
Admissions FAQs

Last Modified on 09/28/2021 8:26 am EDT

Do we have to contact NextStep (support) to undischARGE a case?

If it is the most recent episode then no, anyone with correction enabled turned on can perform an undischARGE through the document center.

Why can't I find a client in NextStep?

Check the following:

- Check the location you are working. If you are working in a single location the client may be in a different location.
- Check the client select filter, if "Active Clients" is selected and the client is in pre-admit or discharged they are being filtered out.
- Check if the client was moved to a different location to seek treatment and you do not have access to that location.

Why won't my client show up under Pre-Admit Forms?

If your client has been admitted to a program, they will not display Pre-Admit forms.
