# **Follow-Up Support System**

## Summary (separate page)

## Never miss an event again. The Follow-Up Support System is an open-source, web-based tracking system designed to help you manage your project’s clients and follow-up events. Automated email reminders, support for multiple concurrent users, and a fast, easy-to-use interface make the Follow-Up Support System a breeze to implement.

## *For SAMHSA grantees*: The Follow-up Support System is a great tool for tracking patients, facilitating referral services, and improving your GPRA follow-up rate for best-practice and grantee requirements.

## Features

- **Web-based data entry system** with different levels of access for program administrators and clinical staff. One click password reset and account modification are available;

- **Comprehensive tracking and patient information**. Patients are tracked in the system using a unique ID chosen by the organization using the software (e.g., MRN, WITS ID, or SAIS ID). Overall follow-up services for patients are tracked (Active, Overdue, Failed, Completed, or Referral) as are intake clinician and intake facility;

- **All necessary contact times for each patient are documented**. Organizations can specify default events that are created with a single click (e.g., phone call at 2 weeks, 6 weeks, 12 weeks, 6 weeks prior to follow-up, 3 days prior to follow-up) and clinicians and administrators can create additional specific events at will.

- **Each event** **is tracked** as Active, Overdue, Completed, or Failed. Clinicians receive e-mail reminders to perform each event that is Active or Overdue on a daily basis.

- **Administrators have easy access** **to reports** on patient progress, including specific parsed data for Overdue and Failed patient tracking;

- **Each event is modifiable with relevant details**. Because the Follow-Up Support System is hosted on a secure server, updated phone numbers, addresses, details about the patient, and other information may be entered into events quickly and securely.

## Terms of Use

**- The Follow-Up Support System is an open-source software platform.** The source code for this system is available to anyone free of charge as long as Angstrom Software is credited for development;

**- Technical assistance.** For all users, Angstrom Software, Inc. provides limited e-mail support free of charge;

**- Access:** To obtain the code for this program, please contact us at [contact@angstrom-software.com](mailto:contact@angstrom-software.com).

**Additional Services**

**- Additional services related to the Follow-Up Support System are available at cost. For questions about the content below, please contact us at** [**contact@angstrom-software.com**](mailto:contact@angstrom-software.com)**.**

**- Storage and hosting.** Angstrom Software can host *your copy* of the Follow-Up Support System on a secure cloud server that maintains HIPAA and 42-CFR Part 2 compliance;

**- Technical assistance and training.** Extensive technical assistance and/or training with this software are available electronically, by phone, or in person.

**- Ability to order modifications.** If you are interested in the Follow-Up Support System but would like Angstrom Software, Inc. to modify the system in one or more ways, we offer a range of modifications to the software to make it more pertinent to your program’s needs.