
HHH Exchange

— Replacing CentralReach and
Deputy —

Transition to HHA Exchange

Premiere Behavioral Supports will be transitioning to HHA Exchange on Dec 14th.

The main reason for this transition was your feedback, HHA Exchange will simplify your documentation process and shift pickup process!!!!

During this presentation we will be reviewing how to download the app, use the functions of the app and expectations of its use.

Downloading the HHA Exchange APP

- 1- Go to you App Store or Play Store
- 2-Search HHAExchange
- 3- Download the app



HHAExchange 17+
[Homecare Software Solutions, LLC](#)

★★★★☆ 2.9 • 371 Ratings

Free

How Do You Create Your Profile?

Create Profile	
First Name	Vivian
Last Name	Lawrence
Last 4 SSN	6712
Gender	Male
Birthday	06/17/1988
Email	v@megatrendmedical.com
Phone	(001)343-4214
<input type="button" value="Create"/>	

 **HHAexchange**
Real Time Web Based Management
Solutions for Home Care Agencies & Patients

v@megatrendmedical.com

You have been registered successfully. Your Mobile ID Number is 1227777 and a copy has been emailed to you. This number should be provided to your agency in order to be linked with them.

- You will then be asked to create your Profile
- Your Mobile ID number will display and an email will be sent to you

v@megatrendmedical.com

You have been registered successfully. Your Mobile ID Number is 1227777 and a copy has been emailed to you. This number should be provided to your agency in order to be linked with them.

Signing Up and Registering

Creating an account for the Mobile App is a two-step process. You must:

1. Sign up by creating log in credentials.
2. Register by entering additional demographic information.

Sign Up

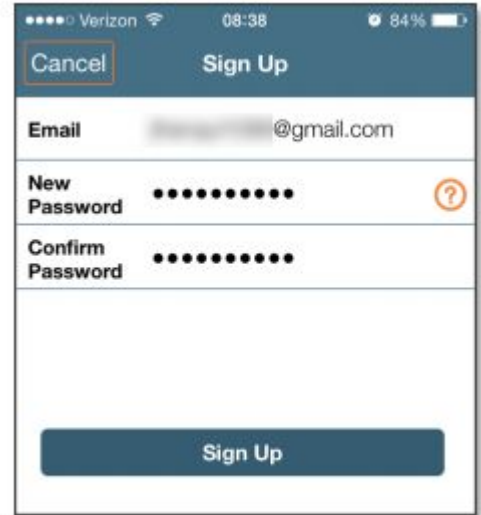
Once you have downloaded the App, **press Sign Up on the bottom left of the main screen.** The App will prompt you for:

- Your Email Address
- A Password (minimum of 8 letters, 1 capital, and 1 numeric value)

Signing Up

Select [Sign Up] once you have entered your email and confirmed your password. These will serve as your log in credentials going forward.

When you successfully create an account, you will receive a verification email.

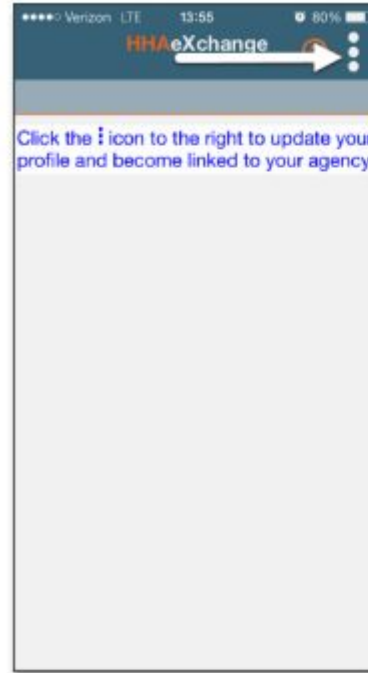


The screenshot shows a mobile application interface for signing up. At the top, there's a status bar with 'Verizon', signal strength, Wi-Fi, time '08:38', and battery '84%'. Below that is a dark blue header with a 'Cancel' button on the left and a 'Sign Up' button on the right. The main content area has three input fields: 'Email' (with a greyed-out address and '@gmail.com'), 'New Password' (with 10 dots and a question mark icon), and 'Confirm Password' (with 10 dots). At the bottom, there's a large dark blue button labeled 'Sign Up'.

Sign Up Screen

Register

After receiving the verification email, log into the App. Review the Terms of User Agreement, and after selecting the Agree button, you will be brought to the Main Screen, which will display a message prompting you to click the 3 dot icon in the upper right hand corner. Click the icon and select Update Profile.



Step 1: Click the 3 dot icon



Step 2: Select Update Profile

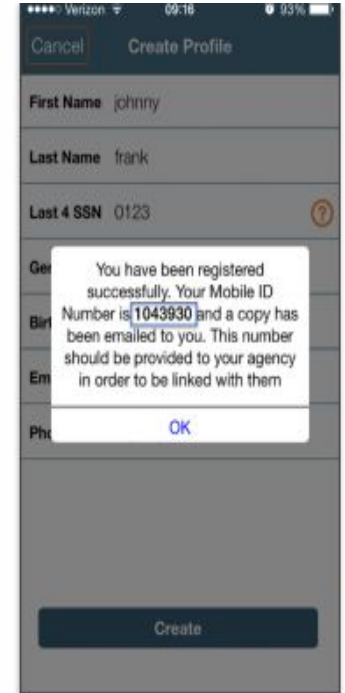
Completing Your Profile

Complete all the fields on the Create Profile page and click the [Create] button. If all the information has been entered correctly, a message will appear containing your Mobile ID:



A screenshot of a mobile application's 'Create Profile' screen. The screen has a dark blue header with 'Cancel' and 'Create Profile' buttons. Below the header are several input fields: 'First Name' (placeholder: First Name), 'Last Name' (placeholder: Last Name), 'Last 4 SSN' (placeholder: Last 4 SSN, with a question mark icon), 'Gender' (placeholder: Gender), 'Birthday' (placeholder: MM/DD/YYYY), 'Email' (placeholder: jfranqui10@gmail.com), and 'Phone' (placeholder: (xxx) xxx-xxxx). At the bottom of the screen is a dark blue 'Create' button.

Step 3: Complete all the Fields



A screenshot of the same 'Create Profile' screen, but with a white message box overlaying the form. The message box contains the text: 'You have been registered successfully. Your Mobile ID Number is 1043930 and a copy has been emailed to you. This number should be provided to your agency in order to be linked with them'. Below the message is an 'OK' button. The 'Create' button at the bottom of the screen is still visible.

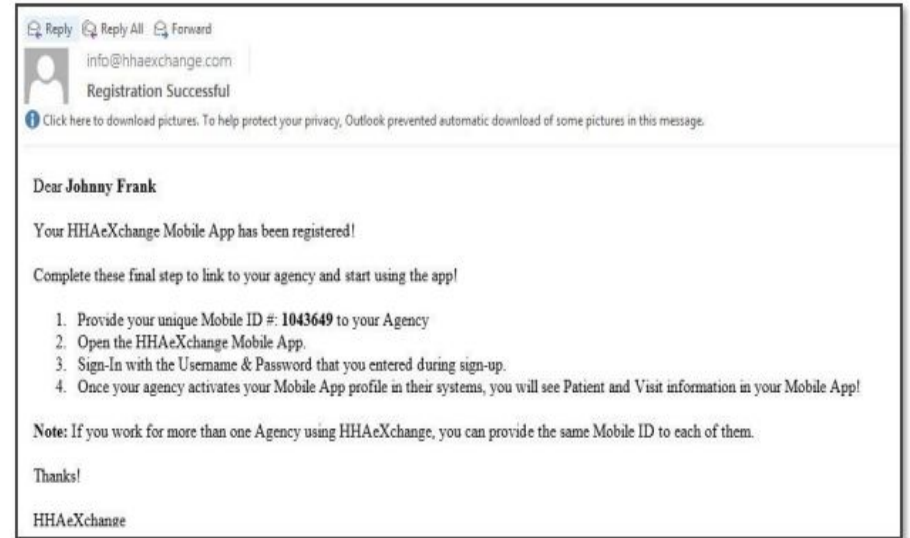
Step 4: Provided your Mobile ID to your Agency

IMPORTANT

Note: The values for Last Name, Last 4 SSN, Gender, and Birthday must match the information on record in HHAeXchange. If one of these values does not match, the Mobile App will not link correctly.

Confirmation

The HHAeXchange system will send a second email after successful registration. This one will contain your Mobile ID as well as instructions on how to log in and begin using the Mobile App:



Successful Registration Email

Forward Premiere Behavioral Supports Your Confirmation Email

When you successfully register, please forward your mobile ID confirmation email to
Jason@PremiereBehavioralSupports.org

Using the Mobile App - The Main Screen

The Mobile App allows Caregivers to keep track of their schedule, receive and respond to messages from their Office/Agency, and Clock In and Out of a Visit.



The Main Screen

Functions of the Main Screen - Switching Agencies

1. The icon at the top of the page allows you to switch between any Agencies/Offices you are connected to. You must provide every Agency/Office you work for with your Mobile ID in order to sync with their system.

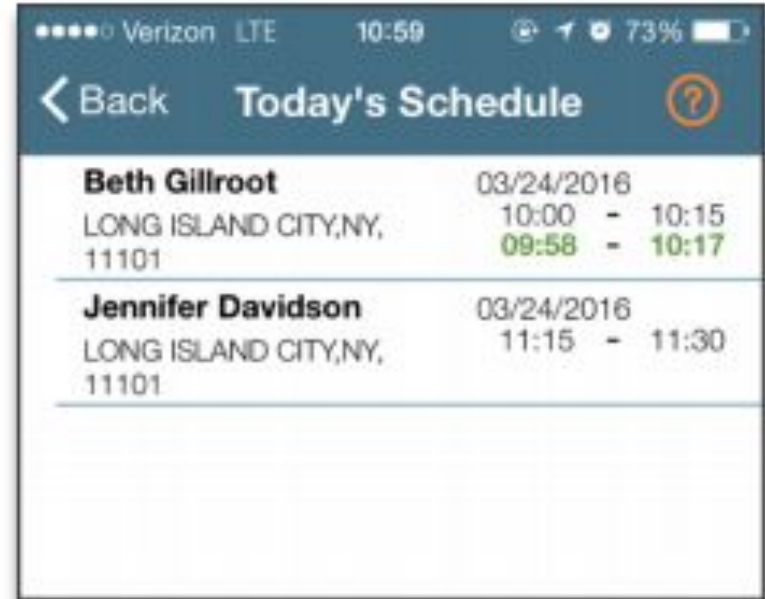
(MOST WILL NOT NEED TO DO THIS)



Switch Offices

Functions of the Main Screen - Today's Schedule

2. Today's Schedule: **This function is used to review, and Clock In/Out of, scheduled Visits for the present day.**



Visit Name	Date	Start Time	End Time
Beth Gillroot	03/24/2016	10:00 - 10:15	09:58 - 10:17
LONG ISLAND CITY, NY, 11101			
Jennifer Davidson	03/24/2016	11:15 - 11:30	
LONG ISLAND CITY, NY, 11101			

Today's Schedule

Functions of the Main Screen- Unscheduled Visits

Unscheduled Visits: This function allows you to submit EVV for unscheduled Visits. You may create an unscheduled Visit for any Patient you have access to by selecting their profile:

**WE ARE NOT USING THIS FUNCTION; IF YOU HAVE A SCHEDULING ISSUE
CONTACT SCHEDULING AT 856-861-5448 ex 900**

Functions of the Main Screen- Visits

Select this option to review all scheduled Visits up to two weeks in advance.

(This will show all the times you worked in the last two weeks; TIMESHEETS and upcoming shifts)

Name	Date	Time Range
Beth Gillroot	03/24/2016	10:00 - 10:15
LONG ISLAND CITY,NY, 11101		09:58 - 10:17
Jennifer Davidson	03/24/2016	11:15 - 11:30
LONG ISLAND CITY,NY, 11101		
Beth Gillroot	03/25/2016	10:00 - 10:15
LONG ISLAND CITY,NY, 11101		
Jennifer Davidson	03/25/2016	11:15 - 11:30
LONG ISLAND CITY,NY, 11101		

Completed and Scheduled Visits

Functions of the Main Screen- Patients

5. Patients: A list of all the Patients you have access to. If you select a Patient, you may review Patient Info, Visits, and if you're authorized, their Clinical info and Medications.

The screenshot shows the 'Patient Details' screen for Harriet McBride. The top navigation bar includes a back arrow, the patient name 'Harriet McBride', and a help icon. Below the bar are two tabs: 'Patient Info' (selected) and 'Visits'. The main content area displays the following information:

- Harriet McBride**
Northeast Homecare Services (Long Island City)
- Home Phone:** 212-990-1010
- Phone 2:** 212-339-9921
- Phone 3:**
- Address:** LONG ISLAND CITY, NY, 11101
- Cross-Street:**
- Emergency Contacts** (highlighted in red)
- Drake McBride**
- Phone 1:** 212-333-3344
- Phone 2:**
- Address:** 50 West 29th Street
- Lives With Patient:** No
- Has keys:** Yes

Patient Details: Info

The screenshot shows the 'Patient Details' screen for Harriet McBride with the 'Medications' tab selected. The top navigation bar is identical to the previous screen. The main content area displays the following medication information:

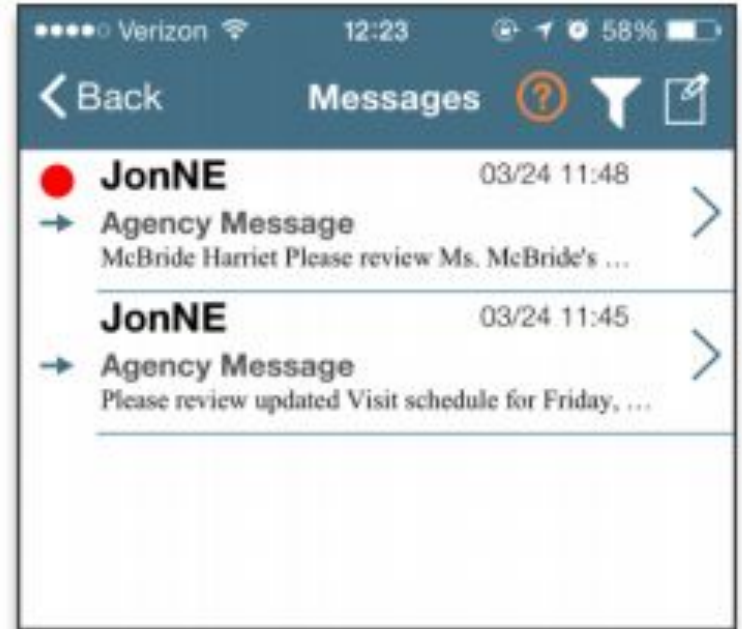
- TYLENOL**
- Dose:** 325 MG
- Route:** ORAL
- Frequency:** Daily

Patient Details: Medications

Functions of the Main Screen- Messages

Messages: Review and respond to any messages sent to you from you Agency/Office.

The expectation is that you review all messages before every shift to ensure you have the most accurate information.

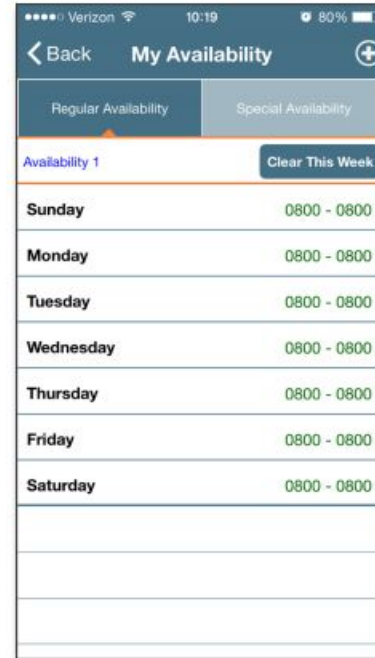


Agency Messages

Functions of the Main Screen- My Availability

7. My Availability: This function allows you to review your availability preferences. You may also adjust your preferences here. Please note this is in 24 hour time format.

To edit your availability, select the day you wish to edit or click the [Clear This Week] button. You may also select the Special Availability tab at the top of the page to set an alternate availability schedule.



The screenshot shows the 'My Availability' screen. At the top, there are two tabs: 'Regular Availability' (selected) and 'Special Availability'. Below the tabs, there is a 'Clear This Week' button. The main content is a list of days with their availability times:

Day	Availability
Sunday	0800 - 0800
Monday	0800 - 0800
Tuesday	0800 - 0800
Wednesday	0800 - 0800
Thursday	0800 - 0800
Friday	0800 - 0800
Saturday	0800 - 0800

My Availability



The screenshot shows the 'Edit Regular Availability' screen for Sunday. The title is 'Sunday'. The question is 'What hours can you work on Sunday?'. The answer is 'I can work from: 0830 until: 1200'. Below this, there are two options: 'Prefer' (selected) and 'Might Work'. The next question is 'Is this when you prefer to work? Or will you just "Might Work" at the time?'. Below this, there is a 'Live-In' option. At the bottom, there are two buttons: 'Save' and 'Clear my Selections'.

Edit Regular Availability

PICKING UP SHIFTS AND CASES

— Picking up shifts on the HHA
Exchange App —

Case Broadcasting- Picking up cases and open shifts

Select **Open Shifts** to review and request open shifts as broadcasted by the Agency.

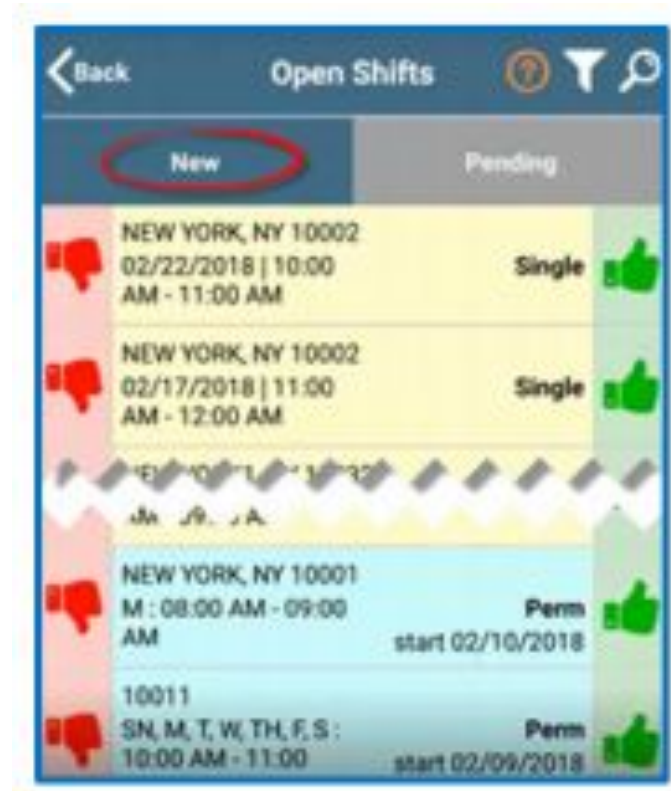
Follow the steps to view and express interest in broadcasted Open Shifts.



Step 1 to reviewing open shifts and cases

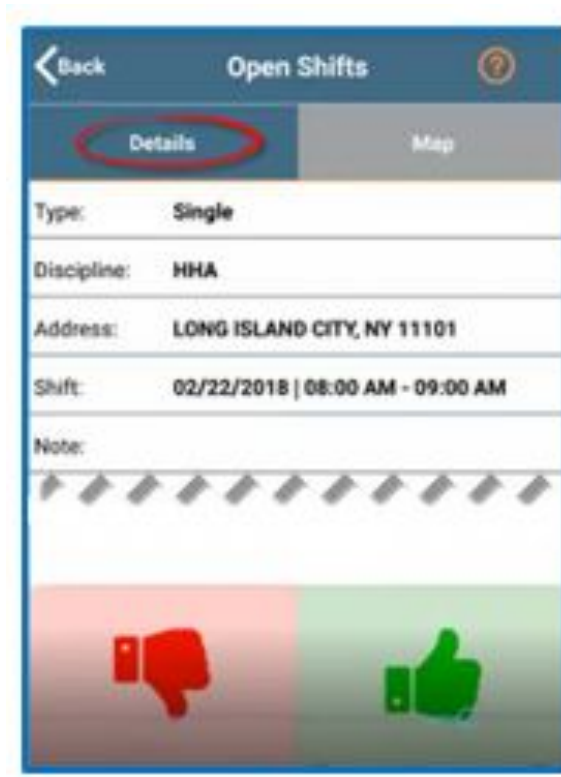
The Open Shifts screen appears displaying all broadcasted shifts on the New tab.

The shifts highlighted in yellow are single shifts; the ones in blue are permanent shifts.



Reviewing Details About The Client or Case

After clicking on the line item, the Details tab opens providing simple information. **Select “thumbs up” (to express interest in working the shift) or “thumbs down” (to reject and remove from the list) after evaluating the shift.** Click on the Map tab to access the Google Map visual. 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.



Is my shift approved?

After you select the thumbs up (interested in working the shift or case), it will be sent to the Agency's Coordinator to review and approve.

Requested shifts move to the Pending tab, pending assignment from the Agency's Coordinator.



Shift Approvals and Denials

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.

If the Agency rejects 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").



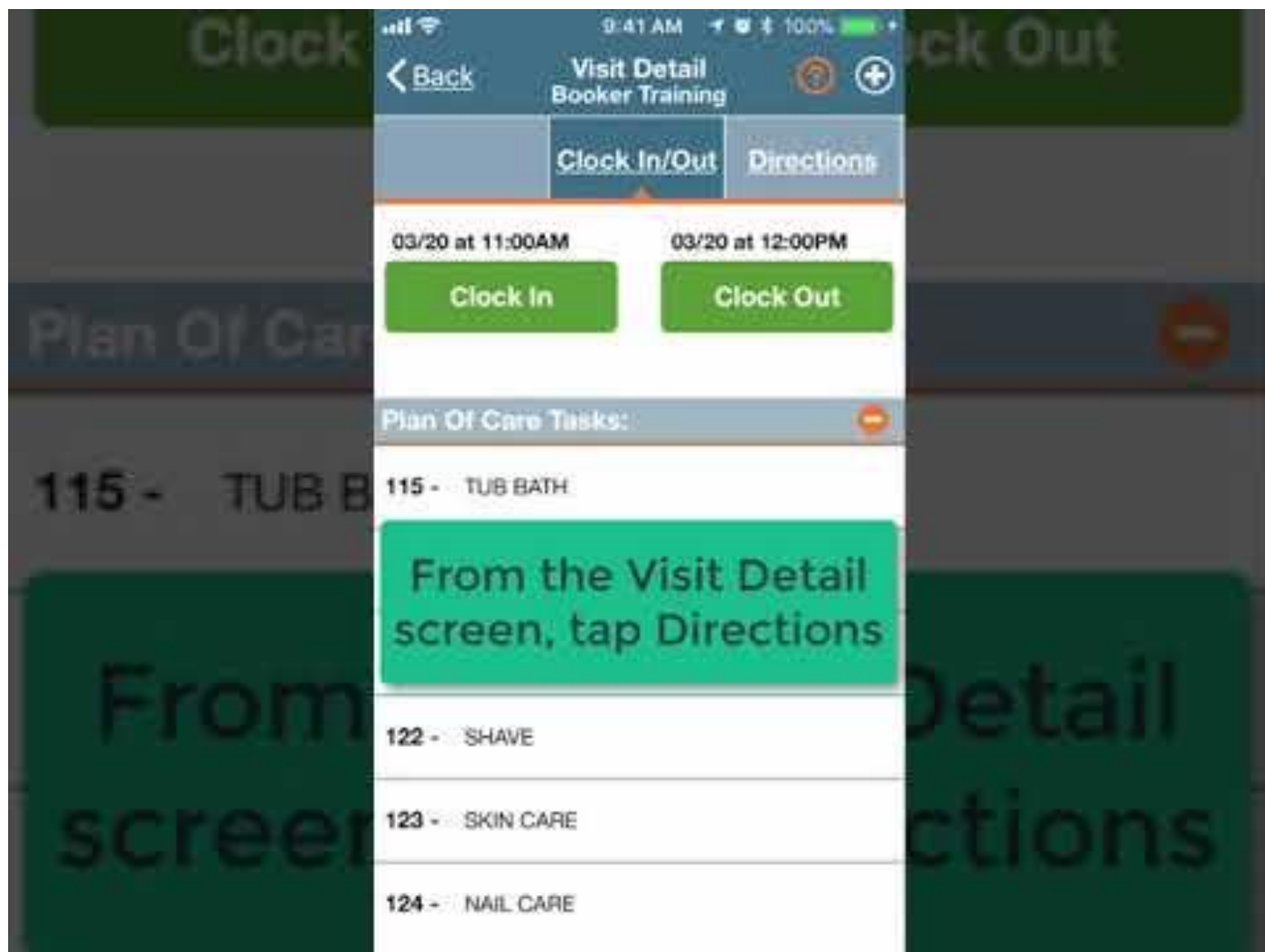
IMPORTANT SCHEDULING NOTES

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

All Premiere Behavioral Support staff must work one shift every 30 days.

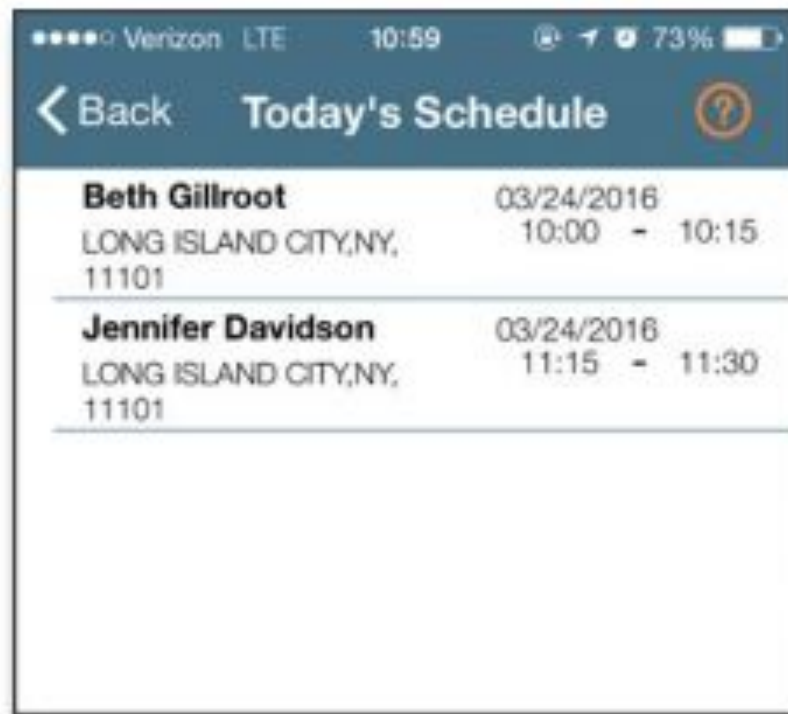
Clocking In and Out



Clocking In and Out

The following section will provide a step-by-step walkthrough of Clocking In and Out of a Visit, as well as entering POC Duties and Patient Signatures.

1. Select **Today's Schedule** from the Main Screen and select the appropriate Visit. For this example, we'll select the Patient Beth Gillroot:

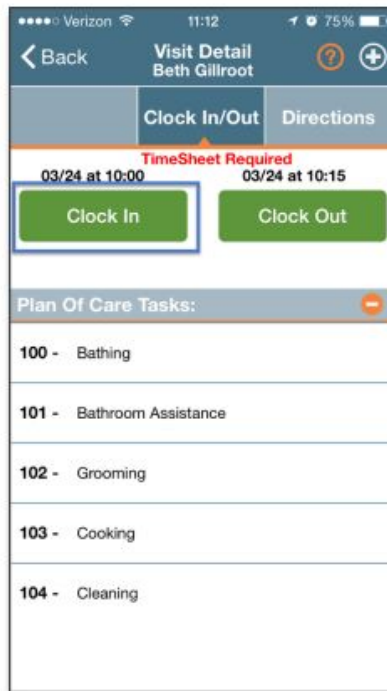


Today's Schedule	
Beth Gillroot LONG ISLAND CITY, NY, 11101	03/24/2016 10:00 - 10:15
Jennifer Davidson LONG ISLAND CITY, NY, 11101	03/24/2016 11:15 - 11:30

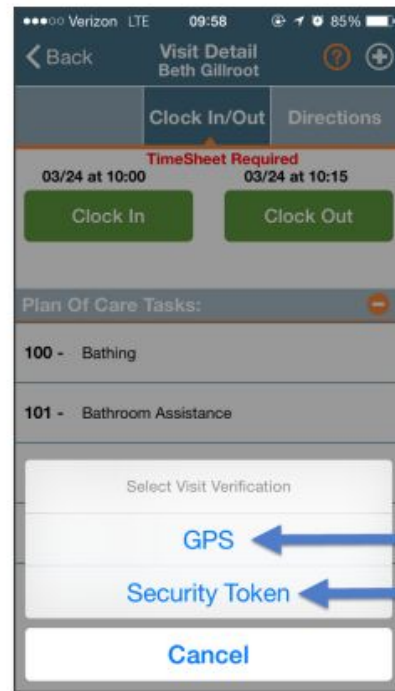
Clock In and Out

Clocking In and Out- Clocking IN

2. Once you select a Patient, you will be brought to the Clock In/Out tab of the Visit Details page. Click on the **“CLOCK IN”** button and select **GPS** to submit an EVV:



Clock In/Out Tab



Select GPS or Security Token

Successful Clock IN

3. If the EVV was successful, it will display under “CLOCK IN” in green. The “CLOCK IN” button will also display in grey.

If the EVV was not successful, the EVV placement time will display in red instead of green.



Successful EVV

Visit Details

4. From the Visit Detail page, you may also access:

a. **Directions tab**: Syncs to your mobile device's GPS to provide directions to the Visit location.

b. Patient Info tab: Displays the Patient's name, any phone numbers connected to the profile, their address, and emergency contacts.


c. Care Plan tab: This page contains the Patient's POC. It will list each duty in detail, describing how often it is required and any extra instruction.

d. Notes tab: This page will maintain a record of notes you, or the Agency, makes for the Visit.

Clocking out and completing notes

5. When you have completed the Visit, click the green "CLOCK OUT" button on the Clock In/Out page. You will be prompted to select the duties you performed. Users may mark each duty as performed by clicking the green check.

YOU MUST SELECT AT LEAST 5 ITEMS
YOU WORKED ON



The screenshot shows a mobile application interface for 'Visit Detail' for a patient named Tyler Harris. The interface includes a 'Cancel' button on the left and a 'Save' button on the right. Below the patient name, there is a section titled 'Plan Of Care Tasks:' with a minus sign icon. The tasks listed are:

- 100 - Bathing: Green checkmark, Red circle
- 101 - Bathroom Assistance: Green checkmark, Red circle
- 102 - Grooming: Green circle, Red circle with an 'X'

Below the Grooming task, there is a 'Refused Duty Reason:' dropdown menu. The dropdown is open, showing the following options:

- Select
- Service Performed by Patient
- Service Performed by Family Member
- Patient Does Not Want Service Today
- Service Not Scheduled for Today

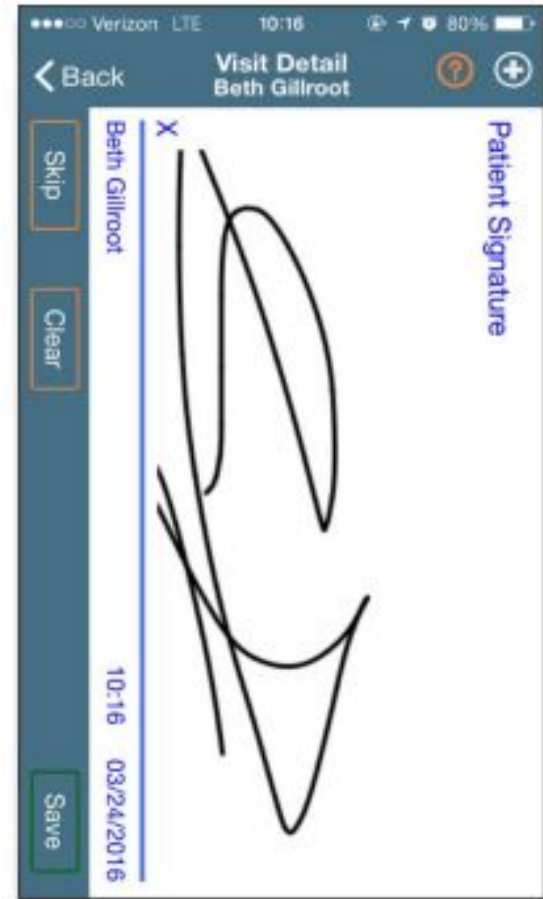
Below the 'Plan Of Care Tasks' section, there is a section titled 'Other Tasks:' with a plus sign icon. The first task listed is '105 - Pet Care'.

Enter POC Duties

Obtaining a Signature

The Visit requires a Patient Signature, you will be prompted to enter that as well.

WE WOULD LIKE A SIGNATURE FROM THE CLIENT OR RESPONSIBLE PARTY, IF YOU UNABLE YOU MUST REPORT THAT TO JANET WESTLEY at 856-861-5448 ex 503



Patient Signature

Visit Note- PROGRESS NOTE ON THE APP

At any time during or after a Visit, you may enter notes from the Visit Details page by clicking on the Add Note Icon (the circled plus sign):

The dropdown menu contains options for adding a Visit Text Note, a Visit Voice Note, or a Visit Image Note.

SELECT "VISIT TEXT NOTE"



VISIT NOTE- PROGRESS NOTE

MUST BE five (5) sentences describing what you did that day and what skills you helped with and/or taught.

Please note that you should be noting that you provided supervision throughout the session and the skills you worked on where to increase the independence of the client.

Take the quiz

Please click the link below to take the quiz to obtain credit for completing this course.

<https://forms.gle/uhJR3kFNJFwqY3mGA>