

Communication Log Documentation

Communication log entries should include all contacts with families, early intervention providers, community partners, and other resources to document all non-billable services.

All non-billable service activities (i.e., emails, text messages, voice mails, faxes, mailed correspondence, etc.) must be documented in a communication log in TOTS. Examples of information that may be documented in the communication log are:

- phone calls (both that occurred and attempts made),
- attempts to reschedule missed appointments,
- a parent declining to make up a missed visit,
- any items that are mailed, emailed, or faxed,
- justification for assistive technology,
- requests for forms from a physician,
- insurance company contacts and educational surrogate decisions,
- eligibility determinations,
- if a child exits without notification, etc.

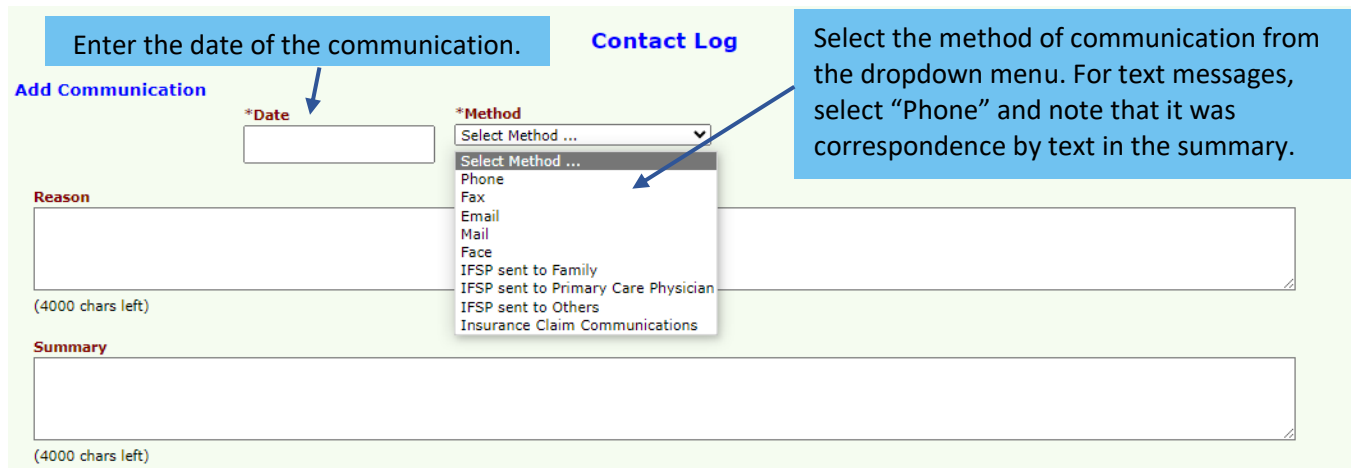
Information entered in a communication log is viewable by all authorized providers on the planned service page. Documentation shall include the date of contact, the method, the reason for contact, and a summary or result of contact. The communication log also includes a correction/addendum section.

Timelines

All documentation must occur within ten (10) calendar days of service. This includes all contacts with families, early intervention providers, community partners, and other resources.

Entering the Communication Log on TOTS

Figure 1: TOTS Contact Log - Add Communication



Enter the date of the communication.

Contact Log

Add Communication

***Date**

***Method**

Select Method ...

Select Method ...

Phone

Fax

Email

Mail

Face

IFSP sent to Family

IFSP sent to Primary Care Physician

IFSP sent to Others

Insurance Claim Communications

Reason

(4000 chars left)

Summary

(4000 chars left)

Select the method of communication from the dropdown menu. For text messages, select "Phone" and note that it was correspondence by text in the summary.

Figure 2: TOTS Contact Log – Reason and Summary of Communication

Contact Log

Add Communication

*Date: *Method:

Reason

(4000 chars left)

Summary

(4000 chars left)

Correction/Addendum

(4000 chars left)

Once the communication log entry has been completed, double-check for accuracy and select the blue “Save” arrow. Once the communication log is saved, the entry will drop to the “Communication Log History” section at the bottom of the screen. The communication log entries are archived by date, with the newest logs at the top of the history section. The “Edit” button can be selected if an entry error is made.

Figure 3: TOTS Contact Log – Edit Communication

Contact Log

Add Communication

*Date: *Method:

Reason

(4000 chars left)

Summary

(4000 chars left)

Correction/Addendum

(4000 chars left)

Communication Log History:

	Date	User Entered	Method	Reason	Summary	Correction/Addendum	Date Entered
	10/20/2023						10/20/2023
	01/25/2023						01/26/2023

When the “Edit” button is selected, the entry reappears in the top section of the contact log and is greyed out. The date, method, reason, and summary sections cannot be changed.

Any edits must be entered in the “Correction/Addendum” text field, and then the entry must be re-saved. This will not remove the previous entry but will allow for a correction for entry errors.

Select the “Edit” button if the communication log needs to be corrected.