

## Clocking In and Out

Clocking In and Out This section provides the steps involved when 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. Select the appropriate Visit.
2. Upon selecting the Patient, the Clock-In/Out tab of the Visit Details page opens. Click on the **Clock In** button.
3. Select either GPS to submit an EVV
  - a. A successful EVV displays in green under the Clock In button (now grey), as illustrated in the image.  
Note: Unsuccessful EVV placement times display in red instead of green.
4. When the Visit is completed, click the green **Clock Out** button on the Clock In/Out page. If the Visit included a Plan of Care (POC), the Caregiver is prompted to select the duties performed. Select the green circle (checkmark) for duties performed or the red circle (x) for duties refused. In addition, select the Refused Duty Reason if the Agency uses (requires) the functionality when a duty is marked refused.
5. A Visit requires a Patient Signature, the Caregiver must obtain the signature on the device to process the Visit.
  - a. If the Agency allows the Caregiver to skip the Patient Signature, then the Caregiver is prompted to click the Skip button and select the reason why the Patient cannot sign (required). The Save button is unavailable until a reason is selected.
6. **From the Visit Details page, click the Add Note icon (the circled plus sign), as pictured in the image to enter Visit Notes.**
7. **Select the Visit Text Note. Type your Progress Note and press SAVE**

## Open Shifts

Select Open Shifts to review and request open shifts as broadcasted by the Agency/Office. Follow the steps below to view and express interest in broadcasted Open Shifts.

1. 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.
2. 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.*
3. Requested shifts move to the Pending tab, pending assignment from the Agency's Coordinator.
4. 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").

## My Availability

The My Availability function allows Caregivers to review their availability preferences as well as adjust preferences. To edit Availability, select the day to edit or click the Clear This Week button. Select the Special Availability tab at the top of the page to set an alternate availability schedule.