

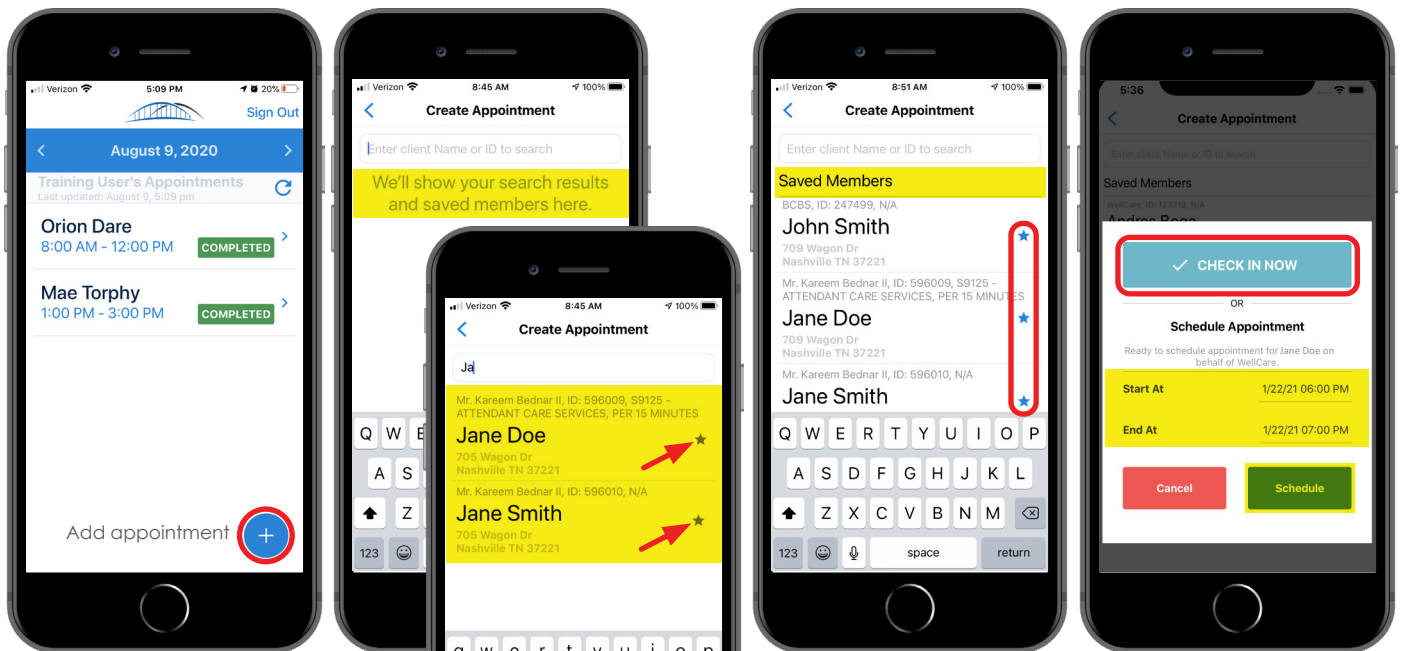
# ALF/RCF MOBILE APPLICATION CHECK-IN AND CHECK-OUT GUIDE



## 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.

Figure 1. Checking into an appointment

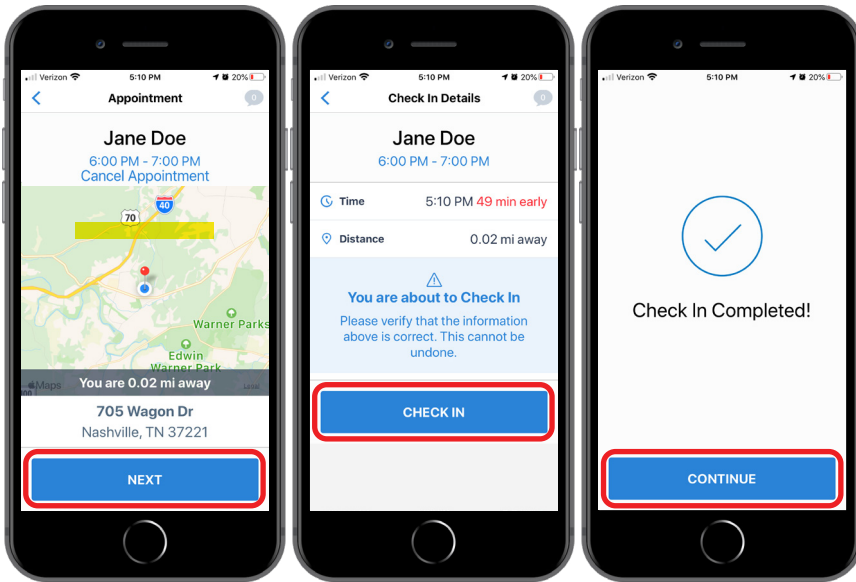


## CREATING AND CHECKING INTO AN APPOINTMENT

After logging in, you will need to select the member you are serving.

1. Click on the **+** in the bottom corner of the screen to open the Create Appointment screen (Figure 1). Enter the Member's name in the search area at the top. **Please note:** when you find the member, notice the **gray star** on the right. If you select this **star**, it will make this Member one of your "Saved Members". This makes it easier to find them quickly each time you Check-In and will also enable offline Check-In for this Member. Saved Members have **blue stars**.
2. Click on the **Member's name**.
3. Click **CHECK IN NOW** (Figure 1) for an immediate visit, or enter the **start and end times** for a future appointment.
4. If you clicked **CHECK IN NOW**, you will see the GPS screen with the map (Figure 2). Click **Next**. **Please note:** If this appointment was scheduled incorrectly, click on **Cancel Appointment**.
5. If you chose to create an appointment in the future, click **Schedule** to confirm that appointment. Now you will be able to see the Member on the list.
6. Now you can click **CHECK IN** and check into that appointment.
7. Once you have Checked-In, **STOP** using the app. Begin working the visit and assisting the member.

Figure 2. Checking into an appointment



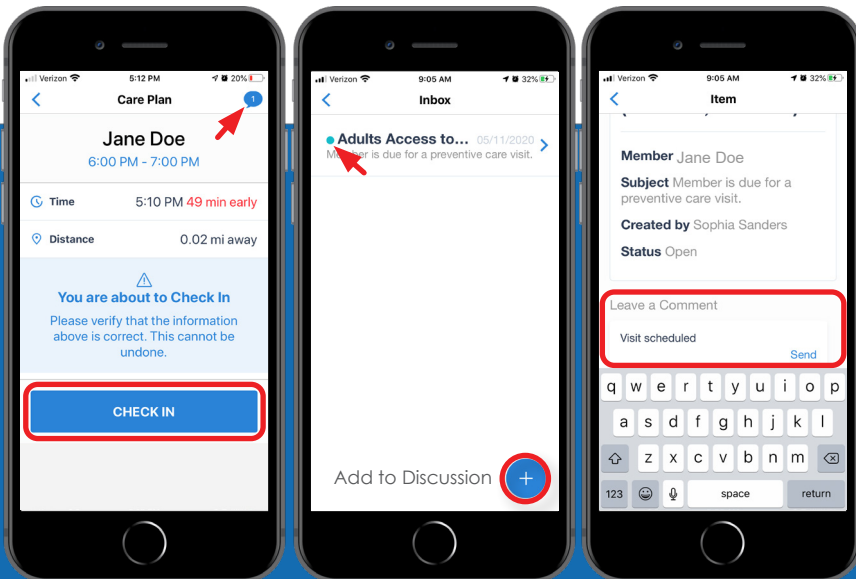
**Please note:** It's possible that the GPS won't pinpoint your exact location, but show something within 1/10 of a mile of your location. This is normal and your visit will still be documented appropriately.

**STILL NEED HELP?**

If this guide does not answer your questions, please contact your Facility Administration. They will be able to assist you with most technical questions.

If your Administration is not able to answer your questions, they will contact CareBridge Technical Support.

Figure 3. Discussions



**DISCUSSIONS** (Figure 3)

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. Discussions are messages from the MCO about the Member. If it is **blue**, it means there is at least one unread comment. You can click

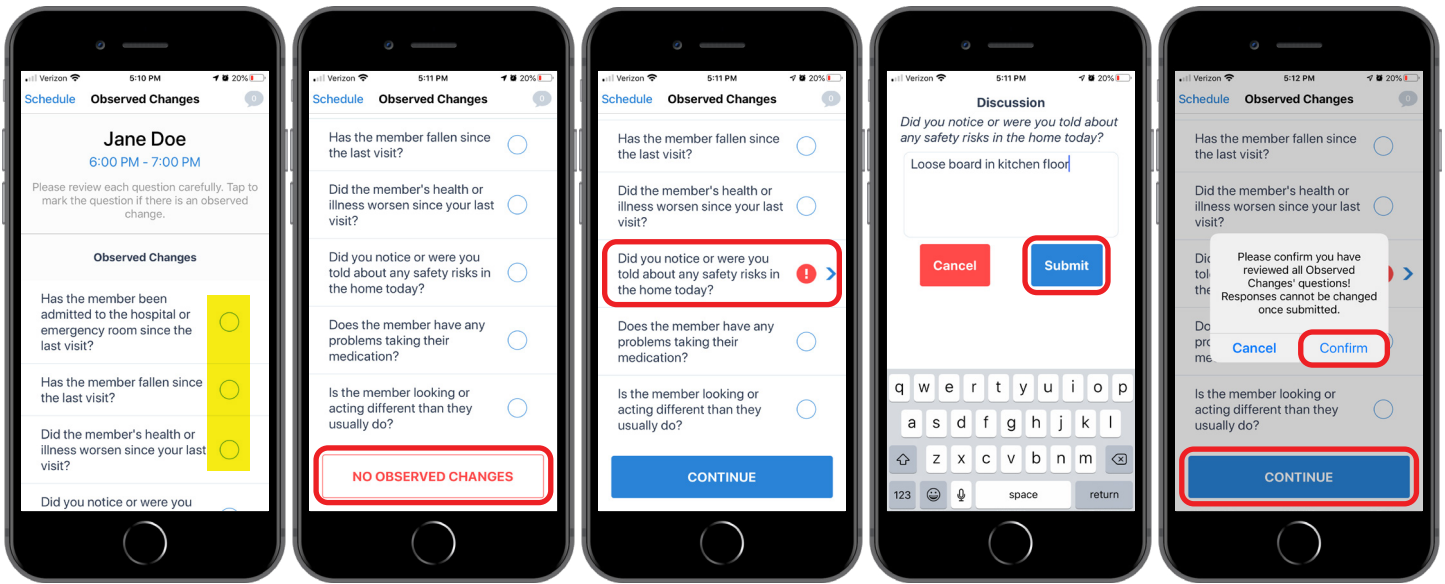
on the **icon** to view Discussions. A **blue dot** shows which Discussions have unread comments. You may open and read comments in an existing Discussion by clicking on it.

**OBSERVED CHANGES**

At the end of the visit, go back to the app (it will pick up where you left off) and click on **CONTINUE** (Figure 4), the 'Observed Changes' questions list will appear. If you noticed any changes in the Member's health since the last visit or during this visit, you can document them in 'Observed Changes'.

If there are **no changes**, just click the **NO OBSERVED CHANGES** button at the bottom of the list then **CONFIRM** (Figure 4).

Figure 4. Observed Changes



If you did observe changes in the Member's health, you must select the question(s) that apply. Just click the **radio button (○)** (Figure 4) for the appropriate question(s). The app will change the radio button to a **red circle with an exclamation point** (Figure 4) and automatically take you to the next screen - where you can start a discussion with the MCO about your observations. After you have documented the change in that discussion, click **Submit** (Figure 5). The app will then present you with a list of the Observed Changes that you have and have not selected. After you have reviewed the list and determined it to be correct, click **CONTINUE**. You will then be asked to **Confirm** that you have reviewed all the Observed Changes questions.

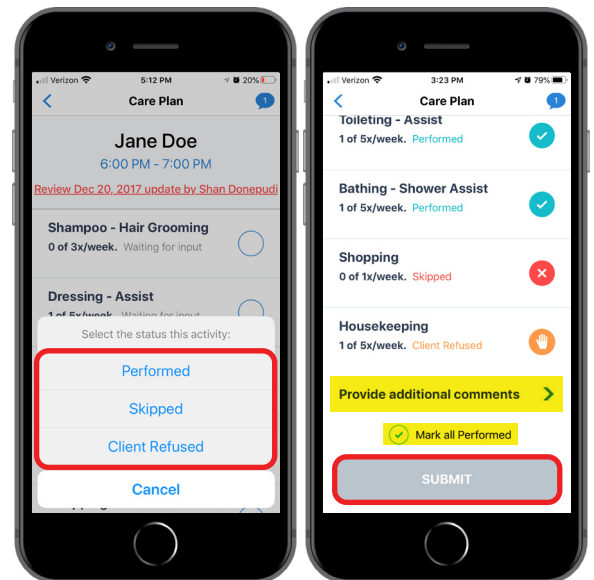
**Please note** that you must report any *urgent* issues to the MCO immediately, just as you would without EVV.

**CARE PLAN**

After Observed Changes, you will see the Member's 'Care Plan' (Figure 5). The Care Plan activities should be completed at the end of the visit before the Caregiver checks out. To record that you completed activities in the Care Plan, you

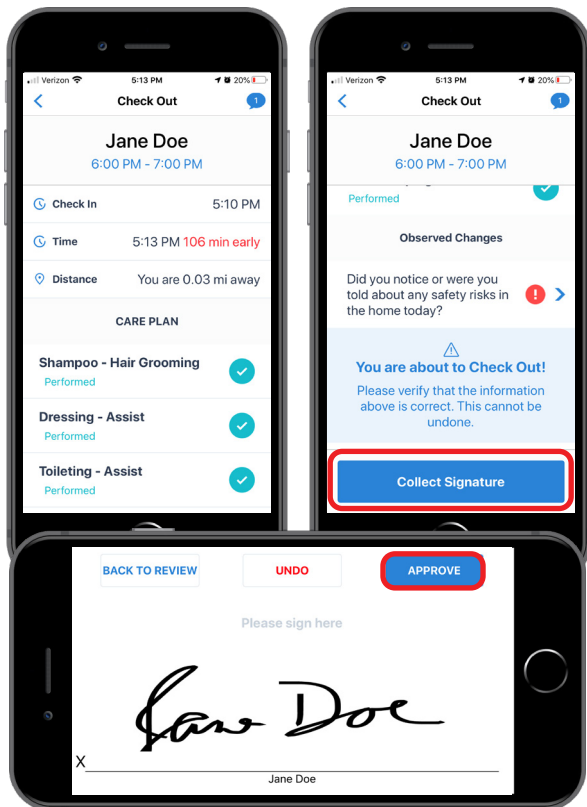
1. **Mark all Performed ~OR~**
2. Choose each task individually and mark them
  - a. **Performed,**
  - b. **Skipped, ~OR~**
  - c. **Client (Member) Refused**
3. After recording the Care Plan activities, click **SUBMIT**.

Figure 5. Care Plan



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. **Please note:** The **Provide additional comments >** button at the bottom of the screen (Figure 5) is where caregivers are required to capture the member response to the service provided.

Figure 6. Checking-Out



## CHECKING OUT OF A VISIT

After completing the Care Plan, you will see the Check-Out screen along with the completed Care Plan tasks and Observed Changes questions (Figure 6).

1. Review to make sure everything is right.
2. Click the **Collect Signature** button.
3. After the Member signs, click **APPROVE**.

If a Member doesn't sign, you can click on the **APPROVE** button and select Member Refused as the reason for not collecting the signature. Now you have completed the visit and will return to the appointment screen.

## STILL NEED HELP?

If this guide does not answer your questions, please contact your Facility Administration. They will be able to assist you with most technical questions.

If your Administration is not able to answer your questions, they will contact CareBridge Technical Support. They will be able to work with us at CareBridge to quickly diagnose and resolve most questions.