

## HT23: HOW TO RECORD CASE COMMENTS

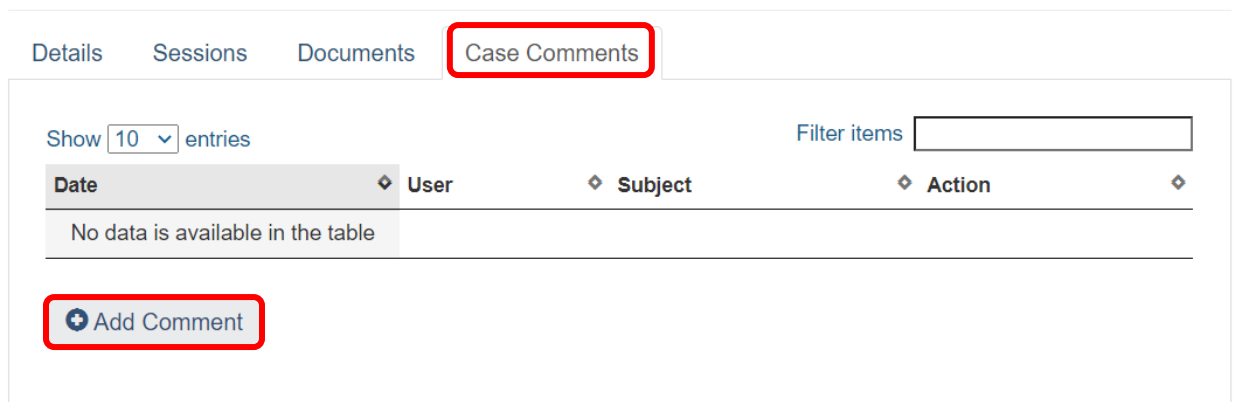
Case notes can be stored in HIFIS under the Case Comments tab.

This tab is only available to the primary case worker assigned to support the client.

1. Search for the client and click on their name to enter their file. If serving a family, navigate to the Family Head's file.
2. Click on the Client Management drop-down menu and select Case Management.

Client Management ▾

3. For the Open record, select Display under the Action column.
4. Under the Case Comments tab, click Add Comment.



The screenshot shows the HIFIS interface with the 'Case Comments' tab selected. The 'Add Comment' button is highlighted with a red box. The table below shows no data is available.

Date	User	Subject	Action
No data is available in the table			

⊕ Add Comment

5. Include a descriptive subject that will help you to find the case comment in the future.
6. Enter your notes into the Comments box. This text box includes formatting options similar to a Word document.
7. When you have finished entering the note, click the Save button.



In general, if you record case notes, you will not have the right in HIFIS to edit case notes. This helps to preserve the integrity of the record.

Depending on your agency's policies, your manager may or may not have the ability in HIFIS to edit your case notes. Since the Comments field box does not have a spell checker, you may wish to check your spelling in a word document before copying and pasting your notes into the HIFIS Comments field box.