

Sending Messages in VERA

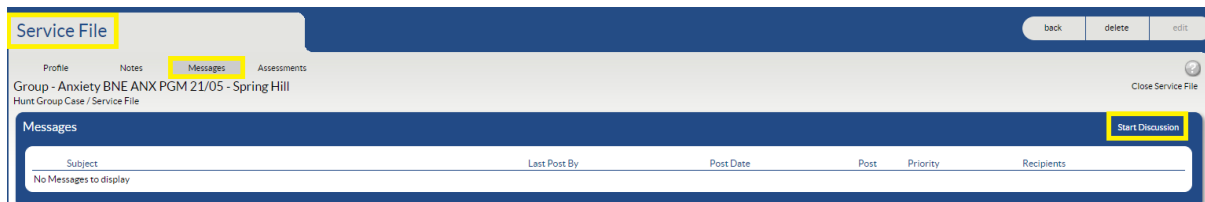
Purpose: This task card is an instructional document that outlines the steps to send a Message in the Open Arms Client Management System – VERA.

Requirements

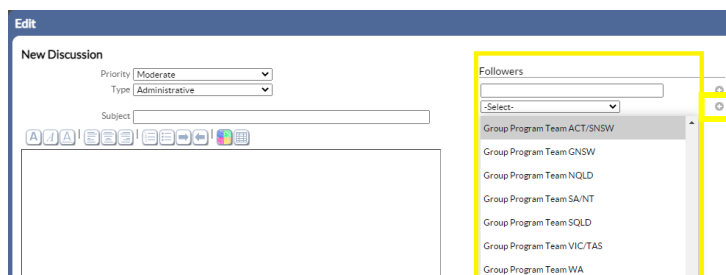
- All communication to Open Arms regarding clients/participants is to be sent via a Service File message to the Regional Group Program Team.
- A Service File message should be sent to the Group Program Coordinator to advise of participant non-attendance and the action taken to follow up.
- Any concerns regarding participant welfare or engagement at the group program is required to be followed up and a service file message sent to the Group Program Coordinator.
- If the participant is in crisis please contact the Group Program Coordinator immediately and follow up with a Service File Message.

VERA Instructions

1. Access the participants **Individual Group Service File**, from **My Case Load – Groups**.
2. Select the participants **Service File**.
3. This will open the Individual Group Service File. Select the **Messages** tab at the top of the screen.
4. Select **Start Discussion**. This will open a **New Discussion** window.



5. Enter the **Subject** (e.g. *HUNT, Michael – Non Attendance at Group Session*)
6. Enter the body of the message, include additional information about the participant and any action taken.
7. You will need to add **Followers** to the message. From the drop down list select the relevant region **Group Program Team**.
8. Select the '+'. A list of followers will appear on the right hand side of the Service File message screen.



9. Select **Save** to send the message.