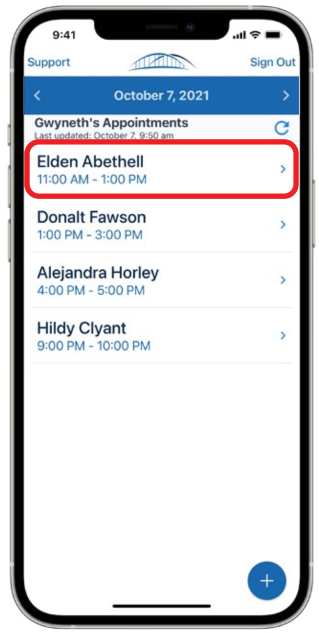
MOBILE APPLICATION CHECK-IN AND CHECK-OUT GUIDE

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. Select a scheduled appointment



SELECT A SCHEDULED APPOINTMENT

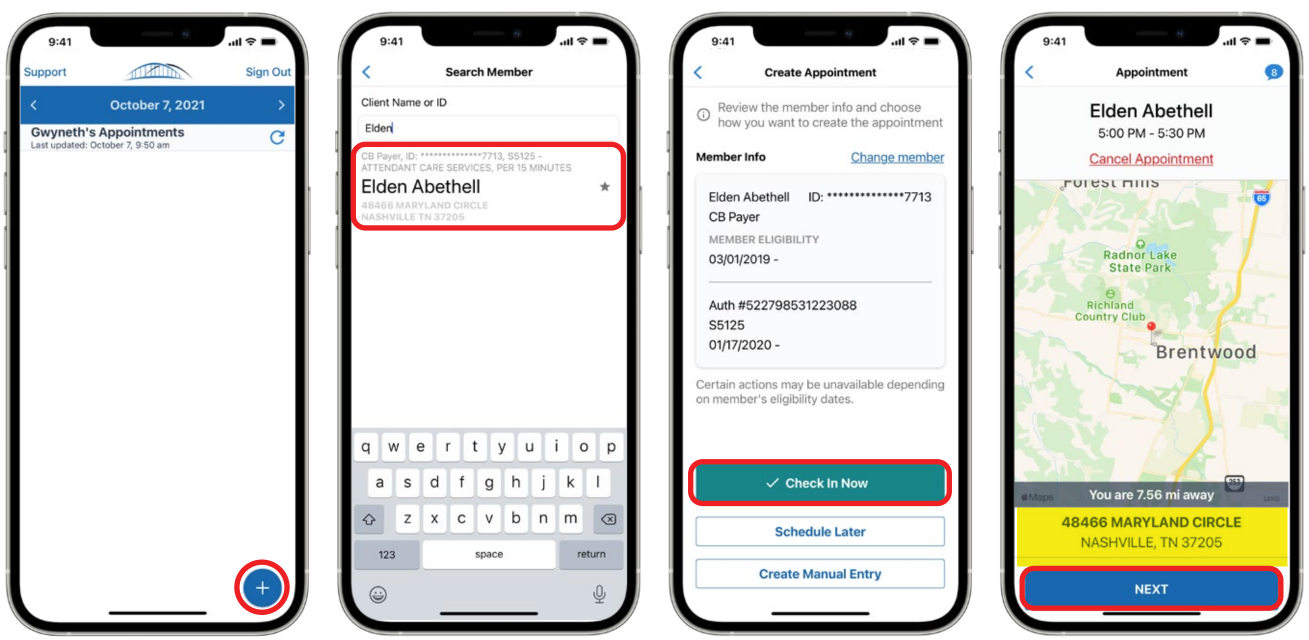
After logging in, you will see a list of appointments scheduled for the day if any have been scheduled (Fig. 1). If you have scheduled appointments, find the appointment you need to work and click on it.

CREATE AN *AD-HOC* APPOINTMENT AND CHECK IN

After logging in, you will need to create an appointment for the member you are serving (Fig. 2).

1. Click on the **+** and find the Member's name and Service Code
2. Click on the **Member's name** (click on the star to save this member to your favorites)
3. Click **Check In Now**
4. Now you are in the appointment. Click **NEXT** to check in

Figure 2. Create an Ad-Hoc Appointment



DISCUSSIONS *(FIG. 3)*

Discussions are used for Provider Agency management and Caregivers to communicate with each other. 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 comment. 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 a new Discussion (Fig. 3). *Note* that all urgent issues need to be reported to your Provider Agency or PASSE immediately, just as you normally would. You can document in a Discussion to your Provider Agency after reporting it.

Figure 3. Discussions

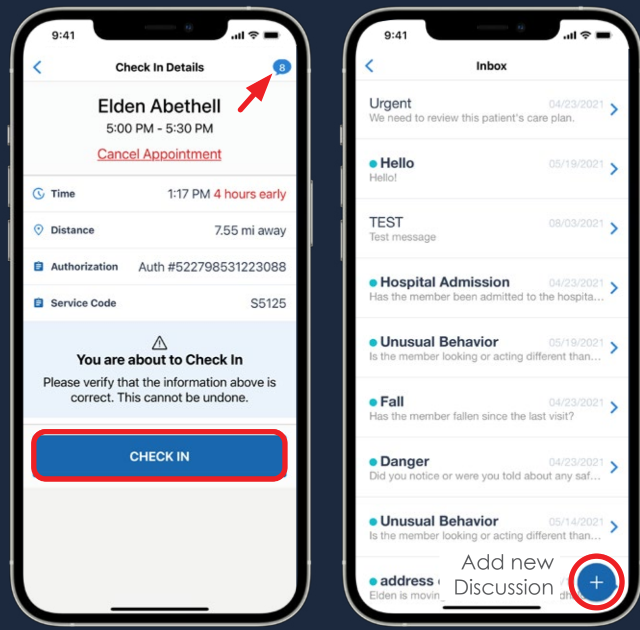
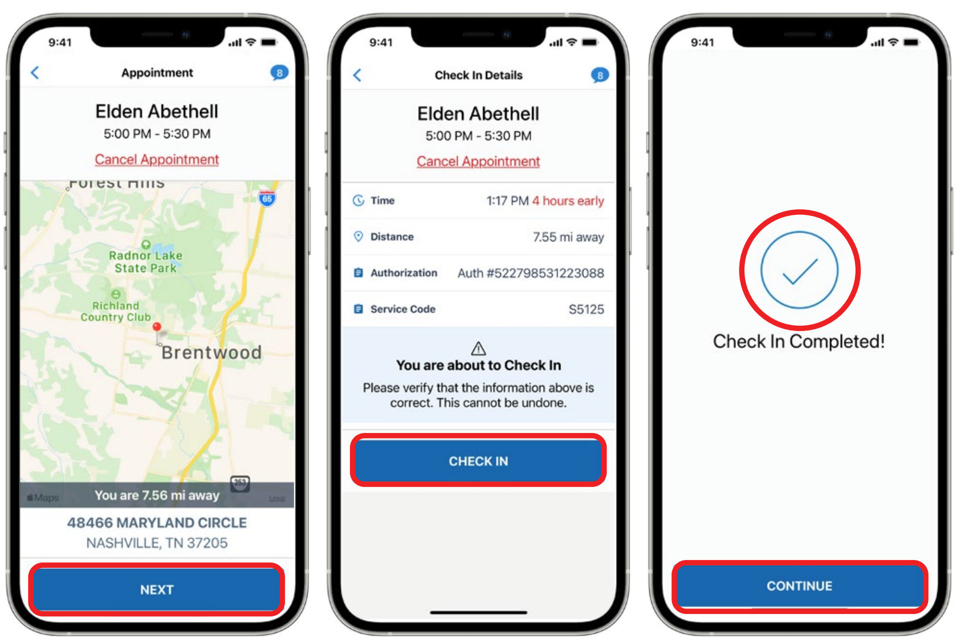


Figure 4. Check-In



CHECK-IN AND OBSERVED CHANGES

To check into an appointment, click on the **NEXT** button at the bottom of the Appointment screen (Fig. 4). Review the Check-In Details and make sure they are correct, then click **CHECK IN**. (***Please note:*** your current location is only captured during the Check-In and Check-Out process.) Your Check-In will be completed, and you will see the confirmation screen with a large check mark (Fig. 4). Click **CONTINUE** and the 'Observed Changes' questions list will appear (Fig. 5).

Figure 5. With Observed Changes

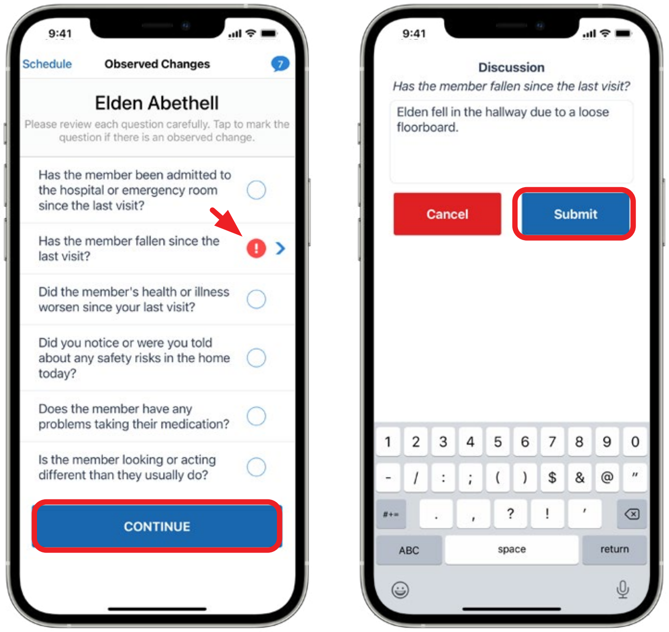
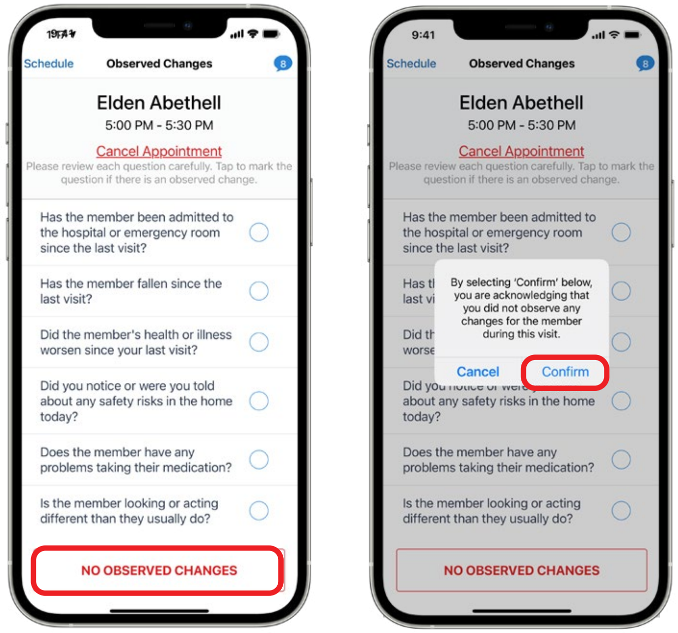


Figure 6. No Observed Changes



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'.

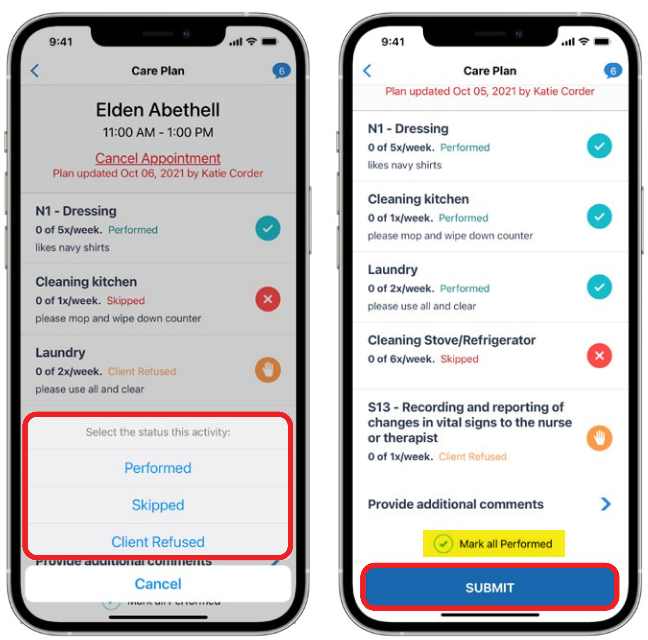
You must review each question and check any that apply (where the answer is "Yes"), click on the **>** sign to add comments and **CONTINUE** (Fig. 5). After you have reviewed all the questions, click **CONTINUE**. You will be asked to **Confirm** that you have reviewed all the Observed Changes questions. If there are no changes, just click **NO OBSERVED CHANGES** then **Confirm** (Fig. 6).

Note: If an urgent issue happens, call your provider agency or PASSE *right away*, just as you would have before EVV. Then you can document what happened in Observed 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 **Client** (Member) **Refused** (Fig. 7). 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.

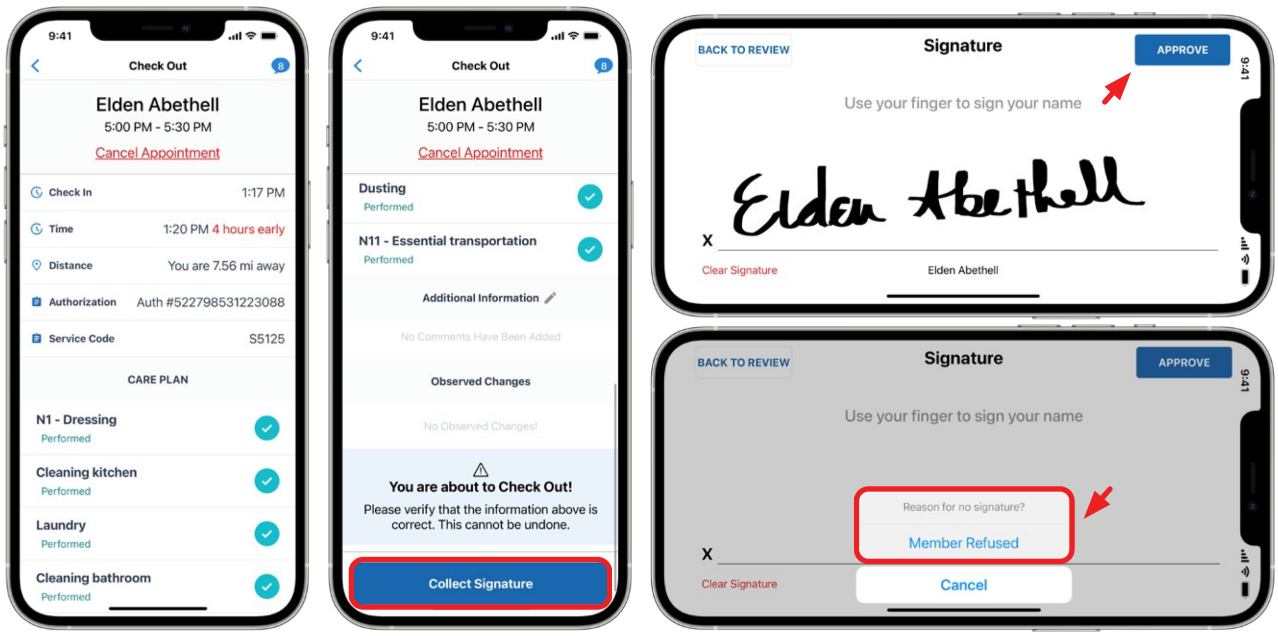
Figure 7. Track Care Plan progress



CHECKING-OUT OF A VISIT

After completing the Care Plan, you will see the Check-Out screen (Fig. 8) 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 selecting **Member Refused**.

Figure 8. Checking-Out of a visit



You have now completed the visit and will return to the appointment screen (Fig. 9).

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 troubleshooting 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.

Figure 9. Checked Out