Troubleshooting

The management of groups in CDIS is required to be done in a specific order & process. Failure to do so may result in the group not recording outcomes and attendance as anticipated.
The below table is a quick snapshot of the potential CDIS group issues.

Problem	Why?	Solution
Change/add group dates	Group has already started	No fix available
	Clients already added to the group	Temporarily send clients to the group waitlist whilst amending group dates
Cannot record attendance/outcomes	User is not added as a facilitator	Add user as a facilitator
Can't add a facilitator	Cannot be a primary facilitator for 2 concurrent groups Clients already added to group	Resolve conflicting appts Cannot add a facilitator once clients already added to group
Cannot backdate a facilitator	Cannot change facilitators once a group is finished	No fix available
Can't find previous group info	**Group templates** section only shows upcoming groups	Use **manage groups**, input a historic date when searching
	Facilitators are the only person who can review previous group attendance	System administrator can access other facilitators groups Run a group report to gain group/participant info
Can't record an individual's group observations	Have already finalised the session by recording the attendance/session note first	No fix. Add as a separate note in the client file
Record attendance against an unplanned client	A group invitation cannot be backdated	Can record an attendance note via an individual session note Future attendance ticking /outcome recording will be available

Snapshot: Groups

The below table is a quick snapshot of the suggested steps required to record group administration.
As the management of groups in CDIS is required to be done in a specific order & process, the review of the Groups presentation is strongly recommended.

Step	Process	Where?
Set up original group template	Initial template setup is only to be done by specifically designated MCH staff. Do not create duplicate group templates.	See **Initial groups setup process** on Dept Health: CDIS website
Add new group dates	Using a pre-existing group template, add a new group start date. Calculate the number of sessions, session dates & session topics	**Home>Schedule> groups> group templates> Add date**
Add a facilitator	Add all facilitators who will be running the group. All facilitators (including relievers) must be added prior to adding clients to a group.	**Groups>manage groups**
Add Clients directly into group **OR** Add Clients via group waitlist	Recommended if you are confident about all attendees that will be added to the group & the date that they will attend; not requiring any triaging of participants Recommended as a means of managing group participants prior to them being added into a specific group starting date	**Clients screen> clinical activity> book group** Select group name> plus button, complete group offer popup **Clients screen> clinical activity> book group** Select group name> Add to waitlist
Manage group waitlist (if utilised)	Print group waitlist, add clients into group from the waitlist, add clients back to the waitlist, send waitlist sms'	**Schedule>Groups>Manage groups** Select group name>plus button
Manage groups	Review session dates, facilitators, clients attached to a group, update client RSVP status, send client sms', & print client list	**Schedule>Groups>Manage groups**
Record Attendance/Outcomes	Must record the individual observation first, if required. This cannot be done after the session note has been saved . Tick group attendance. Select **notes** to record generic session notes. Recommended session text: '*All children attended with their PCG today, unless otherwise stated*'	**Groups>Group attendance/outcomes** Select facilitators name, Refresh. Click the plus button to open a specific group