# How to Enter an Individual Service Ticket

This guide will focus on entering an Individual Progress note; however, these steps can be followed to enter any individual services. Many of the required fields for each service entry will be similar.

- If you are reaching out to a client to make contact or schedule a session, please use the Case Management note instead of an Individual Progress note.

Video Guidance Part 1   **Video Guidance Part 2**   **Video Guidance Part 3**   **Routing Services**

Breadcrumbs: Client > Case Management > Service Management > Service Entry

- Click Add New.
- Select the program you wish to enter the service under.
- Select the service you wish to enter.
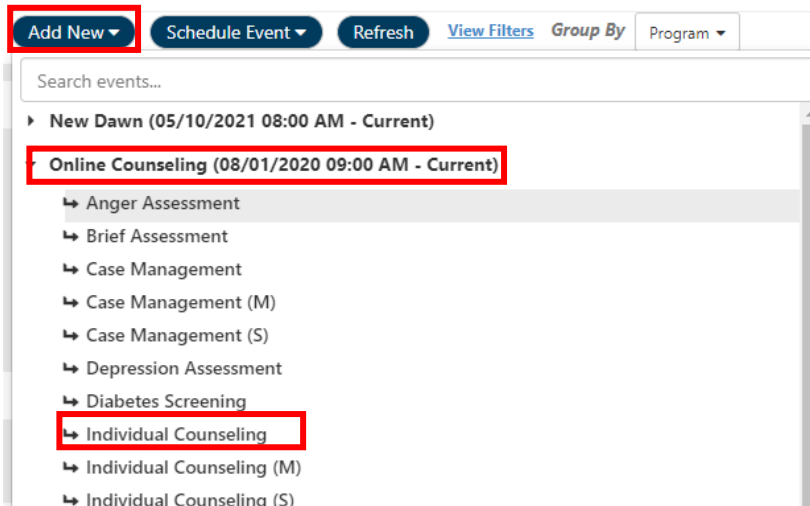
Goals and Diagnoses on File

All current diagnoses and goals entered for client will be listed in this section. If a diagnosis or goal is ended, it will no longer appear on the list.

No-Show Information

- **Do Not Bill**: Check this box if the treatment plan was billed on paper or should not be billed through myEvolv
- **No Show**: Check this box if the service was scheduled and client did not show for appointment
- Attempt to Contact: Complete this field if No Show is Checked
- Reason For: Complete this field if No Show is Checked

Encounter Information

- Client: This field will automatically fill and cannot be changed
- Event: This field will automatically fill and cannot be changed
- **Language Other Than English**: Check this box as necessary
- **Client Involved**: Uncheck this box as needed

- Schedule Services: Future Individual services can be scheduled by completing the required fields in this section.
  - **Staff Responsible**: This field will automatically fill, however, can be changed
  - **Program Responsible**: This field will automatically fill, however, can be changed
  - **Activity**: Use magnifying glass to make selection
  - **Scheduled Date/Time**: Enter Date of scheduled service
  - **Time**: Enter time of scheduled service
  - **Duration**: Enter estimated duration
  - Other non-required fields can also be completed

Completed Information

- **Is Telehealth**: Check this box if the service is provided via Telehealth
- **Service Facility**: Use magnifying glass to make selection
- **Actual Date/Time**: Use Calendar/Clock Icons to complete fields
- **Duration**: Enter total time spent with client
- End Date/Time (System Generated): These fields will automatically calculate after saving
- **Completed By**: This field will automatically populate. Use binoculars to edit if necessary
- **Location**: Use magnifying glass to make selection

Diagnosis Treated

Use magnifying glass to select client diagnosis on file treated during session with client.
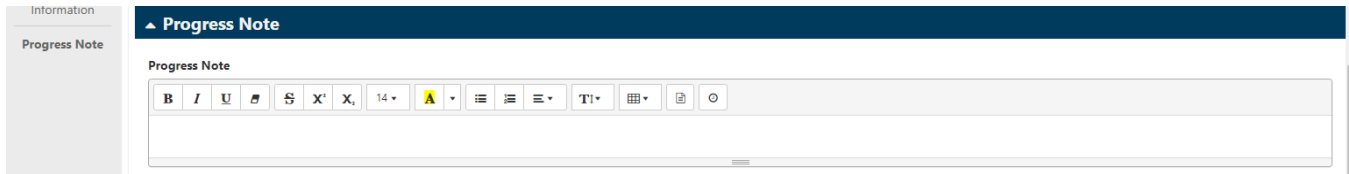

Service Related Encounter Information

- **Program Providing Service**: This field should automatically fill. If not, use magnifying glass to make appropriate selection.

Progress Note

Enter the progress note narrative for session. Be sure to use correct note format as trained by supervisor.