# Combining Multiple Contacts into 1 Progress Note

Many Service Facilitators (SFs) are providing an array of services to their clients throughout the day and may be doing different tasks for the same client during various parts of the day. What is the best way to capture these various contacts in 1 progress note?

- It is important that SFs are being mindful of the times when they are working with their clients to ensure the times are captured in the narrative.

**Best Way**:

The best way to capture multiple contacts in the same day is to document the times at the top of the narrative. This way, when QA Specialists review overlapping notes, it shows that the times do not technically overlap with one another even though the notes will be flagged as an overlap.

**Example**: Same SF working with 2 different clients throughout the day.

| Client | Service Array | Author | Event Dates | Narrative |
|--------|---------------|--------|-------------|-----------|
| Client1 | Service Facilitation | DANE COUNTY CCS Jane Smith | 8/2/2021 8:45a-10:15a (Service Time = 1 hr 30 min) | 8:45a-8:55a; 2:00p-3:20p *then continue progress note in DAP format. D A P |
| Client2 | Service Facilitation | DANE COUNTY CCS Jane Smith | 8/2/2021 8:30a-9:00a (Service Time = 30 min) | 8:30a-8:40a; 12:00p-12:20p *then continue progress note in DAP format. D A P |

*the date/time of service should reflect the start time of working with/on behalf of the client.