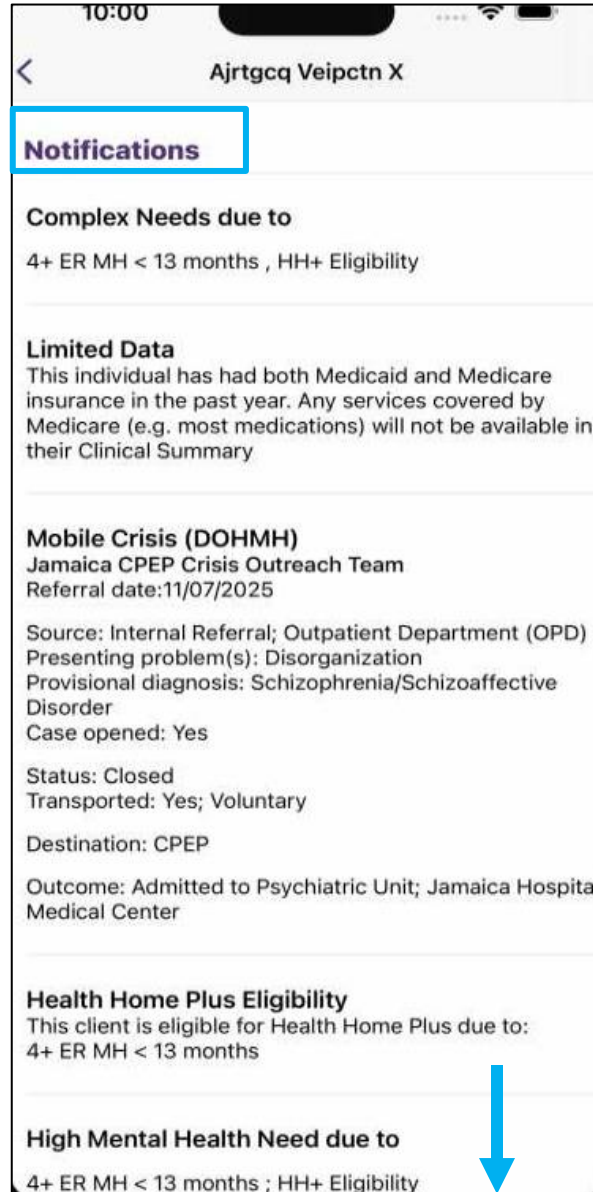
Main Contact
Lauren Zawadzki, --

Housing/Residential Program
SRO Community Residence, Pan-American Square.
Living Opportunities of DePaul, Inc.
Admission Date: 17-DEC-24

Program Contact Information
Adreonna Jackson, (716) -835-0970

Notifications

- The Notifications section will include the following data, if applicable to the client:
 - Complex Needs
 - Mobile Crisis Team (DOHMH)
 - Prescription Prior Authorization
 - Health Home Plus (Services Received)
 - Health Home Plus Eligible
 - OnTrackNY Early Psychosis Program
 - Assisted Outpatient Treatment (AOT) Referral Under Investigation
 - High Mental Health Need
 - OPWDD NYSTART
 - CORE Eligibility
 - Medicaid Eligibility Alert (NYSoH or LDSS)
 - Active Registries



Alerts

- NIMRS & Medicaid Data – All Available
 - Suicide Attempt
 - Suicide Ideation
 - Self Inflicted Harm
 - Self Inflicted Poisoning
 - Homelessness (DHS/billing)
 - Overdose Risk – Concurrent Opioid & Benzodiazepine
 - Overdose – Opioid*
 - Positive Suicide Screening (C-SSRS) *
 - Positive Depression Screening (PHQ-9) *

*These alerts are considered ePHI and will require signed PSYCKES consent/ER attestation

Nrhvrsi Xtlyeey N	
Alerts	View All
Treatment for Suicidal Ideation Most recent on 09/30/2025	28 >
PHQ-9 (depression screening and monitoring) Most recent on 07/25/2025	2 >
C-SSRS (Suicide Screen) Most recent on 06/17/2025	1 >
Homelessness - reported in billing Most recent on 12/27/2024	23 >
Treatment for Self inflicted Poisoning Most recent on 06/29/2024	10 >
Treatment for Self inflicted Harm/Injury Most recent on 05/31/2024	4 >

Alerts

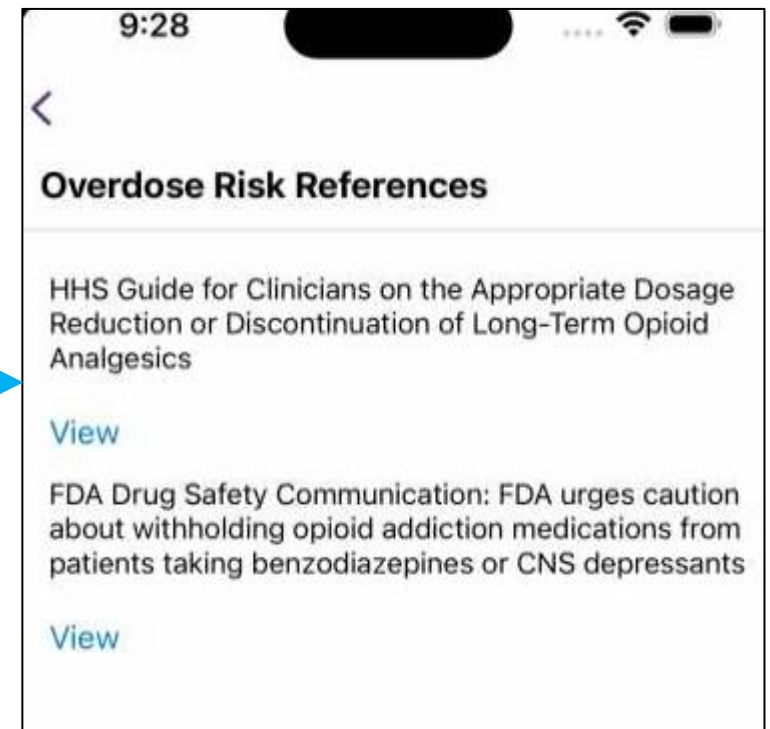
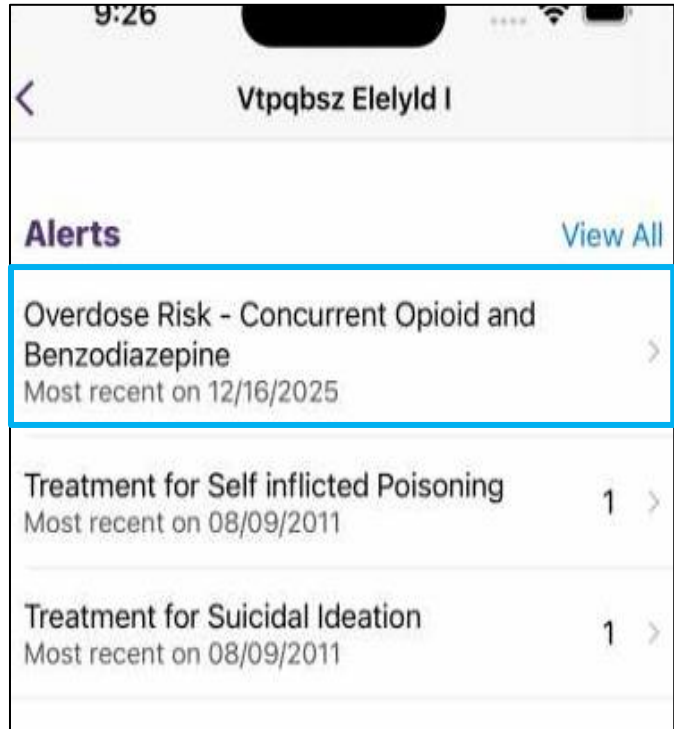
- Drill-in:

- Alert Type
- Date of Alert
- Service Type
- Name of Hospital/Provider
- Diagnoses/High Risk/Results associated with that alert

Nrhvrsi Xtlyeey N	
Alerts	View All
Treatment for Suicidal Ideation Most recent on 09/30/2025	28 >
PHQ-9 (depression screening and monitoring) Most recent on 07/25/2025	2 >
C-SSRS (Suicide Screen) Most recent on 06/17/2025	1 >
Homelessness - reported in billing Most recent on 12/27/2024	23 >
Treatment for Self inflicted Poisoning Most recent on 06/29/2024	10 >
Treatment for Self inflicted Harm/Injury Most recent on 05/31/2024	4 >

Treatment for Suicidal Ideation	
5 months ago	
09/30/2025	Inpatient - MH ERIE COUNTY MEDICAL CTR Suicidal Ideation
1 year ago	
06/05/2024	ER - MH - Physician Group DELPHI HEALTHCARE PLLC Suicidal Ideation
06/04/2024	ER - MH ERIE COUNTY MEDICAL CTR Suicidal Ideation
06/04/2024	ER - Medical - Group - Physician - Emergency Medicine UNIVERSITY EMERGENCY MED SVCS Suicidal Ideation
05/29/2024	Inpatient - MH - Group - Physician - Emergency Medicine DELPHI HEALTHCARE PLLC Suicidal Ideation

Overdose Risk – Drill In



Social Determinants of Health (SDOH)

- The Social Determinants of Health (SDOH) section will include the following data, if applicable to the client:
 - Societal and environmental conditions that can impact a wide range of health risks and outcomes (i.e., food insecurity, inadequate housing, problems related to education, employment, etc.)
 - **SDOH Domain Categories**
 - Problems related to education and literacy
 - Problems related to employment and unemployment
 - Occupation exposure to risk factors
 - Problems related to physical environment
 - Problems related to housing and economic circumstances
 - Problems related to social environment
 - Problems related to upbringing
 - Other problems related to primary support group, including family circumstances
 - And More!

Social Determinants of Health (SDOH)		
Other problems related to primary support group, including family circumstances	5	>
Problems related to housing and economic circumstances	49	>
Adult and child abuse, neglect and other maltreatment, suspected	6	>
Personal risk factors, not elsewhere classified	1	>
Problems related to other psychosocial circumstances	1	>
Adult and child abuse, neglect and other maltreatment, confirmed	6	>
Problems related to social environment	1	>
Problems related to employment and unemployment	11	>
Problems related to upbringing	14	>

Social Determinants of Health (SDOH) – Drill In

Social Determinants of Health (SDOH)	
Other problems related to primary support group, including family circumstances	5 >
Problems related to housing and economic circumstances	49 >
Adult and child abuse, neglect and other maltreatment, suspected	6 >
Personal risk factors, not elsewhere classified	1 >
Problems related to other psychosocial circumstances	1 >
Adult and child abuse, neglect and other maltreatment, confirmed	6 >
Problems related to social environment	1 >
Problems related to employment and unemployment	11 >
Problems related to upbringing	14 >



Problems related to housing and economic circumstances	
Conditions	# Services
Homelessness unspecified	41
Transportation insecurity	2
Unsheltered homelessness	2
Food insecurity	2
Other specified lack of adequate food	2
Provider Invoices	
1 month ago	
02/13/2026 Inpatient-ER Inpatient - MH NIAGARA FALLS MEMORIAL MEDICAL CENT Homelessness unspecified	
12/31/2025 Outpatient - BH Physicians Group - Emergency Medicine DELPHI HEALTHCARE PLLC Homelessness unspecified	

Quality Flags

Btzmawk Ocyipai C	
Quality Flags	as of monthly QI report 03/01/2026
BH QARR - Improvement Measure No Metabolic Monitoring (LDL-C) on Antipsychotic	
General Medical Health No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic (All)	
General Medical Performance Tracking Measure (as of 12/01/2024) Overdue for Cervical Cancer Screening	
Health Home Care Management - Adult HARP Enrolled - Not Health Home Enrolled HARP-Enrolled - No Assessment for HCBS	
Hospital Outcome Measure Set No Intensive Care Management after MH ED discharge from this Hospital	
MH Performance Tracking Measure (as of 12/01/2024) Antidepressant Medication Discontinued - Acute Phase Antidepressant Medication Discontinued - Recovery Phase No Intensive Care Management after MH Inpatient	
Polypharmacy Antipsychotic Two Plus Psychotropics Four Plus	
SUD Performance Tracking Measure (as of 12/01/2024)	



Plans and Documents

- **Plans & Documents**

- View Plans/Documents that have been uploaded to client's clinical summary
- Create a Safety Plan using Stanley Brown Template

- **Screenings & Assessments**

- View CSSRS or PHQ-9 entered and attached to client's clinical summary
- Complete CSSRS or PHQ9

Plans & Documents	
Complete a Safety Plan	
PSYCKES Consent Form (e-sign) Most recent on 03/19/2026	1 >
Safety Plan Most recent on 12/18/2025	5 >
Psychiatric Advance Directive Most recent on 12/15/2025	1 >
Screenings & Assessments	
Complete a PHQ-9 or C-SSRS	
PHQ-9 Most recent on 01/25/2026	3 >
C-SSRS Most recent on 01/03/2026	2 >

Diagnoses

- Diagnostic information in the Clinical Summary is split into 2 sections
 - Behavioral Health
 - Medical
- Each section lists the history of diagnoses given using all available data (this is not limited to a 5-year lookback period)
- Tap on the Behavioral Health or Medical sections to view all available diagnoses
- Tap on a specific diagnosis to view provider invoices associated with that diagnosis, including the provider's name and date of service

Behavioral Health Diagnoses	
Diagnosis	# Services for diagnosis
Schizoaffective Disorder	93 >
Unspecified/Other Anxiety Disorder	58 >
Major Depressive Disorder	5 >
Autism Spectrum Disorder	19 >
PTSD	121 >
Antisocial Personality Disorder	7 >
Borderline Personality Disorder	148 >
Tobacco related disorder	42 >
Schizophrenia	130 >
Delusional Disorder	4 >
Adjustment Disorder	30 >
Unspecified/Other Depressive Disorder	27 >
Alcohol related disorders	11 >
Cannabis related disorders	32 >

Medications

- Medication information in the Clinical Summary is split into 3 sections
 - Controlled Substances
 - Behavioral Health
 - Medical
- After selecting a category (i.e., Behavioral Health), tap on a specific medication to see each individual pick-up in the past 5 years
- Drill-in includes pick-up date, strength, route, quantity, days supply, pharmacy, and prescriber

<

Controlled Substance

Pick up records in past 45 days may not be available

Medication	# Pick Ups
Zolpidem Tartrate Anxiolytic/Hypnotic Last Pick Up: 02/19/2026 Dose: 5 MG, 1/day Quantity: 28	10 >
Alprazolam Anxiolytic/Hypnotic Last Pick Up: 02/19/2026 Dose: 0.25 MG, 2/day Quantity: 56	15 >
Midazolam Hydrochloride, Injection Anxiolytic/Hypnotic Last Pick Up: 05/28/2024 Dose: PER 1 MG	2 >
Morphine Sulfate, Injection Opioid Last Pick Up: 04/05/2022 Dose: UP TO 10 MG	1 >
Clonazepam Anxiolytic/Hypnotic Last Pick Up: 01/12/2022 Dose: 0.5 MG, 1/day Quantity: 30	17 >

Services

- The Clinical Summary provides information on the following services, using all available data (no lookback period restriction):
 - Care Coordination
 - Behavioral Health
 - Medical Outpatient
 - Hospital/ER
 - Crisis Services
 - Living Support/ Residential
 - Laboratory & Pathology
 - Lab Results (State PC)
 - Dental
 - Vision
 - Transportation
 - Radiology
 - Medical Equipment

Services (Cont'd)

- Each services row displays the number of services types provided, with an option to “view all” services at once
- Tap on a service category to drill into the specific services provided, including date(s) of service, provider name, and diagnoses given
- Drill-in to a specific service and view additional diagnoses, procedures, and practitioner data if available

Services	View All
Care Coordination	42 >
Behavioral Health	104 >
Medical Outpatient	6 >
Crisis Services	26 >
Hospital/ER	95 >
Vision	4 >
Living Support/Residential	31 >
Laboratory & Pathology	2 >
Laboratory Results (State PC)	>
Radiology	5 >
Transportation	92 >



< Filter

Behavioral Health

Service Types

ACT - Adult	13
CCBHC	84
Physicians Group - Family Practice	1
Physicians Group - Emergency Medicine	3
Urgent Care - MH Dx	1
Clinic - MH State Psych Center (Source: State PC)	2

Provider Invoices

1 month ago

01/31/2026
ACT - Adult (Telehealth) >
MH SVC ERIE SOUTHEAST CORP V
Schizoaffective disorder, bipolar type

2 months ago

12/31/2025
ACT - Adult >
MH SVC ERIE SOUTHEAST CORP V
Schizoaffective disorder, bipolar type

3 months ago

Hospital/ER and Crisis Services

- Rows are organized by date of service, service type, provider, and primary diagnosis

9:57

< Filter

Hospital/ER

Service Types

Inpatient - Mental Health	11
ER - Mental Health	32
Inpatient - Medical	3
ER - Substance Use	45
ER - Medical	26
Inpatient - Substance Use	3

Provider Invoices

1 month ago

01/21/2026
ER - MH
JACOBI MEDICAL CENTER
Auditory hallucinations >

01/21/2026
**ER - MH - Group - Physician -
Emergency Medicine**
PHYSICIAN AFFILIATE GROUP OF NEW
Auditory hallucinations >

01/16/2026 - 01/21/2026
Inpatient - Medical
MOUNT SINAI HOSPITAL
Sepsis, unspecified organism >

2 months ago

01/12/2026

10:02

< Filter

Crisis Services

Service Types

Mobile Crisis - Response	2
Mobile Crisis - DOHMH	1
Mobile Crisis - Telephonic Follow-up	2

Provider Invoices

1 month ago

01/22/2026
Mobile Crisis - Response
QUEENS HOSPITAL
Schizophrenia, unspecified >

2 months ago

01/20/2026
Mobile Crisis - Response
QUEENS HOSPITAL
Schizophrenia, unspecified >

4 months ago

11/07/2025
Mobile Crisis - DOHMH
Jamaica CPEP Crisis Outreach Team
Schizophrenia/Schizoaffective Disorder >

10 months ago

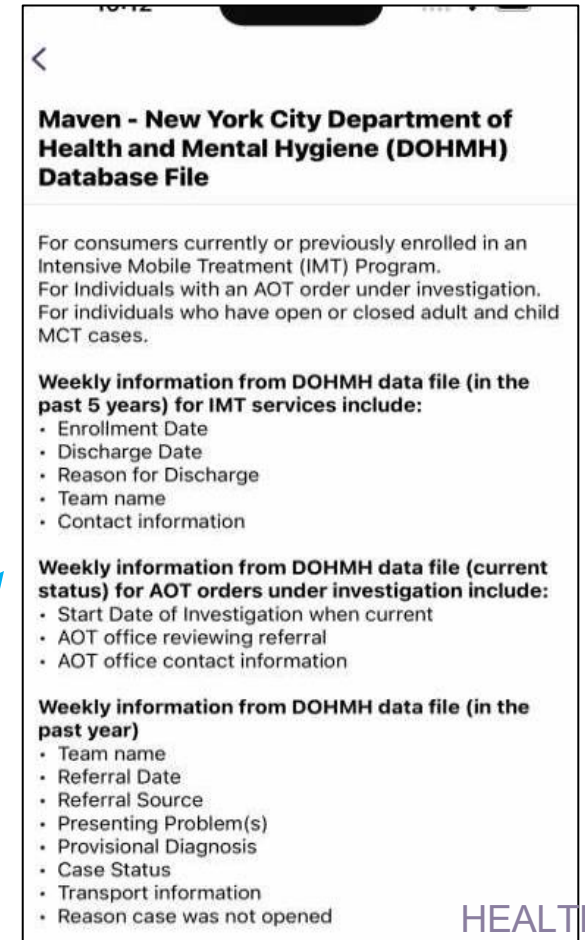
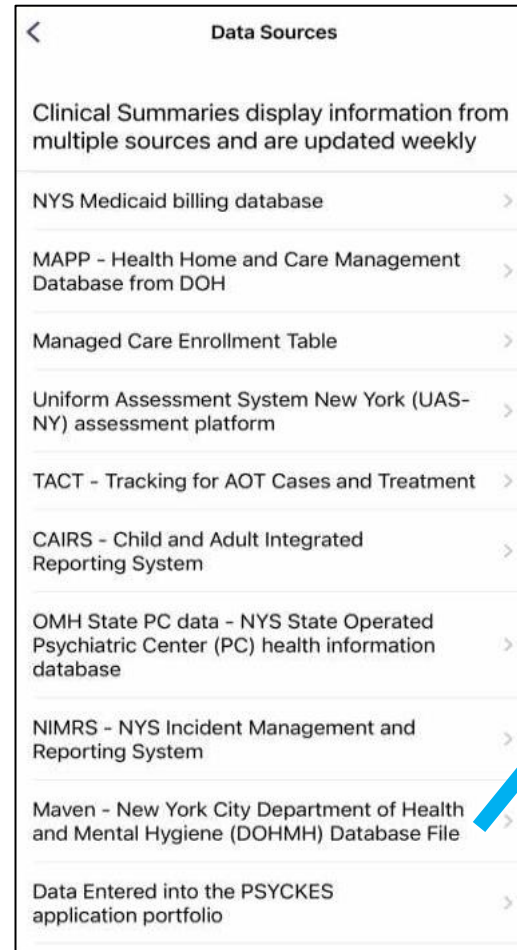
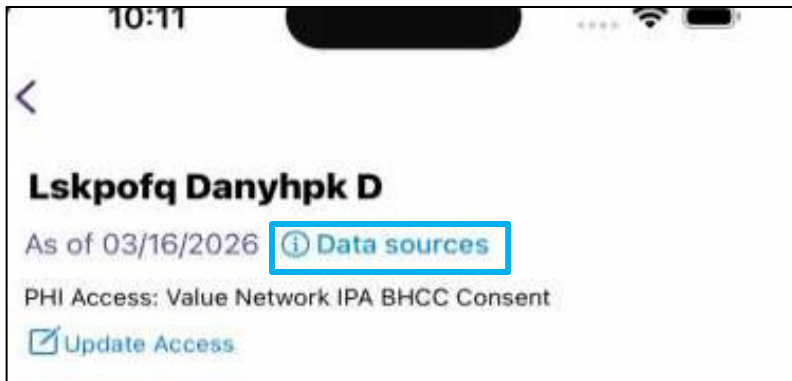
Laboratory Results (PC)

- A section of the client-level Clinical Summary called “Lab Results (State PC)” is available on mobile apps, if applicable to the client
- This section displays lab results from state-operated psychiatric center data
- The Laboratory results data included:
 - Test Name
 - # Tests
 - Most Recent
 - Most Recent Results
 - Indication if the most recent result was Low, Critically Low, High or Critically High
 - # Abnormal Tests
 - Normal Range for that Test

Test	# Abnormal Tests	# Tests
Baso Absolute Most Recent: 10/04/2024 Results: 0.0 x10e3/uL Normal Range: 0.0 - 0.1	0	1 >
Baso% Most Recent: 10/04/2024 Results: 0.6 % Normal Range: 0.0 - 1.5	0	1 >
Differential? Most Recent: 10/04/2024 Results: Auto 0 Normal Range: -	0	1 >
Eosin Absolute Most Recent: 10/04/2024 Results: 0.1 x10e3/uL Normal Range: 0.0 - 0.8	0	1 >
Eosin% Most Recent: 10/04/2024 Results: 1.5 % Normal Range: 0.0 - 7.0	0	1 >
Hematocrit Most Recent: 10/04/2024 Results: 36.3 % L Normal Range: 37.0 - 47.0	1	1 >

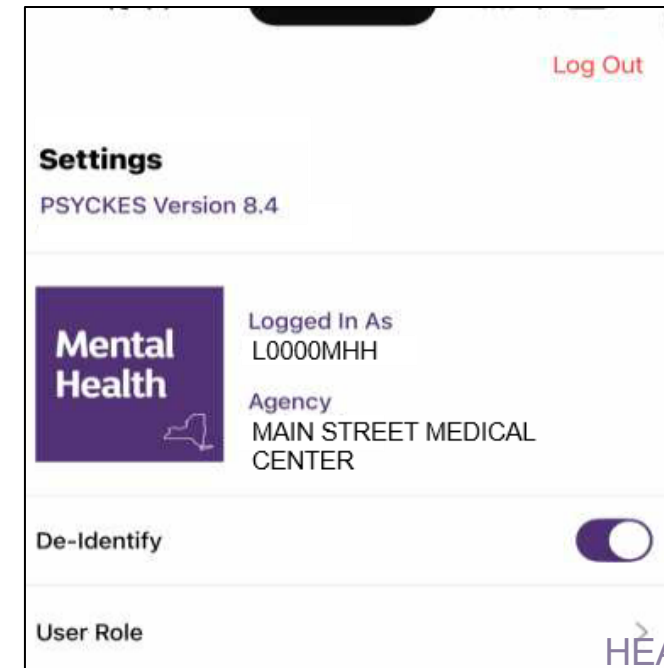
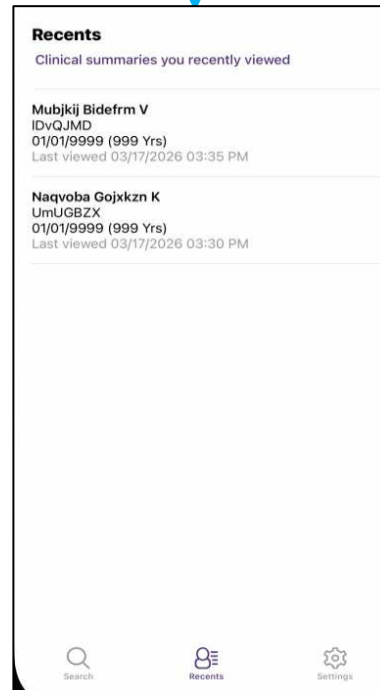
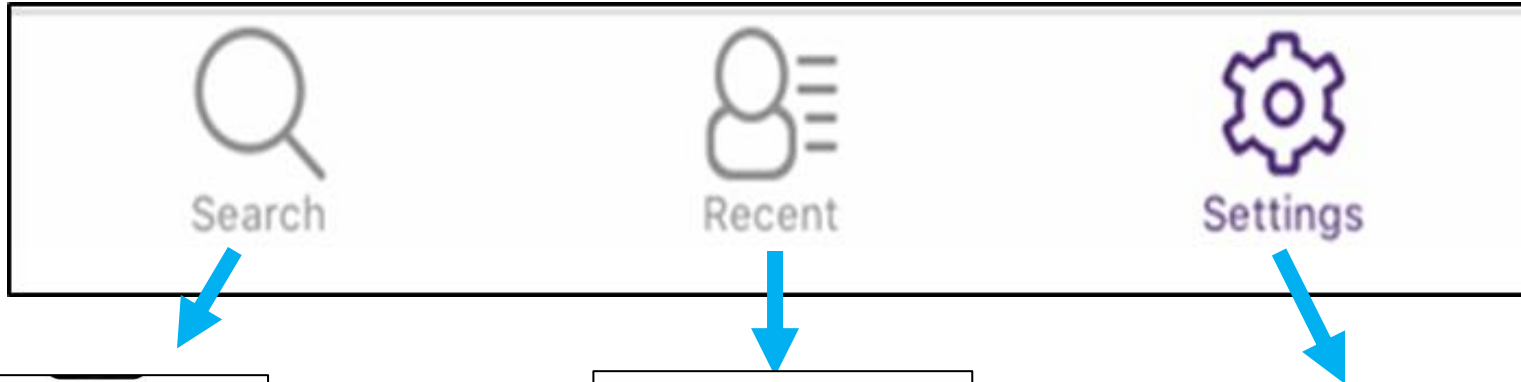
Data Sources

- Tap on the Data Sources link at the top of the Clinical Summary
- View a list of data sources that are displayed within Clinical Summary with the ability to drill-in for more information.



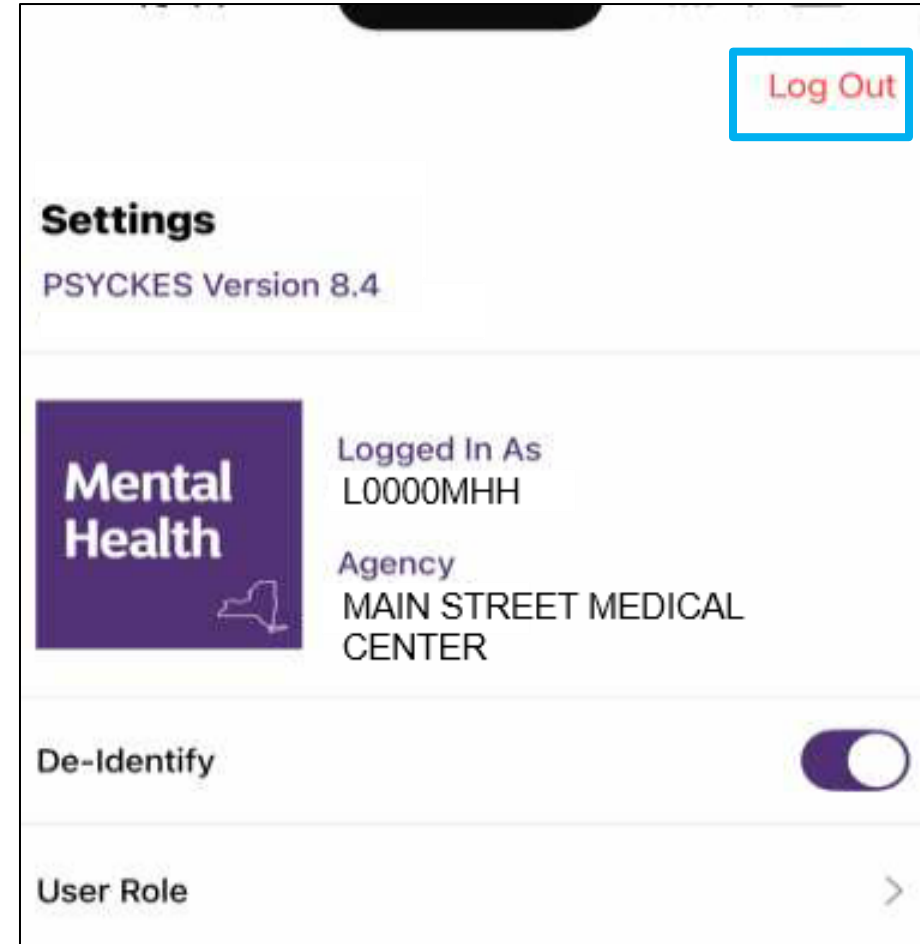
Settings & How to Log Out

- Tap “Settings” at the bottom of the PSYCKES mobile app screen to access the settings page and log out



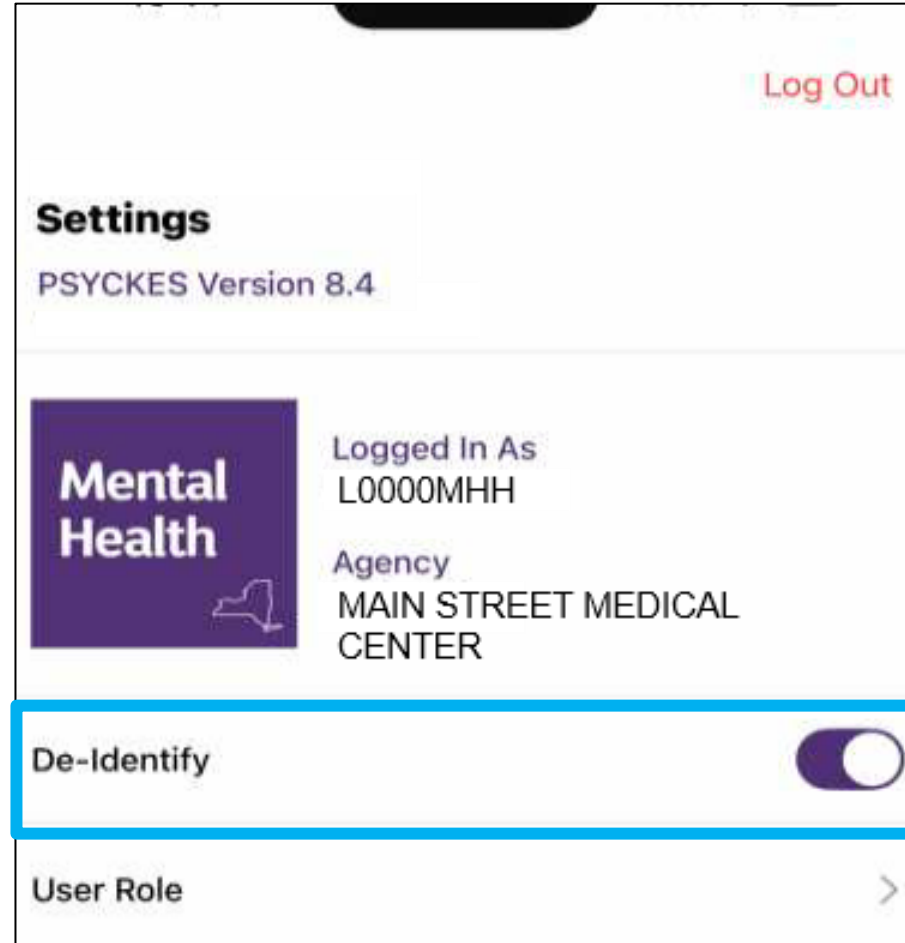
Settings & How to Log Out(Cont'd)

- The settings page displays:
 - Your PSYCKES User ID
 - The agency you are logged in as
- Tap “Log out” at the top right corner of the settings page to log out
- Note: Your mobile app session will time out after 10 minutes and will prompt you to enter your user ID and passcode; this provides an additional layer of security for the mobile app




De-identify Feature

- De-identify feature scrambles client identifiers
- Useful for trainings and/or demos



User Role Survey

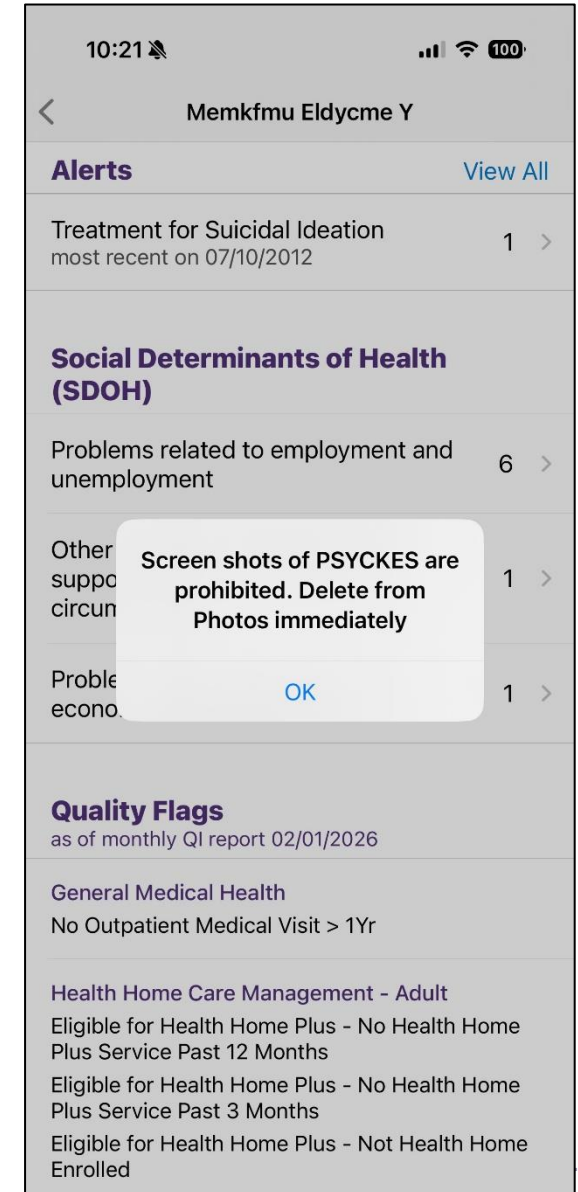
- The User Role Profile is completed by first-time users logging into PSYCKES. You can select/update your User Role Profile selections within the mobile app.
- Users should update the User Role Profile if any role/setting change occurs
- Additionally, users will be prompted to update their User Role Profile once a year
 - If there are no changes needed to be indicated, can just save current information



The screenshot shows a mobile app interface for the 'User Role Profile' form. At the top left is a back arrow. The form is titled 'User Role Profile' and contains several sections: 'Primary work setting' with the value 'Provider Agency'; 'Primary role in your organization' with the value 'Direct Service Provider/Clinician/Care Manager'; 'Setting or program type' with the value 'Agency/Facility-Wide Care Management'; and 'NPI & License Details' which includes 'Individual NPI number' (No), 'NYS professional license' (No), and 'Primary discipline/training' (Social Work). At the bottom of the form is a blue 'Update' button.

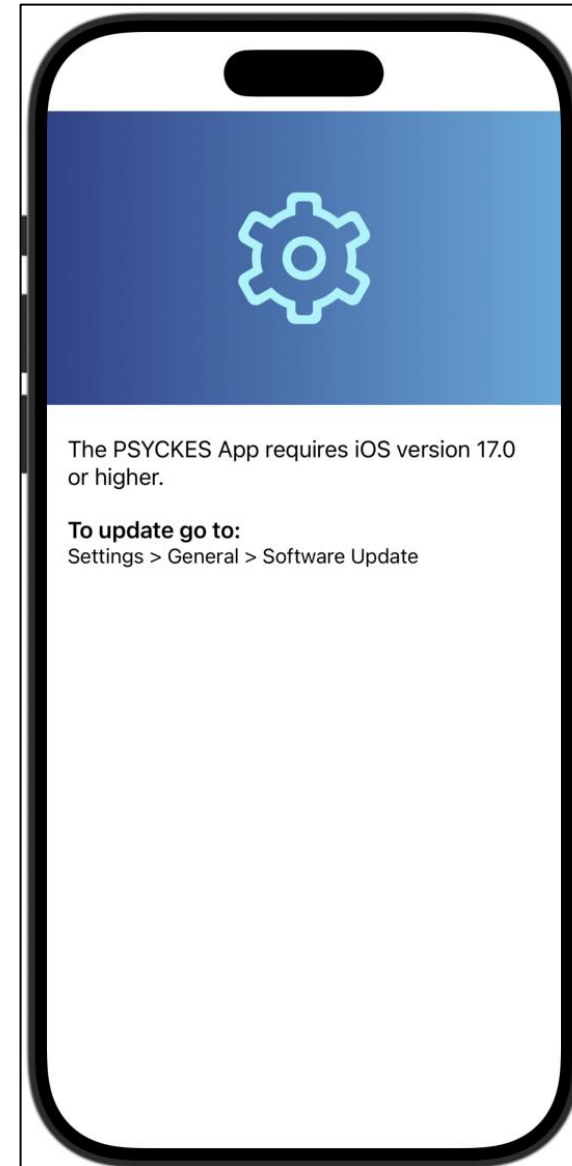
Screenshots Prohibited

- In order to protect PHI, users are prohibited from taking screenshots while using the PSYCKES mobile app
- If you take a screenshot, a message will pop up instructing you to go into your mobile device's photos and remove the screenshot



Updates to PSYCKES Mobile App

- There are two possible updates for the PSYCKES mobile app:
 - iOS and Android Software Update
 - PSYCKES app version update
- You will receive automatic messages with instructions when it is necessary to update either the iOS/Android software or the PSYCKES mobile app



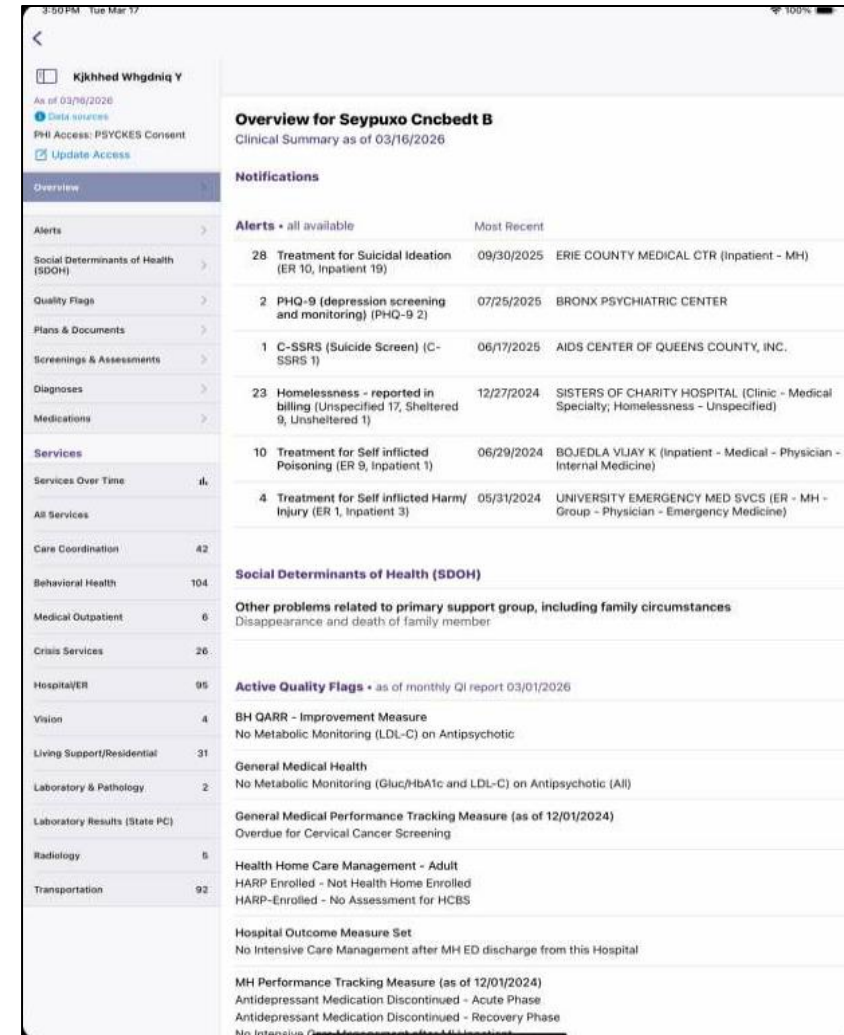
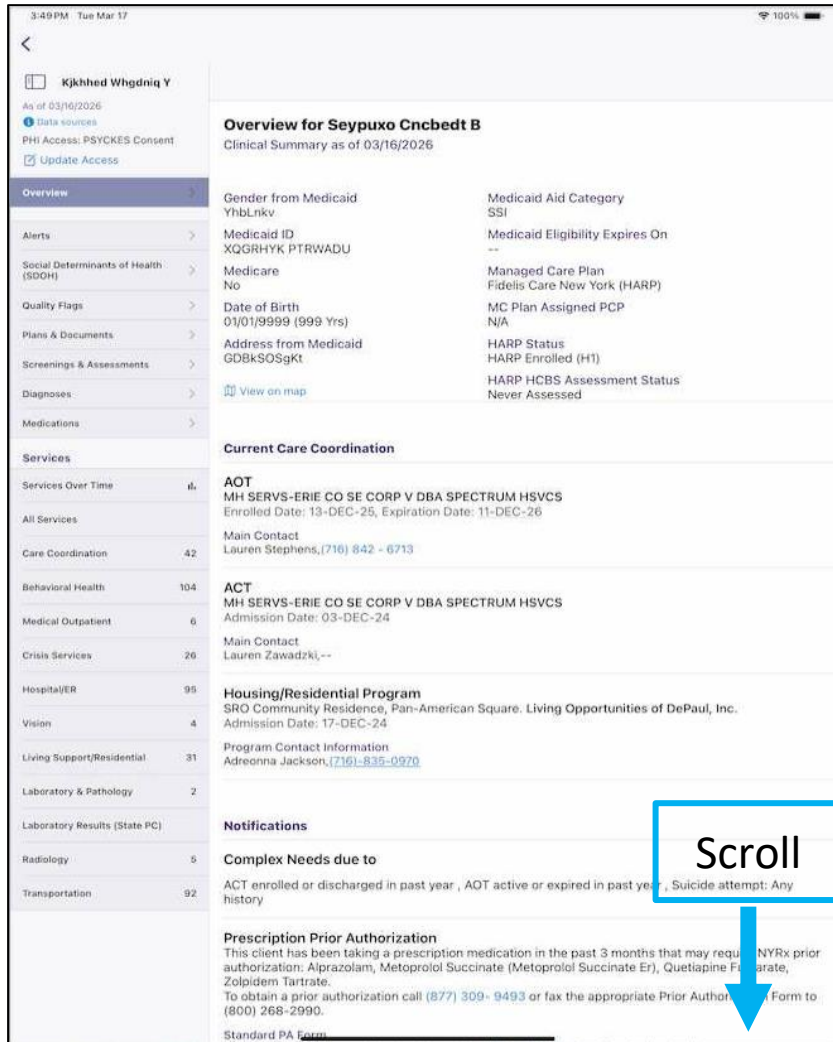
**Live Demo of iPad
Exclusive Features!**

iPad Exclusive Features

- The iPad version of the mobile app was redesigned based off of focus group findings, and utilizes the additional space allowed on this type of device such as displaying data in a table format for maximum comprehension
- Exclusive iPad features include:
 - Brief Overview Screen
 - Integrated View of Services Over Time (IVOS) Graph

Brief Overview

- The brief overview will now be the default screen a user lands on when they drill into a client's clinical summary in the iPad/Tablet version of the PSYCKES mobile app:



Brief Overview Cont'd

Overview for Seypuxo Cncbedt B
Clinical Summary as of 03/16/2026

Active Quality Flags • as of monthly QI report 03/01/2026

Diagnoses Past Year

Behavioral Health (12)
5 Most Recent: Schizoaffective Disorder • Unspecified/Other Anxiety Disorder • Major Depressive Disorder • Autism Spectrum Disorder • PTSD...
5 Most Frequent (# of services): Schizoaffective Disorder (11) • Unspecified/Other Anxiety Disorder (4) • PTSD (3) • Tobacco related disorder (3) • Borderline Personality Disorder (2)...

Medical (15)
5 Most Recent: Disorders of refraction and accommodation • Essential (primary) hypertension • Acne • Pain associated with micturition • Absent, scanty and rare menstruation...
5 Most Frequent (# of services): Essential (primary) hypertension (3) • Personal risk factors, not elsewhere classified (2) • Symptoms and signs involving emotional state (2) • Dermatophytosis (2) • Long term (current) drug therapy (1)...

Medications Past Year	Last Pick Up
Zolpidem Tartrate • Anxiolytic/Hypnotic	02/19/2026 Dose: 5 MG, 1/day • Quantity: 28
Alprazolam • Anxiolytic/Hypnotic	02/19/2026 Dose: 0.25 MG, 2/day • Quantity: 56
Risperidone Microspheres (Risperdal Consta) • Antipsychotic	02/18/2026 Dose: 25 MG, .07/day • Quantity: 1
Quetiapine Fumarate • Antipsychotic	02/11/2026 Dose: 100 MG, 1/day • Quantity: 30
Metoprolol Succinate (Metoprolol Succinate Er) • Beta Blockers Cardio-Selective	02/11/2026 Dose: 50 MG, 1/day • Quantity: 30
Divalproex Sodium (Divalproex Sodium Er) • Mood Stabilizer	01/21/2026 Dose: 250 MG, 2/day • Quantity: 56
Lamotrigine • Mood Stabilizer	01/09/2026 Dose: 25 MG, 1.5/day • Quantity: 42
Ibuprofen • Nonsteroidal Anti-inflammatory Agents (NSAIDs)	12/11/2025 Dose: 600 MG, 3/day • Quantity: 60
Clindamycin Phosphate • Acne Products	12/09/2025 Dose: 1 %, 2/day • Quantity: 60
Metronidazole • Vaginal Anti-infectives	11/07/2025 Dose: 0.75 %, 14/day • Quantity: 70
Aripiprazole • Antipsychotic	10/24/2025 Dose: 15 MG, 1/day • Quantity: 30
Risperidone • Antipsychotic	10/22/2025 Dose: 1 MG, 2/day • Quantity: 60
Bupropion Hcl (Bupropion Hcl Er (XI)) • Antidepressant	10/02/2025 Dose: 150 MG, 1/day • Quantity: 60
Norethindrone Acetate • Progestins	09/25/2025 Dose: 5 MG, 1/day • Quantity: 60
Diphenhydramine Hcl (Benadon)	09/03/2025 Dose: 50 MG, 2/day • Quantity: 60

Scroll



Overview for Seypuxo Cncbedt B
Clinical Summary as of 03/16/2026

Medications Past Year Last Pick Up

Clonazepam • Anxiolytic/Hypnotic	07/08/2025 Dose: 0.5 MG, 1/day • Quantity: 28
Doxycycline Hyclate • Tetracyclines	07/07/2025 Dose: 100 MG, 2/day • Quantity: 20
Sertraline Hcl • Antidepressant	05/07/2025 Dose: 25 MG, 1/day • Quantity: 30
Nicotine Polacrilex • Withdrawal Management	05/02/2025 Dose: 2 MG, 12.22/day • Quantity: 220

Outpatient Providers Past Year Last Service Date & Type

MH SVC ERIE SOUTHEAST CORP V	01/31/2026 ACT - Adult (Telehealth)
BESTSELF BEHAVIORAL HEALTH, INC	11/24/2025 CCBHC
SISTERS OF CHARITY HOSPITAL OF BUFF	11/07/2025 Physicians Group - Family Practice
SISTERS OF CHARITY HOSPITAL	11/07/2025 Clinic - Medical Specialty

All Hospital and Crisis Utilization • 5 Years

ER Visits	# Providers	Last ER Visit
47 Mental Health	4	07/11/2025 at ERIE COUNTY MEDICAL CTR
47 Medical	4	02/07/2025 at SISTERS OF CHARITY HOSPITAL
3 Substance Use	1	06/21/2024 at ERIE COUNTY MEDICAL CTR

Inpatient Admissions	# Providers	Last Inpatient Admission
11 Mental Health	4	09/30/2025 at ERIE COUNTY MEDICAL CTR
2 Substance Use	2	06/11/2024 at MEDS OOS HOSPITAL

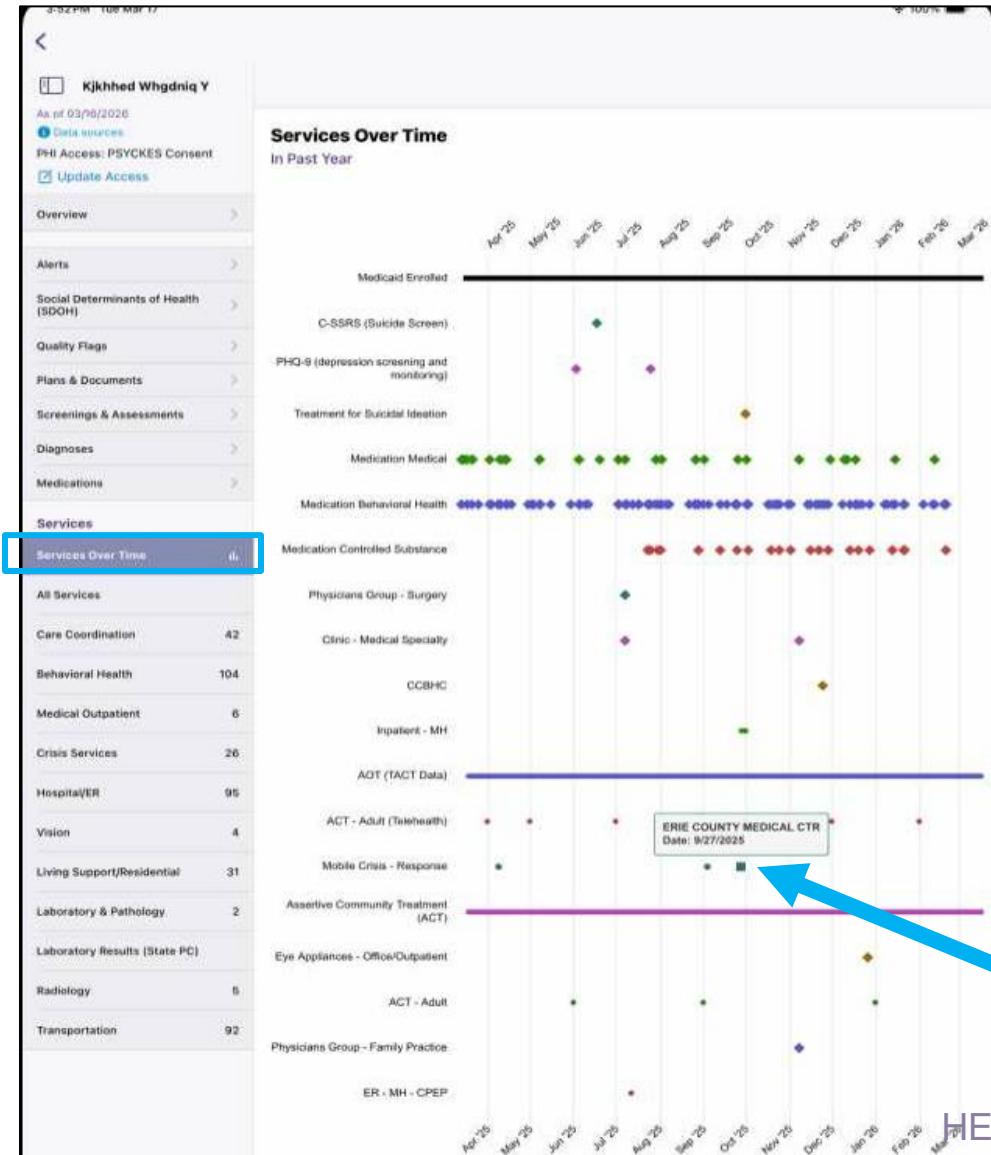
Crisis Services	# Providers	Last Crisis Service
17 Residential Crisis Support (age 21+)	1	01/22/2024 at HOUSING OPTIONS MADE EASY INC
9 Mobile Crisis Response	1	09/27/2025 at ERIE COUNTY MEDICAL CTR

Safety Plans Most Recent

4 Safety Plan	07/10/2025 BRONX PSYCHIATRIC CENTER
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Integrated View of Services Over Time Graph

- Displays the past year worth of client data in graph form
- The graph uses dots to represent distinct services/medication pickups and lines to represent continuous services (e.g., hospital inpatient stays)
- Users can “tap” the dots/lines within the graph to see hover over details like dates and provider names



Service Type Cards and Filters

- Certain services sections will have a gray “service types” card listed above the section’s table including the unique Service Types as well as their distinct counts for that specific section
- Beneath the Service Type card will be a table displaying the date, type, provider, and diagnoses/procedure

The screenshot shows a mobile application interface for a user named 'Kjkhhd Whgdnq Y'. The top navigation bar includes the time '3:52 PM Tue Mar 17' and a 100% battery icon. Below the user name, there are links for 'Data sources', 'PHI Access: PSYCKES Consent', and 'Update Access'. The main content area is titled 'Hospital/ER' and features a 'Filter' button with a blue arrow pointing to it. Below the title is a 'Service Types' card with a blue border, listing the following categories and counts:

Service Type	Count
Inpatient - Mental Health	10
ER - Mental Health	51
ER - Medical	47
ER - Substance Use	3
Inpatient - Substance Use	2

Below the 'Service Types' card is a table with the following columns: Date, Type, Provider, and Primary Diagnosis. The table contains 15 rows of service records, including details such as dates (e.g., 09/27/2025, 07/11/2025), types (e.g., Inpatient - MH, ER - MH - CPEP), providers (e.g., ERIE COUNTY MEDICAL CTR, BUFFALO EMERGENCY ASSOCIATES LLP), and primary diagnoses (e.g., Borderline personality disorder, Adjustment disorder with disturbance of conduct).

Service Type Cards and Filters (Cont'd)

- There are also filter options a user can select from. Once the filters are applied, the section's table will only display the services that were selected

Filters for Hospital/ER

Service Types

- Inpatient - Mental Health 19
- ER - Mental Health 51
- ER - Medical 47
- ER - Substance Use 3
- Inpatient - Substance Use 2

[Cancel](#) [Apply](#)



3:54 PM Tue Mar 17

Kjkhhd Whgdniq Y

As of 03/06/2026

Data sources

PHI Access: PSYCKES Consent

Update Access

Hospital/ER

[Reset](#) [Filter](#)

Service Types

ER - Medical 47

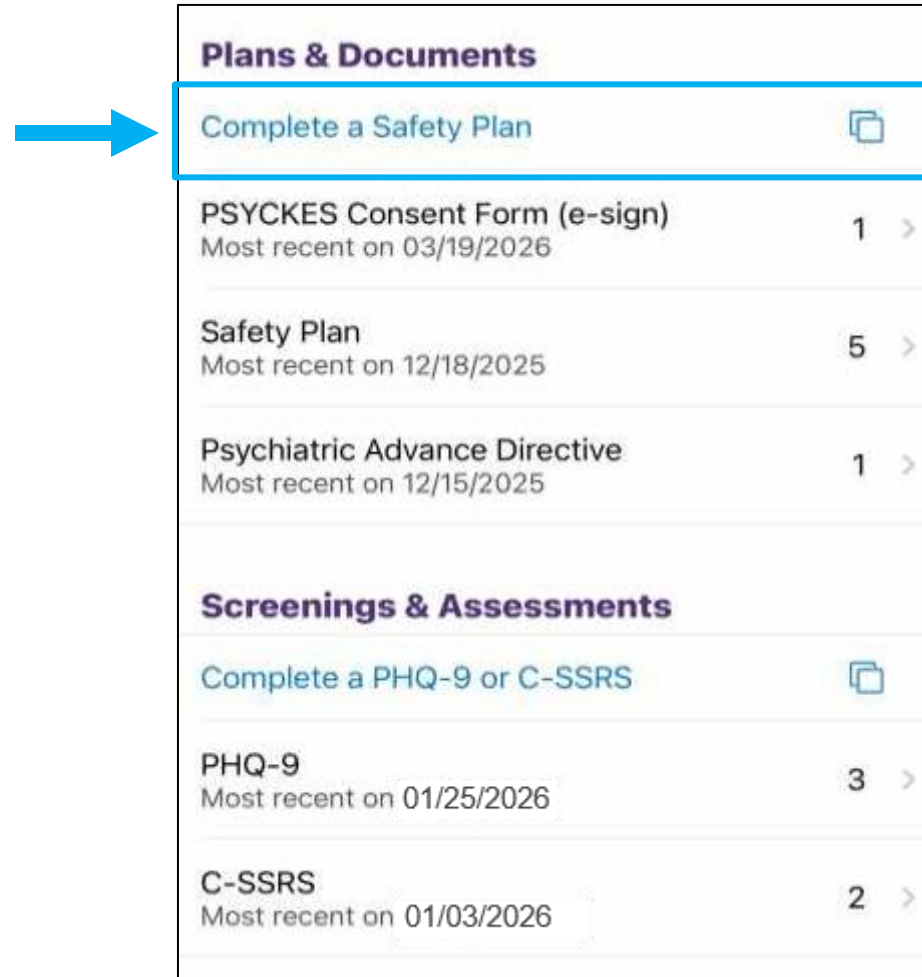
Date	Type	Provider	Primary Diagnosis
02/07/2025	ER - Medical - Group - Physician - Emergency Medicine	BUFFALO EMERGENCY ASSOCIATES LLP	Influenza due to identified novel influenza A virus with other manifestations
02/07/2025	ER - Medical	SISTERS OF CHARITY HOSPITAL	Influenza due to other identified influenza virus with other respiratory manifestations
06/27/2024	ER - Medical	KENMORE MERCY HOSPITAL	Palpitations
06/27/2024	ER - Medical	KENMORE MERCY HOSPITAL	Persons encountering health services in other specified circumstances
06/27/2024	ER - Medical - Physician Group	KENMORE MERCY HOSPITAL	Palpitations
06/26/2024	ER - Medical - Group - Physician - Emergency Medicine	BUFFALO EMERGENCY ASSOCIATES LLP	Other general symptoms and signs
06/26/2024	ER - Medical	ERIE COUNTY MEDICAL CTR	Adult sexual abuse, suspected, initial encounter
06/26/2024	ER - Medical	ERIE COUNTY MEDICAL CTR	Palpitations
06/26/2024	ER - Medical	SISTERS OF CHARITY HOSPITAL	Chest pain, unspecified
06/26/2024	ER - Medical - Group - Physician - Emergency Medicine	UNIVERSITY EMERGENCY MED SVCS	Unspecified abnormalities of breathing
06/25/2024	ER - Medical - Group - Physician - Emergency Medicine	UNIVERSITY EMERGENCY MED SVCS	Shortness of breath
06/24/2024	ER - Medical	ERIE COUNTY MEDICAL CTR	Starvation, initial encounter
06/22/2024	ER - Medical - Group - Physician - Emergency Medicine	BUFFALO EMERGENCY ASSOCIATES LLP	Other symptoms and signs concerning food and fluid intake
06/22/2024	ER - Medical	SISTERS OF CHARITY HOSPITAL	Starvation, initial encounter
06/20/2024	ER - Medical - Group - Physician - Emergency Medicine	BUFFALO EMERGENCY ASSOCIATES LLP	Nausea with vomiting, unspecified
06/20/2024	ER - Medical	KENMORE MERCY HOSPITAL	Nausea with vomiting, unspecified

Create a Safety Plan

How to Create a Safety Plan in Mobile App

1. Search for client and open Clinical Summary
2. Locate “Plans and Documents” Section
3. Tap “Complete Safety Plan”
4. Complete information in each section of the template
 - Required fields are marked with *
5. Tap “Continue” when completed
 - Confirm correct client name
 - Select date safety plan was created (if not today)
6. Confirmation page opens
7. Tap “Add to Clinical Summary”

How to Create a Safety Plan in Mobile App



How to Create a Safety Plan in Mobile App

Close

Safety Plan for JOHN DOE

Complete each section of the Stanley Brown Template. ⓘ

Date Completed >

Warning signs >

Internal coping strategies >

Social supports & settings >

Family & friends for crisis help >

Professionals & agencies >

Making the environment safe >

Reason for living >

Important: This document will be accessible for the individual client and/or provider agency involved in creating it. Other provider agencies may view only with client consent or in a clinical emergency.

Add to Clinical Summary

How to Create a Safety Plan in Mobile App

<

Warning signs

Warning signs (thoughts, images, feelings, behaviors) that a crisis may be developing

* Warning sign 1 >

* Warning sign 2 >

Warning sign 3 >

* Required



<

*** Warning sign 1**

I isolate myself |

* Required (minimum 2 characters)

How to Create a Safety Plan in Mobile App

<

*** Warning sign 2**

I feel hopeless |

* Required (minimum 2 characters)



<

Warning signs

Warning signs (thoughts, images, feelings, behaviors) that a crisis may be developing

* Warning sign 1
I isolate myself ✓ >

* Warning sign 2
I feel hopeless ✓ >

Warning sign 3 >

* Required

How to Create a Safety Plan in Mobile App

Close

Safety Plan for JOHN DOE

Complete each section of the Stanley Brown Template. ⓘ

Date Completed >

Warning signs ✓ >

Internal coping strategies >

Social supports & settings >

Family & friends for crisis help >

Professionals & agencies >

Making the environment safe >

Reason for living >

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Add to Clinical Summary

How to Create a Safety Plan in Mobile App

<

Internal coping strategies

Things I can do to take my mind off my problems without contacting another person (distracting and calming activities)

* Strategy 1 >

* Strategy 2 >

Strategy 3 >

* Required



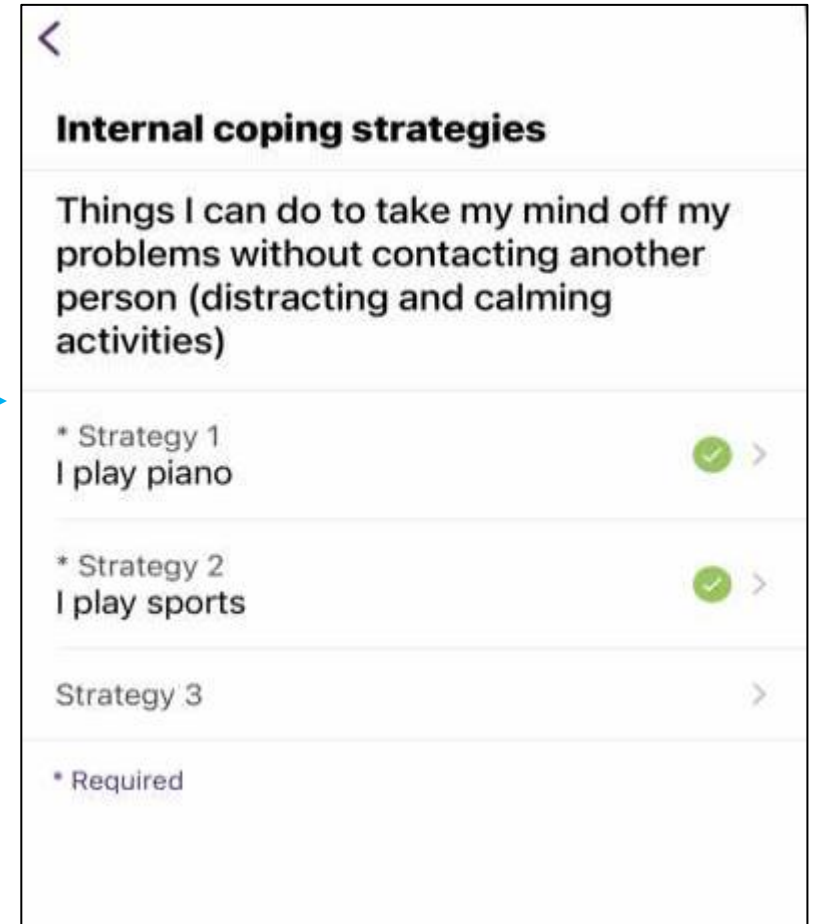
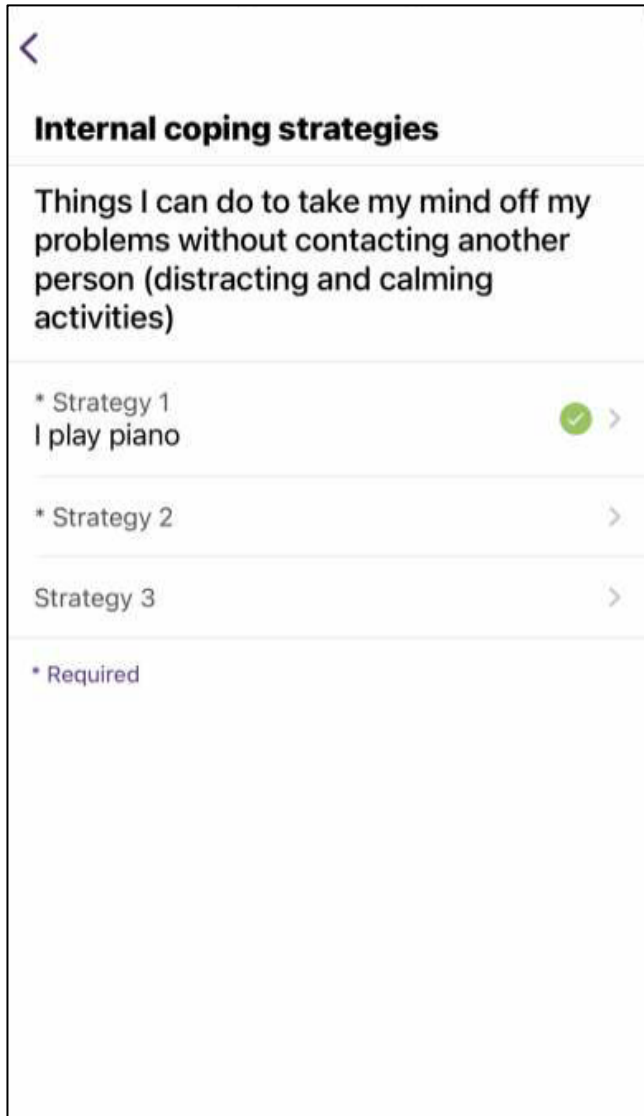
<

*** Strategy 1**

I play piano

* Required (minimum 2 characters)

How to Create a Safety Plan in Mobile App



How to Create a Safety Plan in Mobile App

Close

Safety Plan for JOHN DOE

Complete each section of the Stanley Brown Template. ⓘ

Date Completed >

Warning signs ✓ >

Internal coping strategies ✓ >

Social supports & settings >

Family & friends for crisis help >

Professionals & agencies >

Making the environment safe >

Reason for living >

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Add to Clinical Summary



<

Social supports & settings

People and social settings that provide distraction

People

* Person 1 >

Person 2 >

* Required

Places

* Place 1 >

Place 2 >

* Required

How to Create a Safety Plan in Mobile App

<

Person 1

* Name

Jane Smith

Phone Number

555-555-5555

* Required (minimum 2 characters)



<

Social supports & settings

People and social settings that provide distraction

People

* Person 1
Jane Smith 555-555-5555 ✓ >

Person 2 >

* Required

Places

* Place 1 >

Place 2 >

* Required

How to Create a Safety Plan in Mobile App

<

*** Place 1**

Movie Theater |

* Required (minimum 2 characters)



<

Social supports & settings

People and social settings that provide distraction

People

* Person 1
Jane Smith 555-555-5555 ✓ >

Person 2 >

* Required

Places

* Place 1
Movie Theater ✓ >

Place 2 >

* Required



Close

Safety Plan for JOHN DOE

Complete each section of the Stanley Brown Template. ⓘ

Date Completed >

Warning signs ✓ >

Internal coping strategies ✓ >

Social supports & settings ✓ >

Family & friends for crisis help >

Professionals & agencies >

Making the environment safe >

Reason for living >

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Add to Clinical Summary

OFFICE OF MENTAL HEALTH 33

How to Create a Safety Plan in Mobile App

<

Family & friends for crisis help

People I can ask for help with the crisis

* Person 1 >

* Person 2 >

Person 3 >

* Required



<

Person 1

* Name

My mom

Phone Number

777-777-7777

* Required (minimum 2 characters)



<

Family & friends for crisis help

People I can ask for help with the crisis

* Person 1
My mom
777-777-7777 ✓ >

* Person 2 >

Person 3 >

* Required

How to Create a Safety Plan in Mobile App

<

Person 2

* Name

My brother

Phone Number

555-555-5555

* Required (minimum 2 characters)

<

Family & friends for crisis help

People I can ask for help with the crisis

* Person 1
My mom
777-777-7777

* Person 2
My brother
555-555-5555

Person 3

* Required

Close

Safety Plan for JOHN DOE

Complete each section of the Stanley Brown Template.

Date Completed

Warning signs

Internal coping strategies

Social supports & settings

Family & friends for crisis help

Professionals & agencies

Making the environment safe

Reason for living

Important: This document will be accessible for the individual client and/or provider agency involved in creating it. Other provider agencies may view only with client consent or in a clinical emergency.

Add to Clinical Summary

How to Create a Safety Plan in Mobile App

<

Professionals & agencies

Professionals or agencies I can contact during a crisis

* Clinician 1 >

Clinician 2 >

* Local Urgent Care or ER >

* Required



<

Clinician 1

* Clinician Name

Dr. Jones ×

* Phone Number

555-555-5555 ×

* Clinician Emergency Contact #

999-999-9999 ×

* Required (minimum 2 characters)

How to Create a Safety Plan in Mobile App

<

Local Urgent Care or ER

* Urgent Care or Hospital Name

General Hospital

* Address

123 Main St
New York, NY 10001

* Phone Number

111-111-1111

* Required (minimum 2 characters)



<

Professionals & agencies

Professionals or agencies I can contact during a crisis

* Clinician 1
Dr. Jones
555-555-5555
999-999-9999

Clinician 2

* Local Urgent Care or ER
General Hospital
123 Main St
New York, NY 10001
111-111-1111

* Required

How to Create a Safety Plan in Mobile App

Close

Safety Plan for JOHN DOE

Complete each section of the Stanley Brown Template. ⓘ

Date Completed >

Warning signs ✓ >

Internal coping strategies ✓ >

Social supports & settings ✓ >

Family & friends for crisis help ✓ >

Professionals & agencies ✓ >

Making the environment safe >

Reason for living >

Important: This document will be accessible for the individual client and/or provider agency involved in creating it. Other provider agencies may view only with client consent or in a clinical emergency.

Add to Clinical Summary



<

Making the environment safe

Making the environment safe (removing or limiting access to lethal means)

* Action 1 >

* Action 2 >

* Required

How to Create a Safety Plan in Mobile App

<

*** Action 1**

Having roommate lock up knives

* Required (minimum 2 characters)



<

Making the environment safe

Making the environment safe (removing or limiting access to lethal means)

* Action 1
Having roommate lock up knives >

* Action 2 >

* Required

How to Create a Safety Plan in Mobile App

Close

Safety Plan for JOHN DOE

Complete each section of the Stanley Brown Template. ⓘ

Date Completed >

Warning signs ✓ >

Internal coping strategies ✓ >

Social supports & settings ✓ >

Family & friends for crisis help ✓ >

Professionals & agencies ✓ >

Making the environment safe >

Reason for living >

Important: This document will be accessible for the individual client and/or provider agency involved in creating it. Other provider agencies may view only with client consent or in a clinical emergency.

Add to Clinical Summary

<

Reason for living

For my family |

Close

Safety Plan for JOHN DOE

Complete each section of the Stanley Brown Template. ⓘ

Date Completed >

Warning signs ✓ >

Internal coping strategies ✓ >

Social supports & settings ✓ >

Family & friends for crisis help ✓ >

Professionals & agencies ✓ >

Making the environment safe >

Reason for living ✓ >

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Add to Clinical Summary

How to Create a Safety Plan in Mobile App

Close

Safety Plan for JOHN DOE

Complete each section of the Stanley Brown Template. ⓘ

Date Completed >

Warning signs ✓ >

Internal coping strategies ✓ >

Social supports & settings ✓ >

Family & friends for crisis help ✓ >

Professionals & agencies ✓ >

Making the environment safe >

Reason for living ✓ >

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Add to Clinical Summary



Close

Safety Plan for JOHN DOE

Complete each section of the Stanley Brown Template. ⓘ

Date Completed >

Warning signs ✓ >

Internal coping strategies ✓ >

Social supports & settings ✓ >

Family & friends for crisis help ✓ >

Professionals & agencies ✓ >

Making the environment safe ⓘ >

Reason for living ✓ >

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Add to Clinical Summary

Required Sections
In order to continue you must complete all required fields

OK

How to Create a Safety Plan in Mobile App

Close

Safety Plan for JOHN DOE

Complete each section of the Stanley Brown Template. ⓘ

Date Completed >

Warning signs ✓ >

Internal coping strategies ✓ >

Social supports & settings ✓ >

Family & friends for crisis help ✓ >

Professionals & agencies ✓ >

Making the environment safe >

Reason for living ✓ >

Important: This document will be accessible for the individual client and/or provider agency involved in creating it. Other provider agencies may view only with client consent or in a clinical emergency.

Add to Clinical Summary



<

Making the environment safe

Making the environment safe (removing or limiting access to lethal means)

* Action 1
Having roommate lock up knives ✓ >

*** Action 2 ⓘ >**

* Required



<

* Action 2

Removing sharp objects

* Required (minimum 2 characters)

How to Create a Safety Plan in Mobile App

Close

Safety Plan for JOHN DOE

Complete each section of the Stanley Brown Template. ⓘ

Date Completed >

Warning signs ✓ >

Internal coping strategies ✓ >

Social supports & settings ✓ >

Family & friends for crisis help ✓ >

Professionals & agencies ✓ >

Making the environment safe ✓ >

Reason for living ✓ >

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[Add to Clinical Summary](#)



Plans & Documents	
Complete a Safety Plan	📄
Safety Plan Most recent on 03/18/2026	5 >
PSYCKES Consent Form (e-sign) Most recent on 03/17/2026	5 >
Screenings & Assessments	
Complete a PHQ-9 or C-SSRS	📄
PHQ-9 Most recent on 03/18/2026	3 >
C-SSRS Most recent on 06/17/2025	1 >

How to Create a Safety Plan in Mobile App

Close

Safety Plan for JOHN DOE

Complete each section of the Stanley Brown Template. ⓘ

Date Completed >

Warning signs >

Internal coping strategies >

Social supports & settings >

Family & friends for crisis help >

Professionals & agencies >

Making the environment safe >

Reason for living >

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Add to Clinical Summary



Close

Safety Plan for JOHN DOE

Complete each section of the Stanley Brown Template. ⓘ

Date Completed >

Warning signs >

Internal coping strategies >

Social supports & settings >

Family & friends for crisis help >

Professionals & agencies >

Making the environment safe >

Reason for living >

Save as Draft

Delete

Cancel



< JOHN DOE

Antidepressant medication Discontinued - Acute Phase

Antidepressant Medication Discontinued - Recovery Phase

Plans & Documents

Continue Safety Plan Draft

PSYCKES Consent Form (e-sign) 5 >
Most recent on 03/17/2026

Safety Plan 4 >
Most recent on 07/10/2025

Screenings & Assessments

Complete a PHQ-9 or C-SSRS

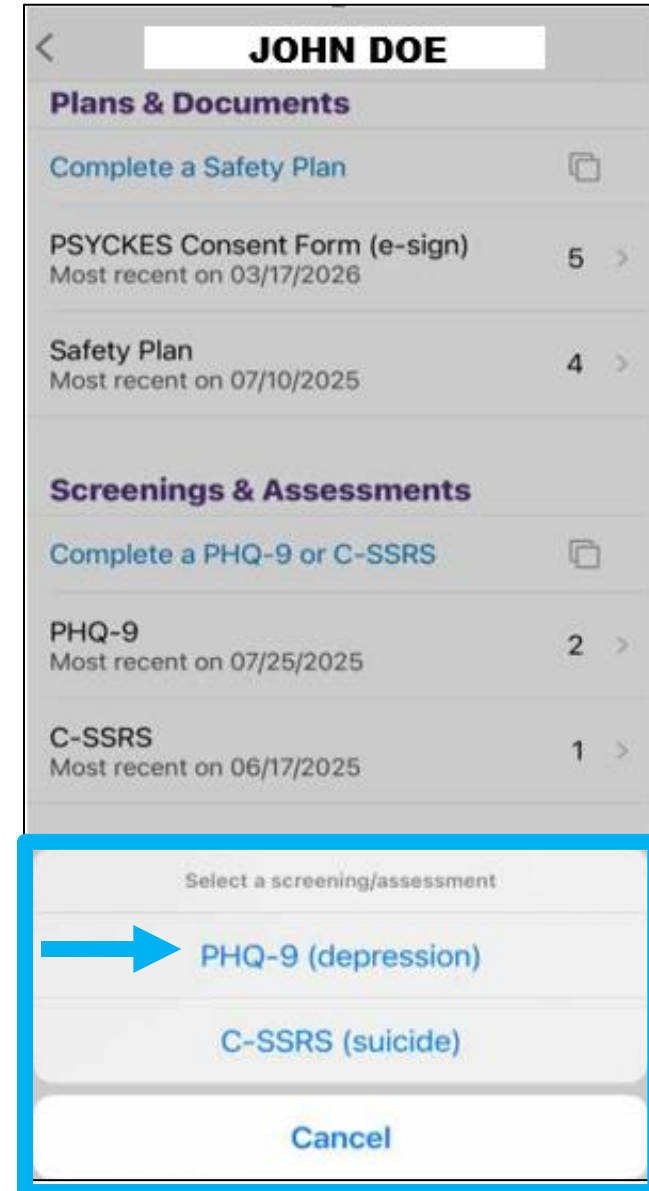
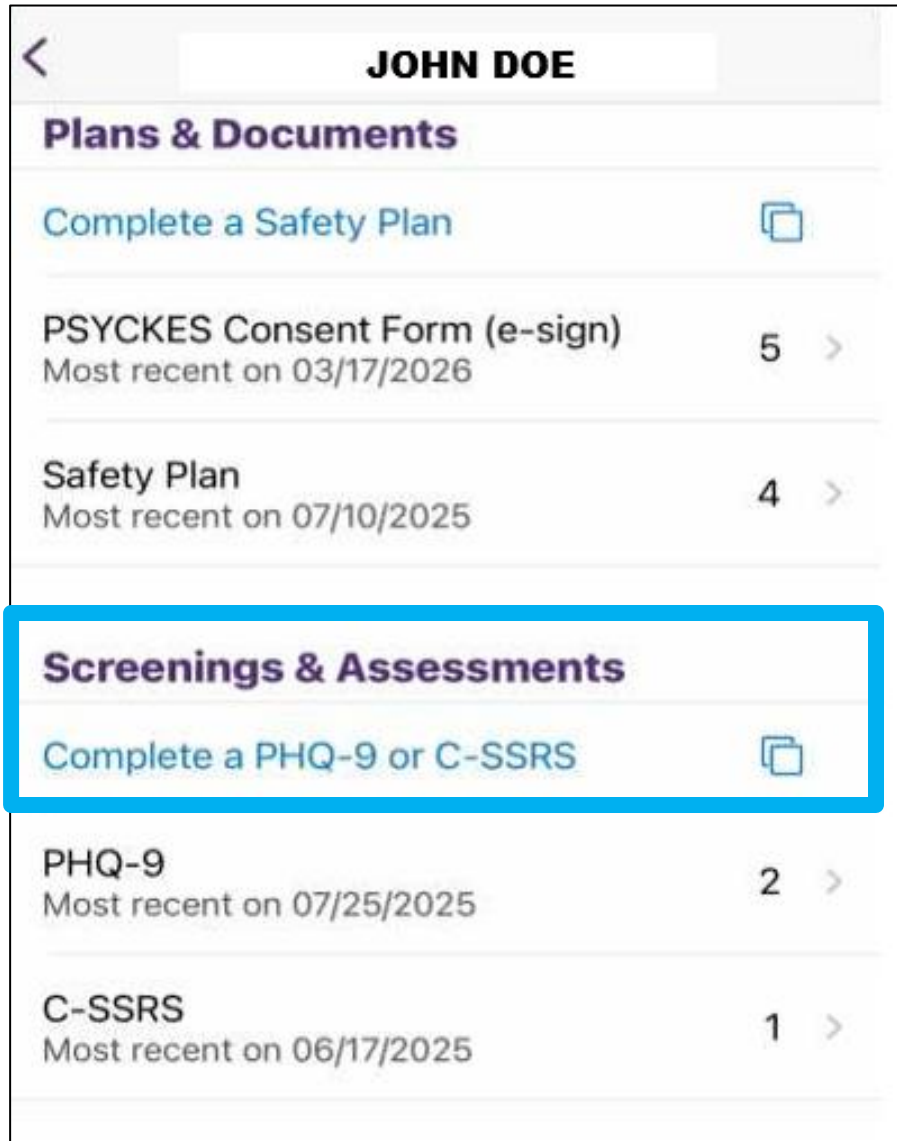
PHQ-9 2 >
Most recent on 07/25/2025

C-SSRS 1 >
Most recent on 06/17/2025

Diagnoses

Completing Assessments

Completing Assessments



Completing Assessments

Cancel

PHQ-9 for JOHN DOE

Patient Health Questionnaire - 9 Questions

This depression screening is intended to be administered as a Clinician-Client interview.

Date Completed Mar 18, 2026

Entered By **L00000**

Agency **MENTAL HEALTH CLINIC**

Continue



Cancel

PHQ-9 for JOHN DOE

Patient Health Questionnaire - 9 Questions

Over the past 2 weeks, how often have you been bothered by any of the following problems?

Question 1.
Little interest or pleasure in doing things

Not at all

Several days

More than half the days

Nearly every day


Question 2.
Feeling down, depressed or hopeless

Not at all

Several days

More than half the days

Completing Assessments





PHQ-9 added for **JOHN DOE**

Result summary:
Severe Depression (Score = 27 out of 27)
- Thoughts of "better off dead" and/or hurting self

Due to suicidal ideation, a suicide screen is recommended. In the Clinical Summary, you can complete a suicide screen (C-SSRS) or review previous assessments.

[Back to Clinical Summary](#)




Plans & Documents	
Complete a Safety Plan	
Safety Plan Most recent on 03/18/2026	5 >
PSYCKES Consent Form (e-sign) Most recent on 03/17/2026	5 >
Screenings & Assessments	
Complete a PHQ-9 or C-SSRS	
PHQ-9 Most recent on 03/18/2026	3 >
C-SSRS Most recent on 06/17/2025	1 >

Completing Assessments

< **JOHN DOE**


Plans & Documents

Complete a Safety Plan 

PSYCKES Consent Form (e-sign) 5 >
Most recent on 03/17/2026

Safety Plan 4 >
Most recent on 07/10/2025

Screenings & Assessments

Complete a PHQ-9 or C-SSRS 

PHQ-9 2 >
Most recent on 07/25/2025

C-SSRS 1 >
Most recent on 06/17/2025

Diagnoses


Behavioral Health 37 >

Medical 104 >



< **JOHN DOE**


Plans & Documents

Complete a Safety Plan 

PSYCKES Consent Form (e-sign) 5 >
Most recent on 03/17/2026

Safety Plan 4 >
Most recent on 07/10/2025

Screenings & Assessments

Complete a PHQ-9 or C-SSRS 

PHQ-9 2 >
Most recent on 07/25/2025

C-SSRS 1 >
Most recent on 06/17/2025

Select a screening/assessment

PHQ-9 (depression)

C-SSRS (suicide)

Cancel



Cancel

C-SSRS for for JOHN DOE

Columbia-Suicide Severity Rating Scale

This suicide screening is intended to be administered as a Clinician-Client interview.

Date Completed Mar 18, 2026

Entered By **L000000**

Agency **MENTAL HEALTH CLINIC**

Survey Type

Initial assessment
Includes lifetime questions

Ongoing assessment

Continue

Completing Assessments

Cancel

C-SSRS for for

Columbia-Suicide Severity Rating Scale

This suicide screening is intended to be administered as a Clinician-Client interview.

Date Completed Mar 18, 2026

Entered By **L00000**

Agency **MENTAL HEALTH CLINIC**

Survey Type

Initial assessment
Includes lifetime questions

Ongoing assessment

Continue

Cancel

interview.

Date Completed Mar 18, 2026

Entered By **L00000**

Agency **MENTAL HEALTH CLINIC**

Survey Type

Initial assessment
Includes lifetime questions

Ongoing assessment

Timeframe

Past Week


Past Month

Past 3 Months

Since Last Visit

Continue

Completing Assessments



C-SSRS added for **JOHN DOE**


Result summary:
High Risk: 3 Suicide Attempt(s); Last attempt Past 3 months

Due to high risk, an updated Safety Plan is recommended. In the Clinical Summary, you can review existing plans or complete a new one.

[Back to Clinical Summary](#)




Plans & Documents

[Complete a Safety Plan](#) 

Safety Plan
Most recent on 03/18/2026 5 >

PSYCKES Consent Form (e-sign)
Most recent on 03/17/2026 5 >

Screenings & Assessments

[Complete a PHQ-9 or C-SSRS](#) 

C-SSRS
Most recent on 03/18/2026 2 >

PHQ-9
Most recent on 03/18/2026 3 >

Important Technical Requirement Update for PSYCKES Mobile App

- **The PSYCKES iOS mobile app will require the following updates in order to login:**
 - iOS version 17.0 or higher – If you are unsure what iOS version your device currently is, please navigate to Settings > General > About and look for “Software Version”
 - If your version is not 17.0 or higher, navigate to Settings > General > Software Update and select “Install Now” for latest update
 - Note: iOS 16 operating system no longer supports certain older iPhone & iPad devices. To view which devices are compatible, please visit: <https://support.apple.com/en-us/103267>
- **The PSYCKES Android mobile app will require the following in order to login:**
 - Android version 7.0 or higher - If you are unsure what version your Android device currently is, please navigate to Settings > About Phone or About Tablet > Look for the Android Version entry
 - If your version is not 7.0 or higher, navigate to Settings > System or Software Update > Check for Updates > If an update is available, tap on ‘Download and Install’
 - PSYCKES App update – To update to the most recent version of the PSYCKES mobile app, please navigate to the Google Play Store > Search for “PSYCKES” > Select “Update” button

Training & Technical Support

Training and Technical Support

- For more PSYCKES resources, please go to our website at: www.psyckes.org
- If you have any questions regarding the PSYCKES application, please reach out to our helpdesk:
 - 9:00AM – 5:00PM, Monday – Friday
 - PSYCKES-help@omh.ny.gov
- If you're having issues with your token or logging in, contact the ITS or OMH helpdesk:
 - ITS (OMH/State PC Employee) Helpdesk:
 - Please contact the NYS Helpdesk at <https://chat.its.ny.gov> or call 844-891-1786
 - OMH (Non-OMH/Non-State PC Employee) Helpdesk:
 - 518-474-5554, option 2; healthhelp@its.ny.gov

Questions and Answers

Thank You!