

Care Management Tracking System Administrator

The Care Management Tracking System (CMTS) Administrator is responsible for managing all user access to the web-based clinical tracking system. This individual must develop the know-how to grant or disable all user accounts across the organization, and to provide user support as needed. This individual serves as a liaison between end-users and organizational leadership, as well as between organizational leadership and the UW software programmer. The CMTS Administrator also ensures appropriate and secure use of the system by monitoring event logs regularly.

Duties and Responsibilities

- Manage user accounts: create users, update user access, disable (or occasionally delete) user accounts.
- Provide CMTS demonstration to potential users via Webinar.
- Provide initial and follow-up training via Webinar for all users.
- Create (as needed) training materials and FAQ tool.
- Provide daily website user administration and support.
- Develop a high level of proficiency with the CMTS in order to be able to troubleshoot and provide training assistance with new users.
- Report user-end problems to leadership and UW software programmer.
- Train end-users to maintain content as needed.
- Notify users of system updates and changes.
- Receive feedback from users / organizational leadership on proposed system upgrades.
- Communicate organizational feedback and user issues to UW website programmer.
- Monitor session and user action logs (weekly) and report any suspicious activity at once to organizational leadership and UW programmer.

User Access

The CMTS administrator will enable user accounts for all providers using the CMTS, and will disable (NOT delete) user accounts when providers are no longer actively using the system. All user accounts should be maintained in "inactive" status to preserve record of everyone who has had a login (only temporary users or users with empty case load should ever be deleted). Note: the CMTS Administrator has the exclusive privilege of deleting patient records and user accounts at the organizational level. See the attached pages showing screenshots of the access control lists for each type of user account.

Administrator: can view, update, add, delete across all users, all sites, drug list, message board; can view and delete all patient data, initial assessment / follow up assessment / relapse prevention records, psychiatric evaluation and psychiatrist notes; and can view only session log and action log.

Care Manager: can view, update and add patient data, initial assessment / follow up assessment / relapse prevention records; and can view only message board and psychiatrist evaluation and psychiatrist notes.

Consultant: can view only message board, patient data, initial assessment / follow up assessment / relapse prevention records, and psychiatrist evaluation and psychiatrist notes.

Data Manager: requires special access, can download data only, has no web access.

Primary Care Physician: can view only message board, patient data, initial assessment / follow up assessment / relapse prevention records, psychiatric evaluation and psychiatrist notes.

Psychiatrist: can view, update and add psychiatrist evaluation and psychiatrist notes; and view only message board, patient data, initial assessment / follow up assessment / relapse prevention records.

Site Manager: DISREGARD if individual sites will not have site managers.

[Administrator](#)[Care Manager](#)

Select a user type to view and change access control list.

[Consultant](#)[Data Manager](#)[Primary Care Physician](#)[Psychiatrist](#)[Site Manager](#)

	ADMINISTRATOR			
	V	U	A	D
User	✓	✓	✓	✓
Site	✓	✓	✓	✓
Drug	✓	✓	✓	✓
SessionLog	✓	-	-	
ActionLog	✓	-	-	
Message	✓	✓	✓	✓
Patient	✓			✓
InitialAssessment	✓			✓
FollowUp	✓			✓
RelapsePrevention	✓			✓
PsychiatricEvaluation	✓			✓
PsychiatristNote	✓			✓

V = View U = Update A = Add D = Delete

Select a user type to view and change access control list.

[Administrator](#)

[Care Manager](#)

[Consultant](#)

[Data Manager](#)

[Primary Care Physician](#)

[Psychiatrist](#)

[Site Manager](#)

	CARE MANAGER			
	V	U	A	D
User				
Site				
Drug				
SessionLog		-	-	
ActionLog		-	-	
Message	✓			
Patient	✓	✓	✓	
InitialAssessment	✓	✓	✓	
FollowUp	✓	✓	✓	
RelapsePrevention	✓	✓	✓	
PsychiatricEvaluation	✓			
PsychiatristNote	✓			

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[Administrator](#)[Care Manager](#)

Select a user type to view and change access control list.

[Consultant](#)[Data Manager](#)[Primary Care Physician](#)[Psychiatrist](#)[Site Manager](#)

	CONSULTANT			
	V	U	A	D
User				
Site				
Drug				
SessionLog		-	-	
ActionLog		-	-	
Message	✓			
Patient	✓			
InitialAssessment	✓			
FollowUp	✓			
RelapsePrevention	✓			
PsychiatricEvaluation	✓			
PsychiatristNote	✓			

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[Administrator](#)[Care Manager](#)

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[Consultant](#)[Data Manager](#)[Primary Care Physician](#)[Psychiatrist](#)[Site Manager](#)

	PRIMARY CARE PHYSICIAN			
	V	U	A	D
User				
Site				
Drug				
SessionLog		-	-	
ActionLog		-	-	
Message	✓			
Patient	✓			
InitialAssessment	✓			
FollowUp	✓			
RelapsePrevention	✓			
PsychiatricEvaluation	✓			
PsychiatristNote	✓			

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[Administrator](#)[Care Manager](#)

Select a user type to view and change access control list.

[Consultant](#)[Data Manager](#)[Primary Care Physician](#)[Psychiatrist](#)[Site Manager](#)

	PSYCHIATRIST			
	V	U	A	D
User				
Site				
Drug				
SessionLog		-	-	
ActionLog		-	-	
Message	✓			
Patient	✓			
InitialAssessment	✓			
FollowUp	✓			
RelapsePrevention	✓			
PsychiatricEvaluation	✓	✓	✓	
PsychiatristNote	✓	✓	✓	

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