

MOBILE APPLICATION CHECK-IN & CHECK-OUT GUIDE



OVERVIEW

The CareBridge mobile application is available for 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.

TO SELECT A SCHEDULED APPOINTMENT

After logging into the CareBridge Mobile App, you can see your daily Schedule (Figure 1). The schedule screen allows you to view all appointments that are scheduled for the day. To see past and future appointments, select the **arrow keys (< >)** on either side of the current date.

CHECK IN

To check in, select the appointment on the schedule screen. Once the appointment is selected, member information, the GPS location for Check-In, and a calculation of your current distance from the scheduled location of the appointment is displayed (Figure 2).

If the appointment was scheduled to occur at an alternate location, such as community center, the address chosen during scheduling will appear. Review the appointment information and if it is correct, select **NEXT**.

Please note: It's possible that the GPS won't pinpoint the DSW's exact location but show something within 1/10 of a mile of their location. This is normal and the visit will still be documented appropriately. DSWs should check-in regardless of the GPS reading.

Upon selecting **Next**, the Check-In Details screen including the current time, location, and differences between those and the scheduled time and location for the appointment will appear (Figure 3). You can check into the appointment by selecting the **CHECK IN** button and view the confirmation screen that Check-In is completed (Figure 4).

Figure 1. CareBridge Schedule screen

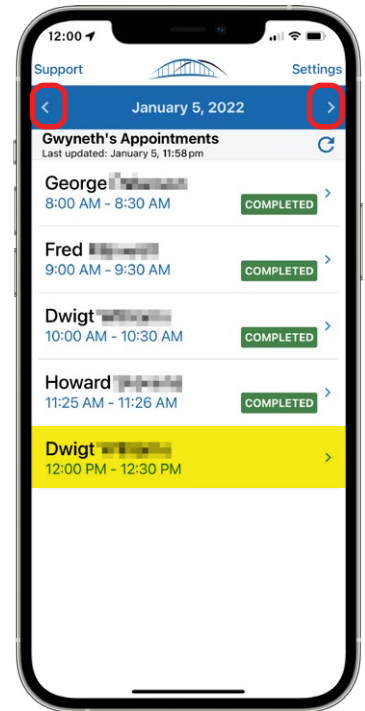


Figure 2. Member appointment screen

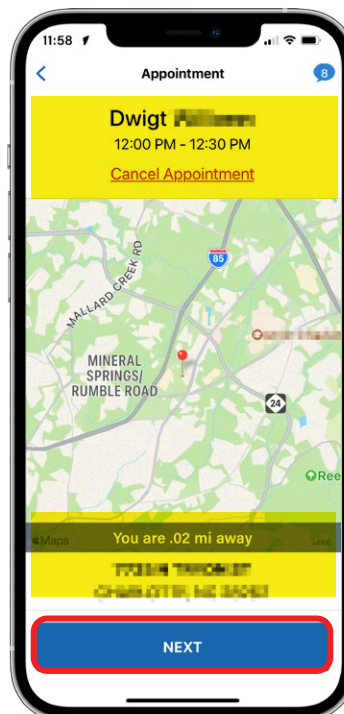


Figure 3. Check In Details screen

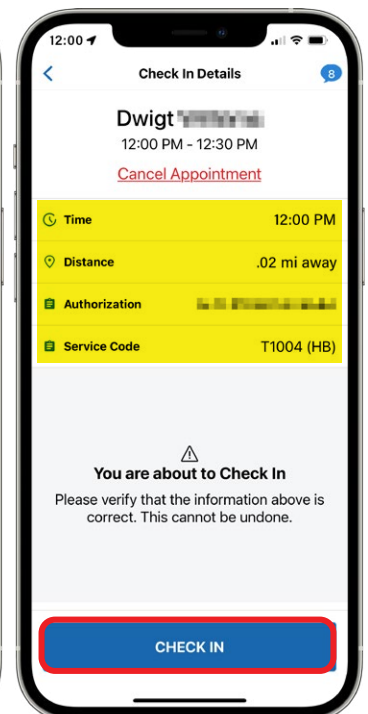
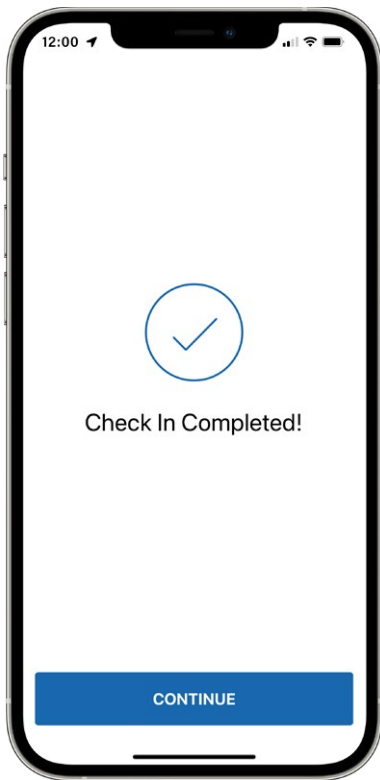


Figure 4. Check In Completed!



Once the DSW has checked In, they should **STOP using the app**. They should begin working the visit and assisting the member. Once finished with their duties, the DSW should return to the mobile app to continue capturing the details of the visit. It will pick-up where they left off.

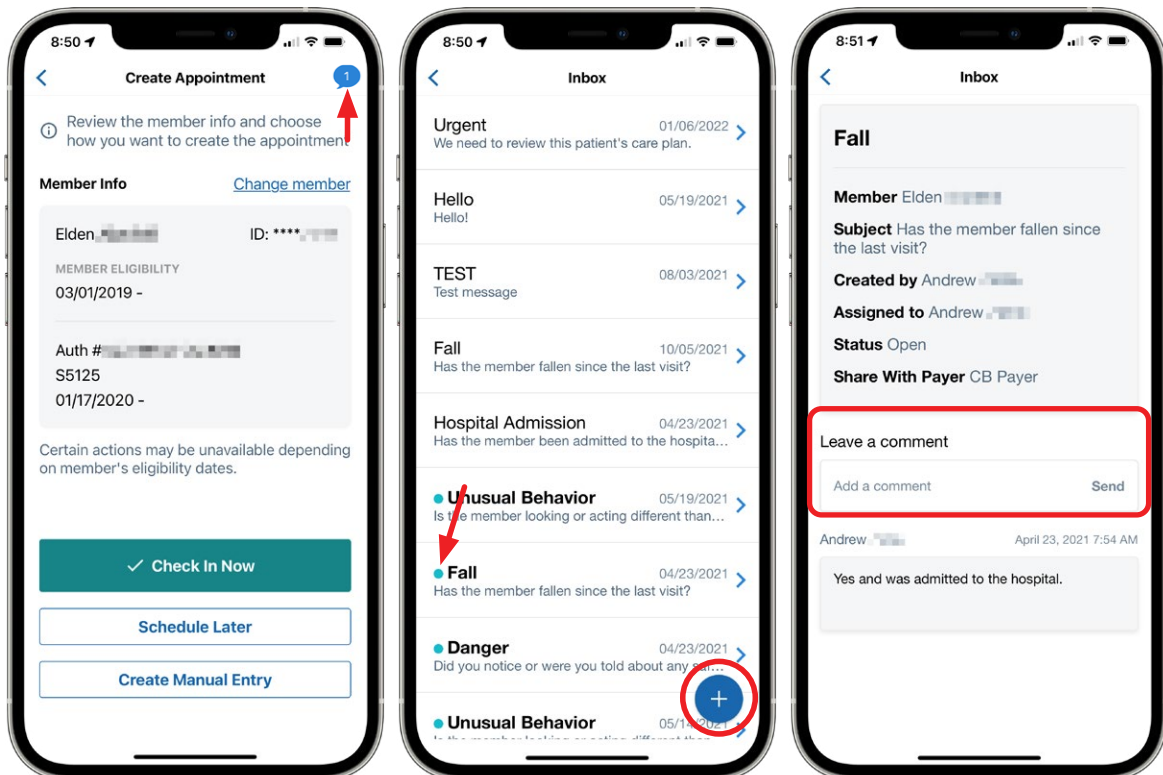
Please note: When different services are scheduled in consecutive order, the caregiver must Check-Out of the first service and Check-In for the second service for the visits to complete properly and billing to occur accurately. These back-to-back appointments must be scheduled with at least one minute between them. For example, 9am-10am and then 10:01am-11am. You *cannot* populate the same minute twice.

DISCUSSIONS

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 Healthy Blue 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. 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 **+ (plus sign)** to add a new

Discussion (Figure 5). *Note that all urgent issues need to be reported to your Agency or Healthy Blue immediately, just as you normally would.* You can document in a **Discussion** to your Agency after reporting it.

Figure 5. Discussions



OBSERVED CHANGES

Once you have finished working your visit, go back to the Mobile App (it will pick up where you left off) and continue the documenting process. If you noticed any changes in the member's health since your last visit, you can document them in **Observed Changes** (Figure 6).

Figure 6. **Observed Changes** survey questions

The first screen displays the 'Observed Changes' section for a member named Dwigt. It includes a 'Cancel Appointment' link and a list of questions: 'Has the member been admitted to the hospital or emergency room since the last visit?', 'Has the member fallen since the last visit?', 'Did the member's health or illness worsen since your last visit?', 'Did you notice or were you told about any safety risks in the home today?', 'Does the member have any problems taking their medication?', and 'Is the member looking or acting different than they usually do?'. A 'CONTINUE' button is at the bottom.

The second screen shows the 'Discussion' section with the question: 'Has the member been admitted to the hospital or emergency room since the last visit?'. The answer 'Yes, he was taken to the emergency room over the weekend for a high fever,' is entered in the text field. 'Cancel' and 'Submit' buttons are at the bottom.

Figure 7. **NO OBSERVED CHANGES** option

The first screen displays the 'Observed Changes' section for a member named Dwigt. It includes a 'Cancel Appointment' link and a list of questions: 'Has the member been admitted to the hospital or emergency room since the last visit?', 'Has the member fallen since the last visit?', 'Did the member's health or illness worsen since your last visit?', 'Did you notice or were you told about any safety risks in the home today?', 'Does the member have any problems taking their medication?', and 'Is the member looking or acting different than they usually do?'. A 'NO OBSERVED CHANGES' button is at the bottom.

The second screen shows the 'NO OBSERVED CHANGES' option with a 'Confirm' button highlighted. A tooltip message reads: 'By selecting 'Confirm' below, you are acknowledging that you did not observe any changes for the member during this visit.' 'Cancel' and 'Confirm' buttons are at the bottom.

You must review each question and select any that apply. To answer a question "yes," select the **radio button** (○) next to the question, then add your observations and click **Submit**. If the answer is "no," leave the radio button empty (Figure 4). After you have reviewed all the questions, click CONTINUE. You will be asked to confirm that you have reviewed the **Observed Changes** questions.

If there are no changes, just click **NO OBSERVED CHANGES**. Then click Confirm to confirm your survey responses and continue.

NOTE: If an urgent issue happens, call your Agency or Healthy Blue right away, just as you would have before EVV. Then you can document what happened in **Observed Changes**.

CARE PLAN

After completing the **Observed Changes** survey, you will see the member's **Care Plan**. The **Care Plan** activities should be completed at the end of the visit before you check out. If all the **Care Plan** activities have been performed and there are no issues, you can click **Mark all Performed** at the bottom of the **Care Plan** screen (Figure 7).

Please note: You will also see a **Provide Additional Comments** link at the bottom of the **Care Plan** screen (Figure 8). This is a very *important option* when documenting visits. When leaving additional comments, you should document the member's response to the services that you provided. For example, how much of a meal the member ate, or whether the member behaved differently during this visit (Figure 9).

The DSW can also choose each task individually and mark them **Performed**, **Skipped**, or **Client (member) Refused** (Figure 7). If you choose to mark the tasks individually, you will need to mark all 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 8. Care Plan

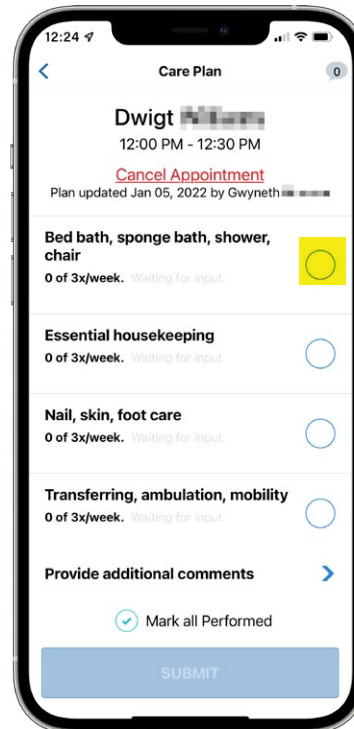


Figure 9. Mark all Performed

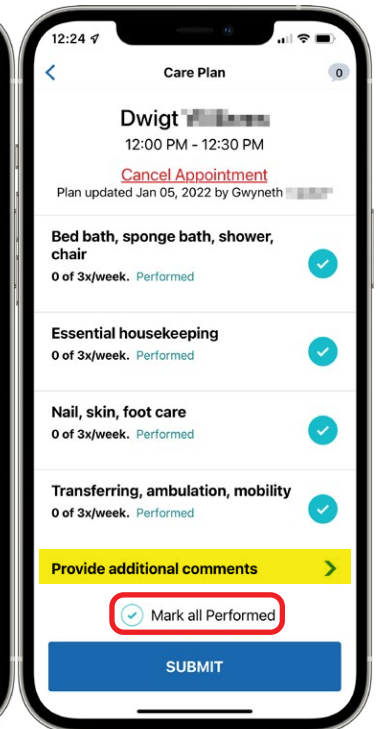
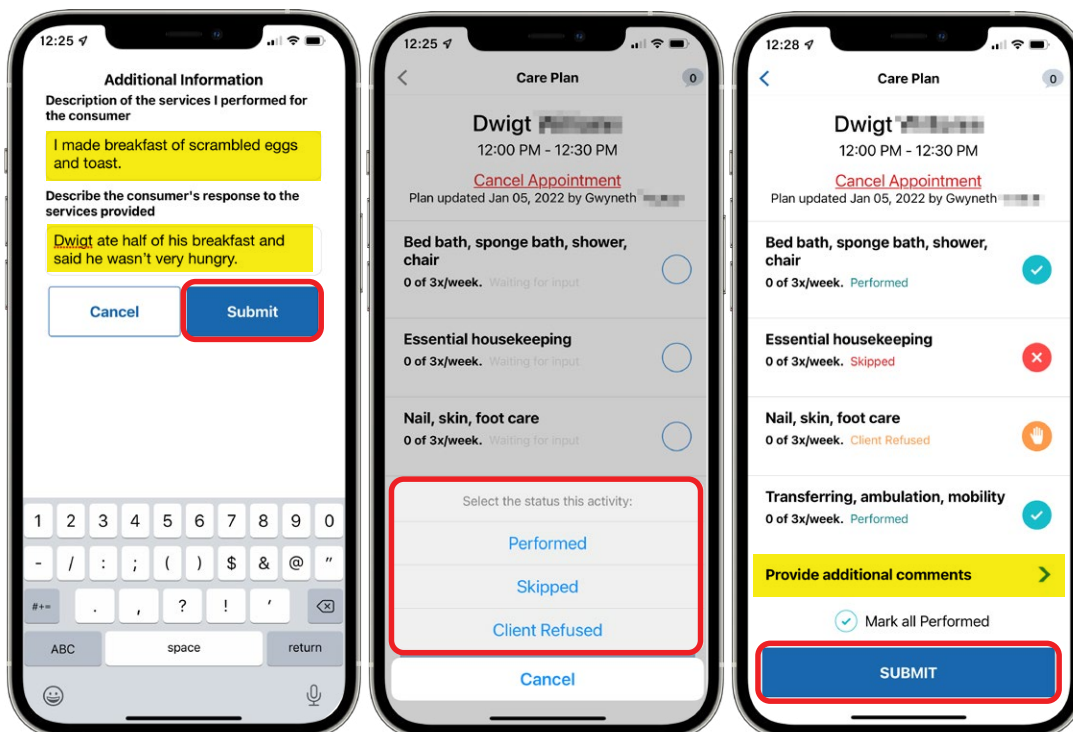


Figure 10. Performed, Skipped, or Refused



CHECKING-OUT OF A VISIT

After completing the **Care Plan**, you will see the **Check Out** screen (Figure 11) along with the **Care Plan** and **Observed Changes** results.

After reviewing your information, click the **Collect Signature** button. Once the member signs the screen, click **APPROVE** (Figure 12). (Member attestation is optional but highly recommended.) If a member cannot sign, the signature can be skipped by clicking **APPROVE** and then selecting a reason for not having a signature. You can choose **Member Refused** or **Member Unable** (Figure 13).

You have now completed the visit and will return to the schedule screen (Figure 14).

Figure 11. **Collect Signature**

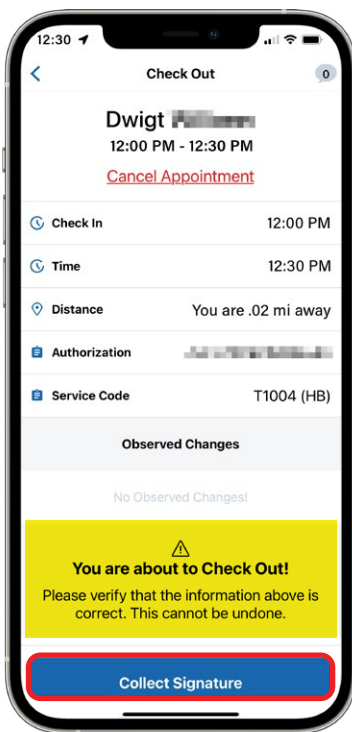


Figure 12. **With signature**



Figure 14. **You are Done!**

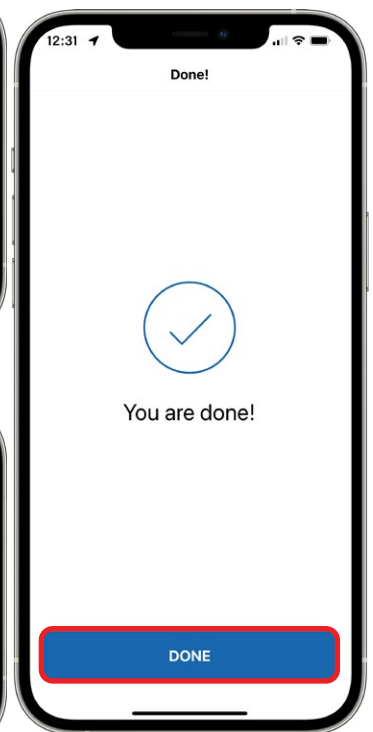
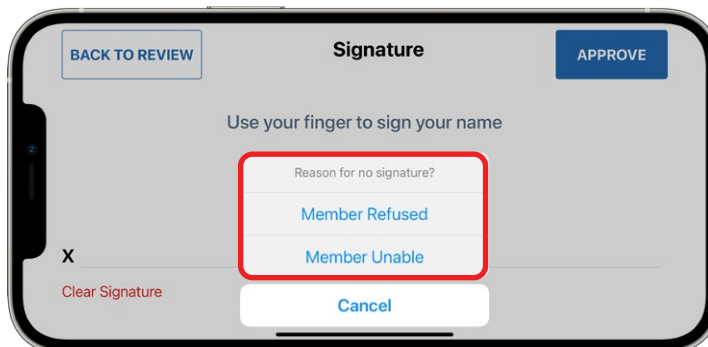


Figure 13. **Without signature**



STILL NEED HELP?

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

Your Agency will be able to help you troubleshoot and fix 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 Time.