MOBILE APPLICATION CHECK-IN AND CHECK-OUT GUIDE

![CareBridge logo]

OVERVIEW

The CareBridge mobile application is available to Caregivers and can be downloaded from the App Store or the Google Play store. If you need help with downloading the app, please refer to the Mobile Application Download and Login Guide in the CareBridge Resource Library. The instructions below will tell you how to Check-In and Check-Out of appointments within the mobile application. (Please note: your current location is only captured during the check-in and check-out process.)

CHECKING INTO A SCHEDULED VISIT

After logging in, you will see a list of appointments scheduled for the day (Figure 1). Find the appointment you need to work and click on it.

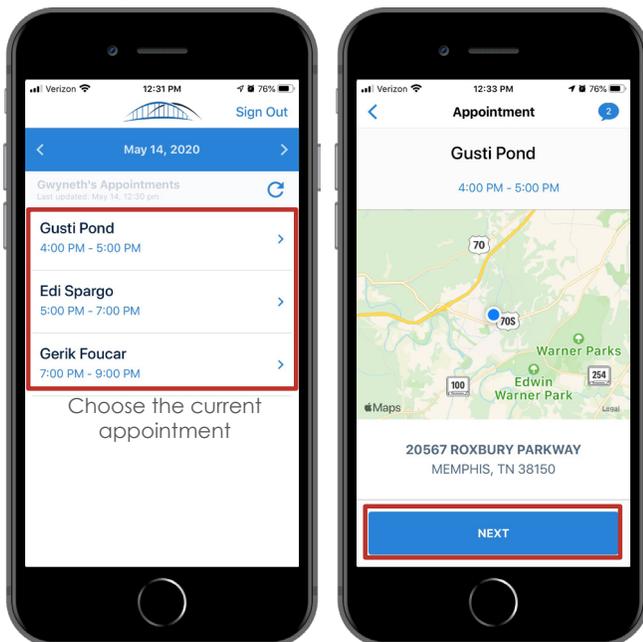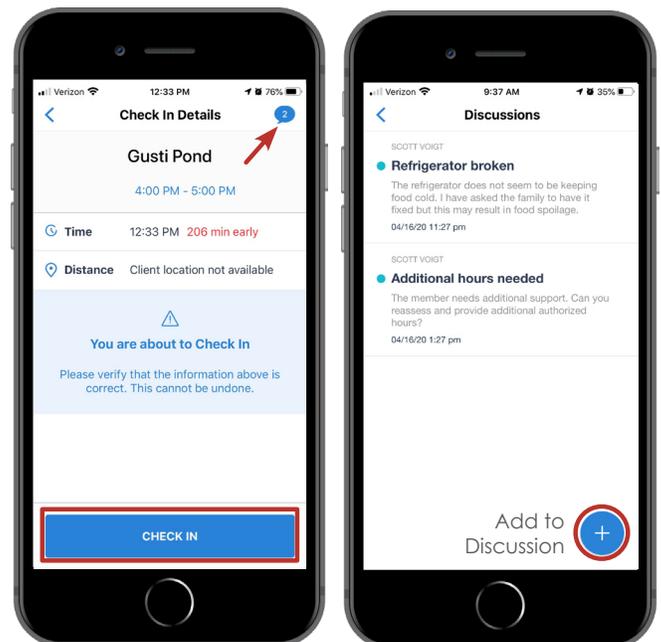*Figure 1. Checking into an appointment*

Figure 2. Discussions


DISCUSSIONS (FIGURE 2)

When checking into the appointment, there is a speech bubble icon in the top right. If there is a number there, it means there is a Discussion. If it is blue, it means there is at least one unread commenht. You can click on the icon to view Discussions. A blue dot shows which Discussions have unread comments. You may open and add comments to an existing Discussion by clicking on it. If you would like to create a new Discussion to be attached to the Member (visible to office staff or Caregivers working with the Member), you can click the **+** to add to the Discussion (Figure 2).

OBSERVED CHANGES

Once you have Checked-In and clicked on **Submit**, the 'Observed Changes' questions list appears. At this time, begin working the visit and assisting the member. Once you have finished your visit, you will go back to the Mobile App and continue the documenting process. If you noticed any changes in the Member's health since the last visit, you can document them in 'Observed Changes'. You must review each question and check any that apply (where the answer is "Yes"), click on the **>** sign to add comments and **Submit** (Figure 3). After reviewing all the questions, click **Continue**. You will be asked to confirm that you have reviewed all the Observed Changes questions. If there are no changes, just click **Continue** then **Confirm** (Figure 4).
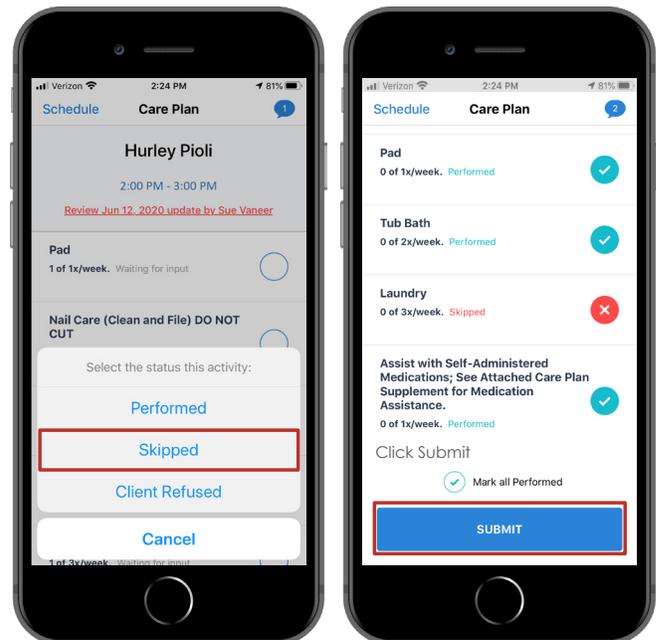
Figure 3. Observed Changes   *Figure 4. No changes*
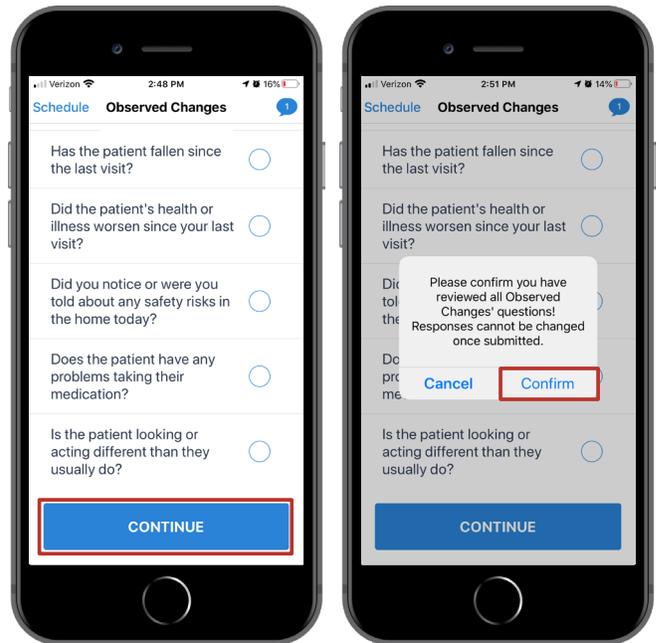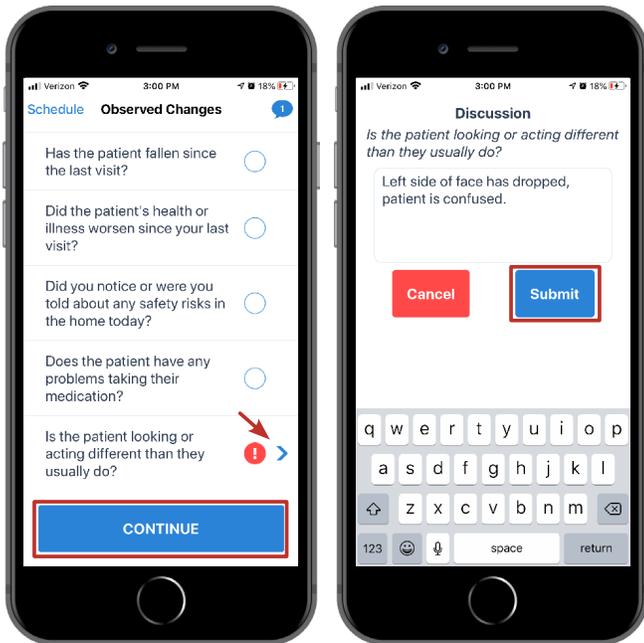
CARE PLAN

After Observed Changes, you will see the Member's 'Care Plan.' The Care Plan activities should be completed at the end of the visit before the Caregiver checks out. In the Care Plan, you can either **Mark all Performed** or choose each task individually and mark them either **Performed**, **Skipped**, or **Member Refused** (Figure 6). If you choose to mark the tasks individually, you will need to mark each of them before being able to **Submit** and continue. You can always update any individual responses before clicking **Submit**. You can also see the frequency for each task and track how many tasks have been completed.

Figure 5. Track Care Plan progress

CHECKING-OUT OF A VISIT

After completing the Care Plan, you will see the Check-Out screen (Figure 7) along with the completed Care Plan tasks and Observed Changes questions. After reviewing, click the **Collect Signature** button. Once the Member signs, click **Approve**. If a Member can't sign, the signature can be skipped by clicking **Approve** and providing a reason for not collecting the signature. You have now completed the visit and will return to the appointment screen.

Figure 6. Checking-Out of a visit
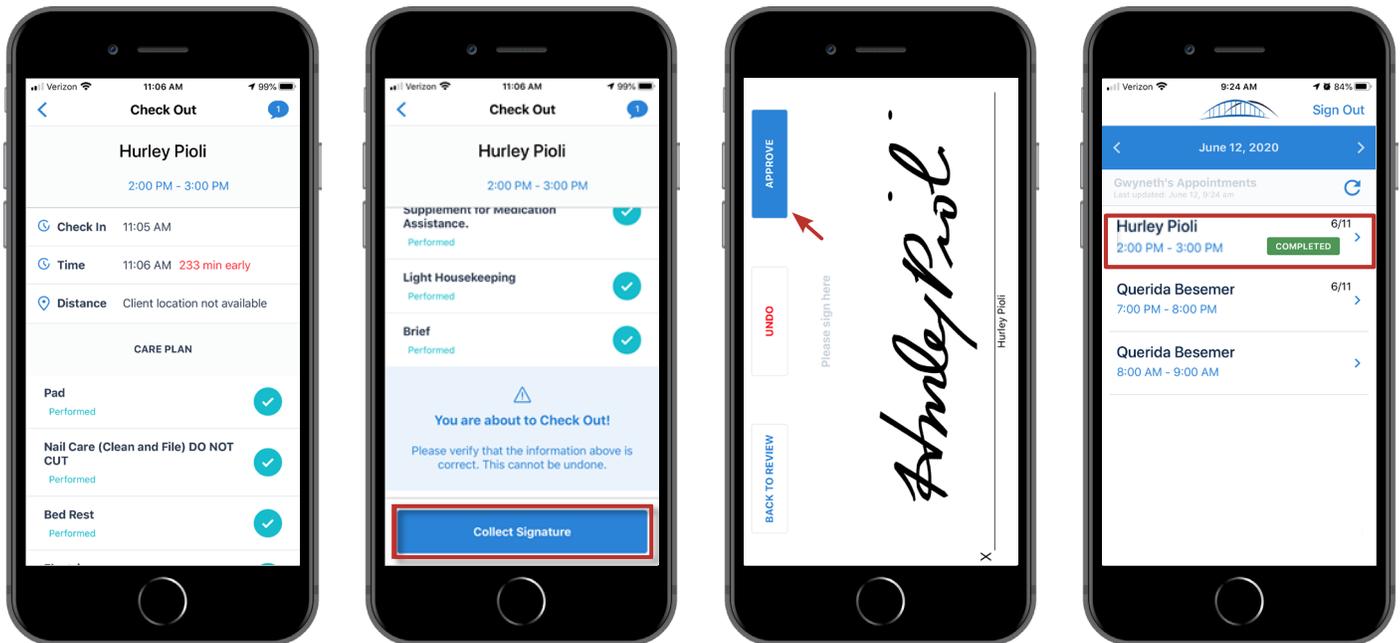
STILL NEED HELP?

If this guide does not answer your questions, please contact your Provider Agency - this is your first level of support.

Your agency will be able to help you in trouble shooting and fixing most of the technical issues that may occur when using the application. If the issue needs to be sent to the CareBridge support team, your agency will be able to work with us at CareBridge to quickly diagnose and resolve most issues. CareBridge Support is available from 7 AM to 5 PM Central Standard Time.