Creating and Viewing Case Notes on Mobile

A Case Note (Narrative) is used to document case management contacts made throughout the life of a case. While case assignment is not required to create a note, it may limit information presented in the structured case note format. Case notes entered on a mobile device will be accessed through a same URL: (https://apps.dcf.wisconsin.gov/ewisacwis/), that will redirect the user to the MyWisconsin ID page. Upon successful login the page will be redirected to the default landing page (Cases page).

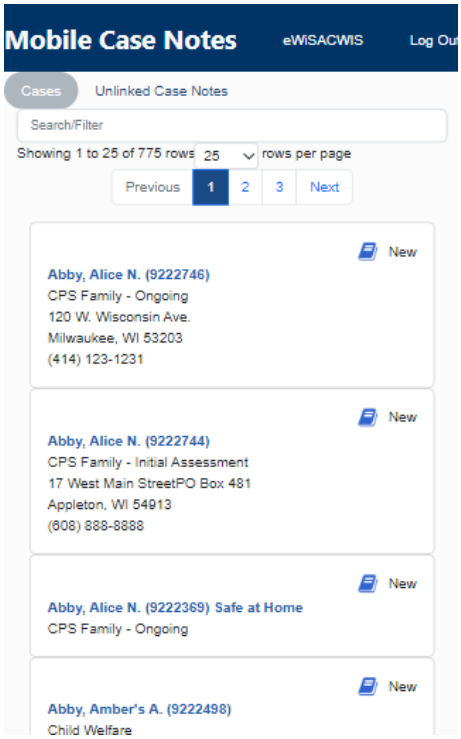
Note: when users log in on a mobile device it will detect that and redirect them to the landing page. But if users have the "Desktop site" setting on their phone it won't detect it.

Related User Guides

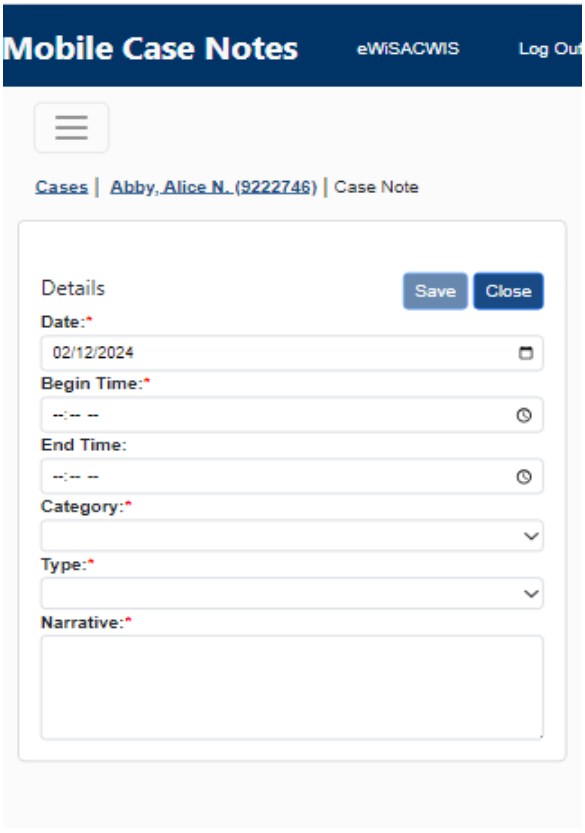
- Creating and Viewing Case Notes
- Creating Correction Notes
- Documenting Monthly Case Worker Contacts
- Recording & Reporting Face-to-Face Contacts
- Initial Face-to-Face Contacts

Creating a Case Note in the Mobile Case Note application:

1. From Mobile Case Notes desktop, go to the Cases tab and select a case from the list of cases for which you want to create a case note. Displays only the cases where the Child Welfare Professional has a current assignment. The default sort order is alphabetically by Last Name.

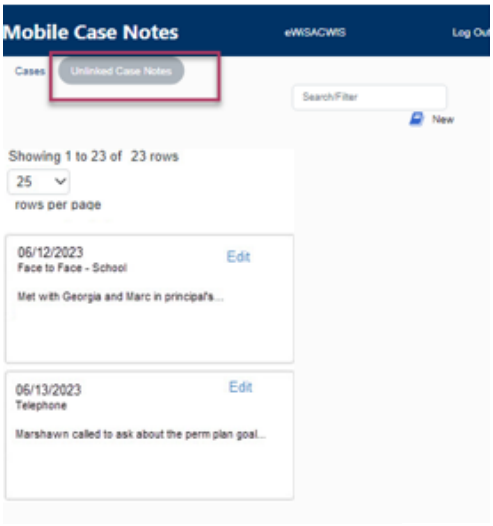


2. On the Case page, selecting the New icon creates a new case note linked to the case. Enter all the required fields to create a case note on mobile and save.

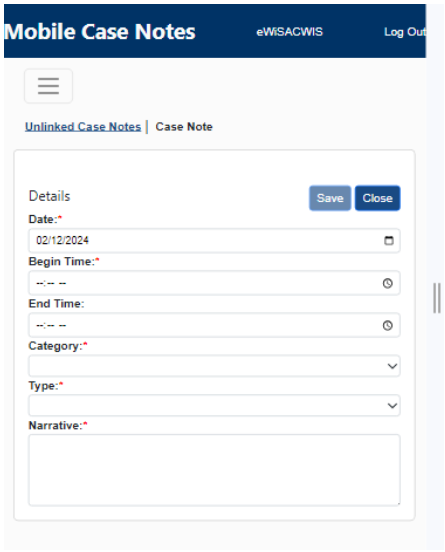


Creating a Case Note in Mobile Case Notes (Unlinked Cases)

1. From the Mobile Case Notes desktop, go to the Unlinked Case Notes tab. This displays list of all unlinked case notes that the Child welfare Professional has created.



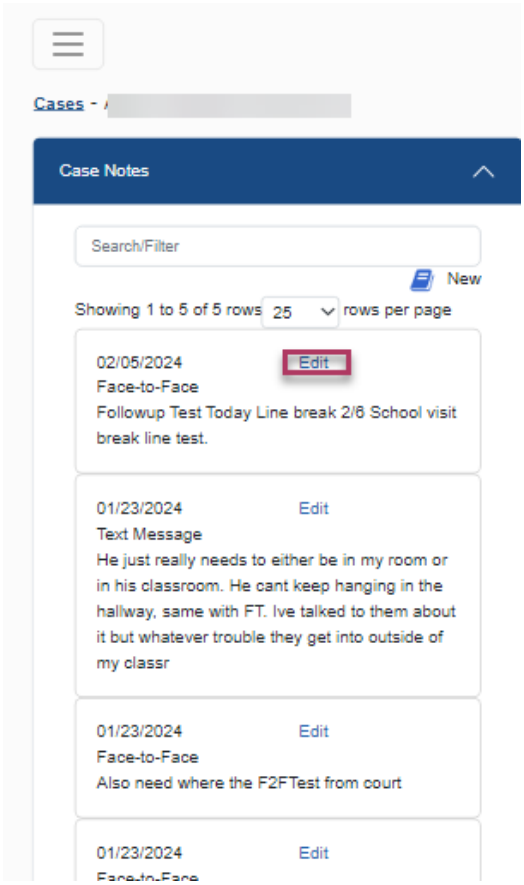
2. On the page, Child Welfare Professional clicks on the New icon to create a new case note which is not linked to any case. Enter all the required fields to create a unlinked case note on mobile and save.



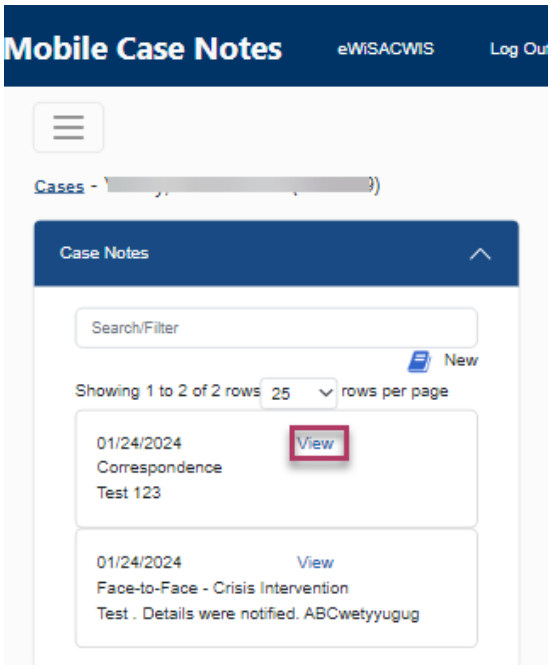
View/Edit Mobile Case Notes

Note: Selecting the hyperlink will launch the Mobile Case Notes in Edit mode. The Display View is only for eWiSACWIS Case Notes and Edit for Mobile Case Notes. The Child Welfare Professional can edit the already existing case notes and save it in the Mobile application.

Edit mode:

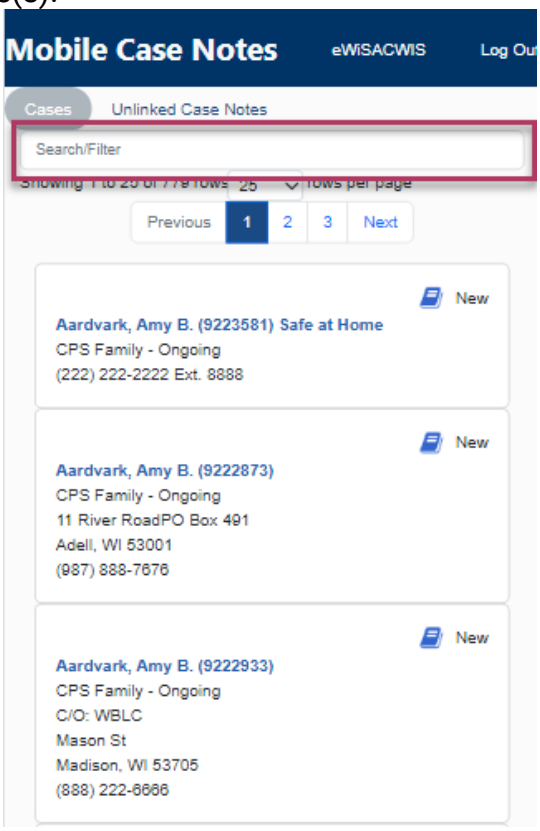


View mode:



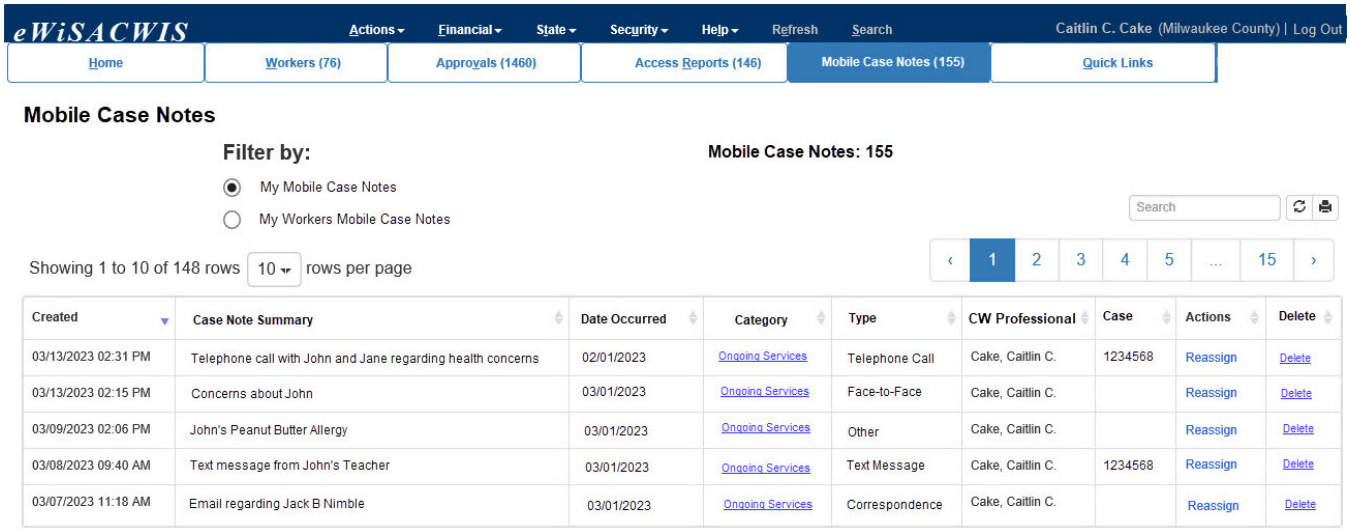
Search Cases/Case Notes

Note: Case or case note can be searched using Search/Filter. Entering the text begins the results on any Cases/Unlinked Case Notes matching the text entered. Once the results are displayed, The Child Welfare Professional can select the case and start creating/view a case note(s).



Mobile Case Notes Tab (eWiSACWIS)

Note: The Mobile Case Notes tab displays a list of all the case notes created on Mobile which have not yet been converted into eWiSACWIS case notes.

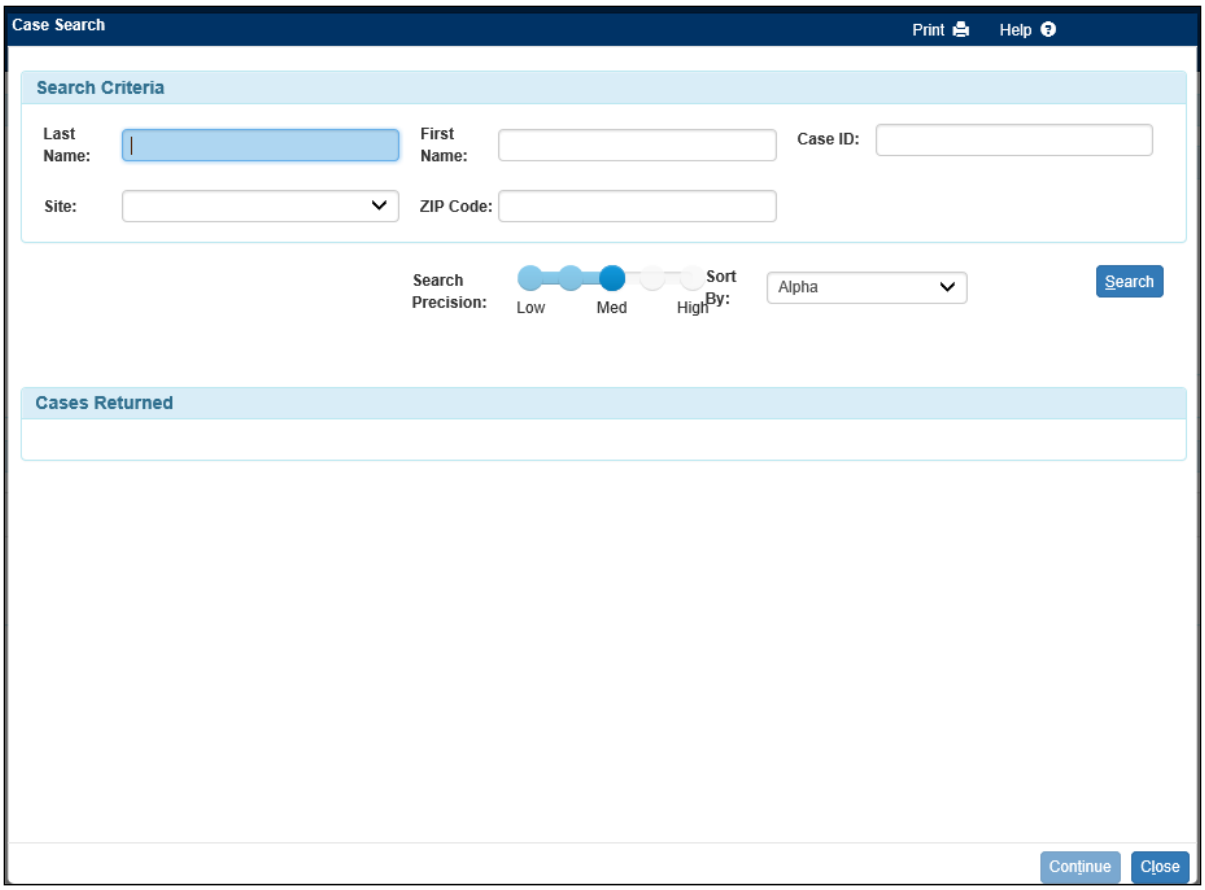


1. The default sort is by descending order.
2. The Child Welfare Professional will be able to select to display 10, 25, or All results on the page. If more than the selected results exist, a tool at the bottom of the page will allow the user to jump to additional pages.
3. The Category of the case note displays as a hyperlink. Selecting the hyperlink launches an eWiSACWIS case note page prefilling information from the mobile case note.
4. Selecting the Reassign hyperlink that opens to the Mobile Case Note Reassign page. Selecting a different Child Welfare Professional will update the Worker Making Contact on the Mobile Case Note and the associated task to the new Child Welfare Professional.
5. Selecting the Delete hyperlink. Selecting the hyperlink displays the warning message if selected Yes, will delete the mobile case note and associated task.

Link a Case to Mobile Case Note on eWiSACWIS

Note: This allows to link a case to an unlinked case note created on Mobile.

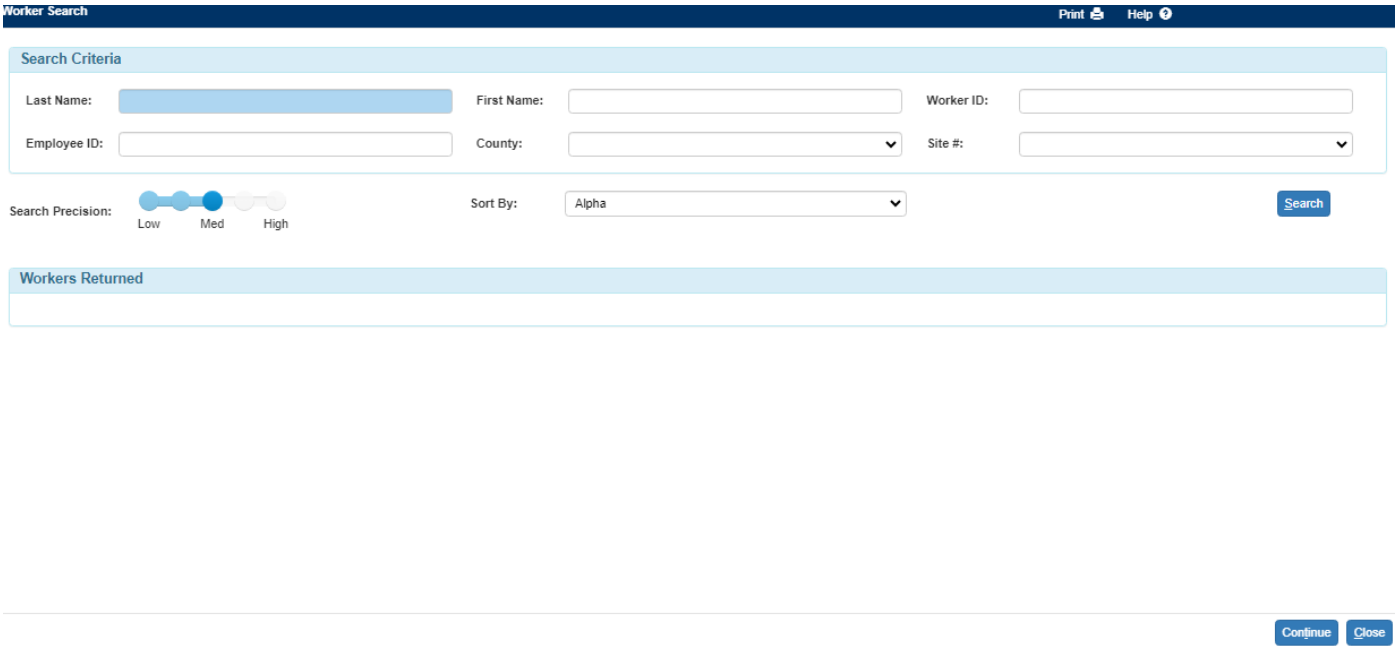
a. Select the unlinked case on the
b. Type in the Search Criteria. Enter the Last Name and First Name or Case ID; this will automatically do a search for cases.
c. Select the case by clicking the radio button to the left of the name.
d. Click the Continue button to link case on the mobile case note.
e. Click the Close button to cancel the selection.



Mobile Case Note Reassign on eWiSACWIS

Note: This allows for the reassignment of the mobile case note to other Child Welfare Professional with the same supervisor.

1. The Reassign hyperlink can be used to search a worker.
    a. Type in the Search Criteria. Enter the Last Name and First Name or Worker ID; this will automatically do a search for workers with the same supervisor.
    b. Select the worker by clicking the radio button to the left of the name.
    c. Click the Continue button to assign the new worker on the mobile case note.
    d. Click the Close button to cancel the selection.


Worker Search
Print
Help
Search Criteria
Last Name:
First Name:
Worker ID:
Employee ID:
County:
Site #:
Search Precision:
Low
Med
High
Sort By:
Alpha
Search
Workers Returned

Continue
Close