

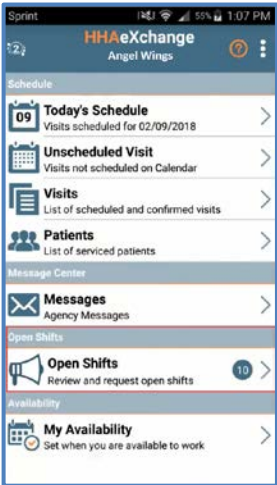


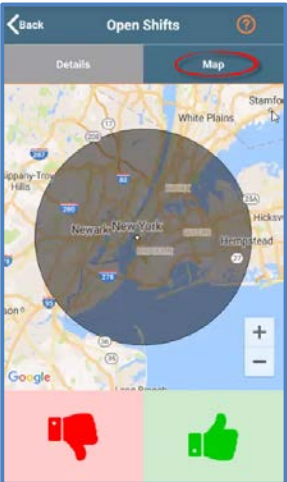
Mobile App Case Broadcasting Job Aid


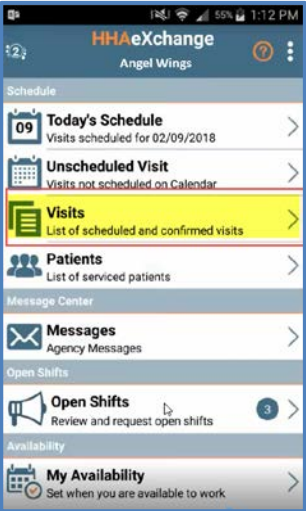

Based on the Open Shifts (single or permanent) broadcasted by their Agency, Caregivers can now receive and indicate interest to work shifts directly from their mobile device via the HHAeXchange Mobile App. The following table provides instructions on how view and express interest in broadcasted Open Shifts.

Notes:



- Indicating interest (thumbs up) does not mean that a Caregiver is automatically given a shift. Shifts must be officially assigned by the Agency's Coordinator. Only then does a Caregiver receive an alert and the shift appears as a scheduled Visit on their Mobile App.
- The Caregiver must be logged in to the Mobile App to review Case Broadcasts in the Open Shifts screen.

Step 1	Step 2	Step 3	Step 4
<p>Open the HHAeXchange Mobile App and select Open Shifts from the menu, as illustrated in the image.</p> <p><i>Note: This image indicates that there are 10 new open shifts broadcasted for the Caregiver to review.</i></p> 	<p>The Open Shifts screen appears displaying all broadcasted shifts on the New tab. The shifts highlighted in yellow are single shifts; the ones in blue are permanent shifts.</p> <p>Tap (click) on the line item to view shift details (Steps 3 and 4).</p> 	<p>After clicking on the line item, the Details tab opens providing simple information.</p> <p>Select “thumbs up” (to express interest in working the shift) or “thumbs down” (to reject and remove from the list) after evaluating the shift.</p> 	<p>Click on the Map tab to access the Google map visual.</p> <p><i>Note: As per HIPAA regulations, only the City, State and Zip Code can be provided at the time of broadcast. Once assigned, the Caregiver can view the complete Patient address.</i></p> 

Step 4	Step 5	Notes
<p>Requested shifts move to the Pending tab, pending assignment from the Agency's Coordinator.</p> 	<p>If a shift is assigned to the Caregiver, the shift moves from the Pending tab to the Caregiver's Visit section. The Caregiver is alerted of the assignment.</p> <p>If the Agency <i>rejects</i> the request, the shift is removed from the Pending tab and a message is sent to the Caregiver with the reject reason (such as "Shift no longer available").</p> 	<p>Notes:</p> <ul style="list-style-type: none">  <i>Indicating interest (thumbs up) does not mean that a Caregiver is automatically given a shift. Shifts must be officially assigned by the Agency's Coordinator. Only then does a Caregiver receive an alert and the shift appears as a scheduled Visit on their Mobile App.</i> <i>The Caregiver must be logged in to the Mobile App to review Case Broadcasts in the Open Shifts screen.</i> <p>Caregivers must have the HHAExchange Mobile App installed and be configured in the Agency's system with the proper settings to view and request Open Shifts. For further questions or assistance, contact your Agency.</p>