



Session Guide: CAH-C App Overview

After this session, clinical staff who conduct routine visits will be able to:

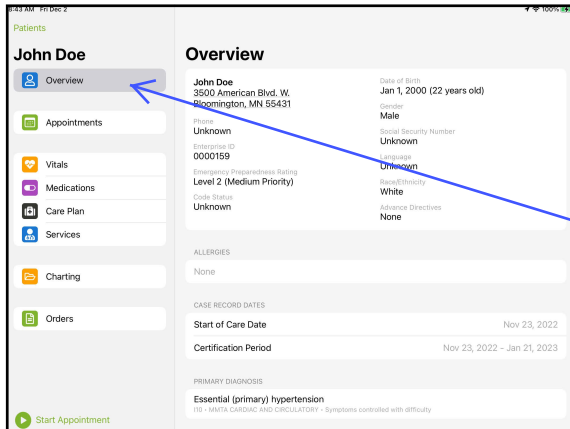
- Understand the Overview Section
- Understand Appointments Tab
- Understand Vitals Tab
- Understand Medications Tab
- Understand Care Plan Tab
- Understand Services Tab
- Understand Charting Tab
- Understand Orders Tab
- Understand The Sync Process
- Best Practices for App maintenance
- Understand How to send logs to PCC.

Understanding the Overview Tab

This section includes:

- How to access "Chart View": Tap into a patient appointment or tap on the Patient tab on the home screen.
- Overview tab: demographics, allergies, cert periods, primary and secondary diagnoses, and primary and secondary providers. (Exhibit: A)

A.



From Appointment "Overview", you can see all pertinent patient information including PCP and secondary MD's. Once you select your patient you can use the left side navigation pane to toggle to any tab you'd like.

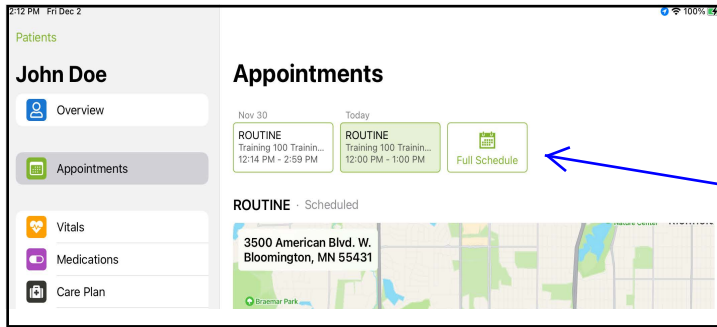
Understanding the "Appointments" Tab

This section includes:

- Details about the appointment highlighted at the top of the page. (Exhibit: A)
- Appointment type (Exhibit: A)
- Address of patient (Exhibit: A)
- Start and end appointment buttons (Exhibit: B)
- Charting docs- assigned based off service type scheduled (Exhibit: B)
- Add Hoc charting- add additional charting that will link to this appointment (Exhibit: B)
- Add mileage (Exhibit: C)
- Clock timer- tracking inside patient home. Time from start of appointment to end of appointment. (Exhibit: D)
- Timecard notes: used to alert office staff that something needs to be edited about your appointment, i.e. wrong service type, forgot to hit start or end appointment at the correct time, etc. ONLY AVAILABLE BEFORE ENDING APPOINTMENT (Exhibit: D)
- Time Tracking- to track additional time outside of a patient home per agency policy and procedure, i.e. documentation time, travel time, etc. (Exhibit: D)
- Scheduling notes entered on the web version at time of scheduling for clinician review. (Exhibit: E)

Understanding the "Appointments" Tab - Continued.

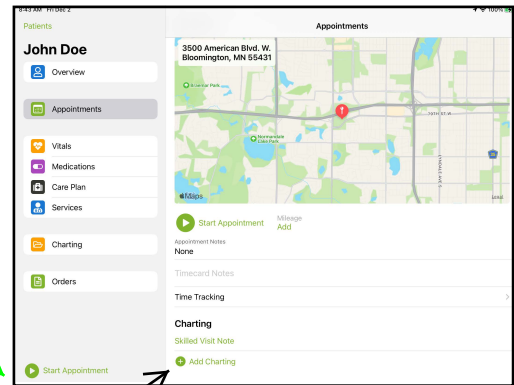
A.



Once you click into your patient you can choose "Appointments" to see upcoming schedule. To review the full schedule, select "Full schedule" which will link you to the Care at home scheduling App.

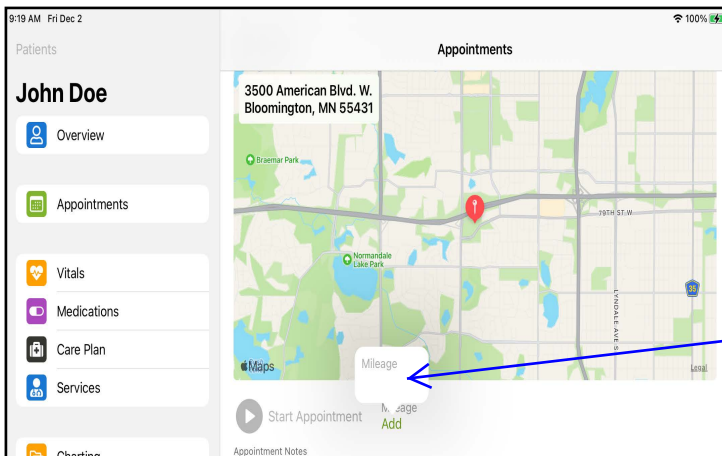
B.

You can Start Appointment or End Appointment from this tab.



Tip: Assessment forms are automatically loaded in the appointment. If you need to choose a different assessment, tap Add Charting, and select another assessment in the appointment screen. Adding charting under the appointment tab will link the charting to the

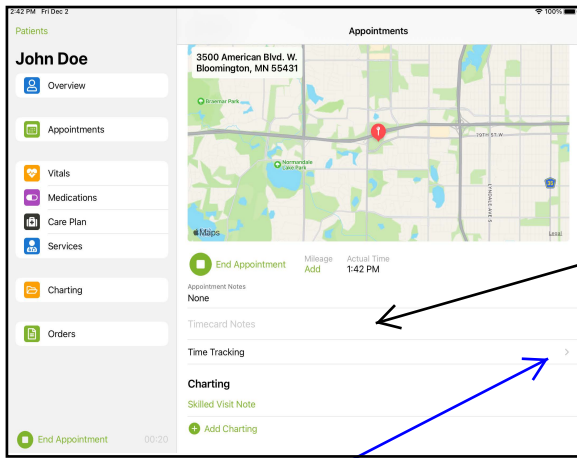
C.



Here you can manually enter mileage associated with this appointment.

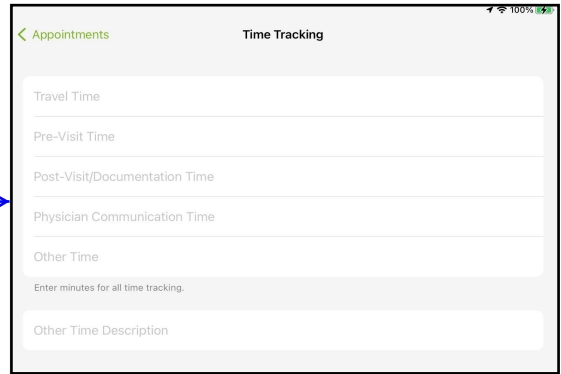
Understanding the "Appointments" Tab - Continued.

D.

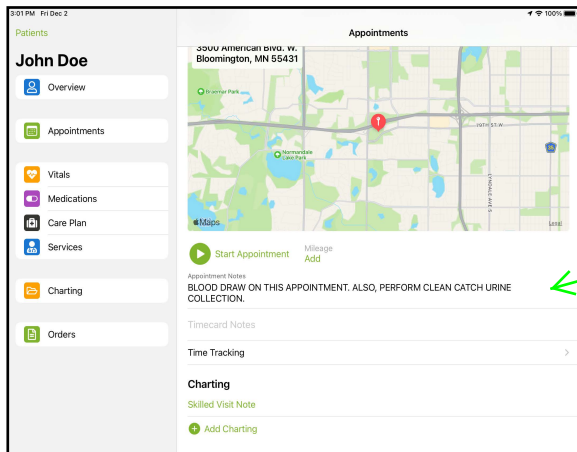


Tip: Timecard Notes are used to relay messages to your back office admin. (Ex: need different service type than what was scheduled, forgot to hit start or end appointment, please update time stamps, etc.)

Per your agency's policy, you can track additional time outside the home. Document time in minutes (92 minutes, 32 minutes, etc.). For Time Tracking click gray arrow.



E.



Scheduling notes from office and administrative staff can be found here for clinician review.

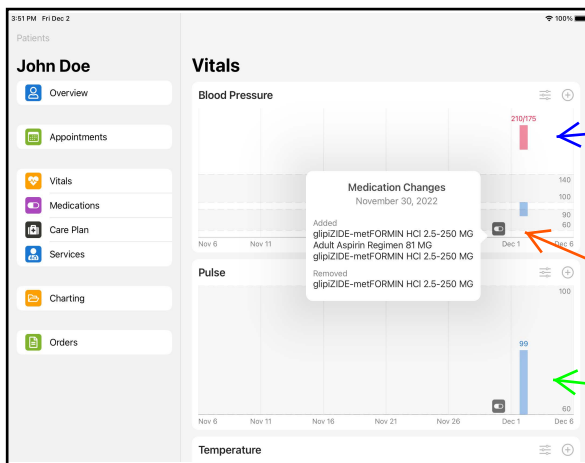
Understanding the "Vitals" Tab

This section includes:

- Ability to view vitals from previous visits (Exhibit: A)
- See visual alerts when vitals are outside of agency set thresholds/parameters. (Exhibit: A)
- See medication changes. (Exhibit: A)
- Learn how to update thresholds/parameters for patient specific thresholds/parameters. (Exhibit: B)
- You may also add vitals here outside a visit if needed. (Exhibit: B)

TIP: Visual alerts show in red, signifying vital is outside of agency set thresholds/parameters, thus signaling the clinician to act, i.e., call MD, document steps taken to ensure patient safety at home. (Tip: if you update thresholds/parameters please remember to write care plan orders to reflect those changes. Threshold/parameter changes stay at the patient level until you change them or discharge and readmit)

A.

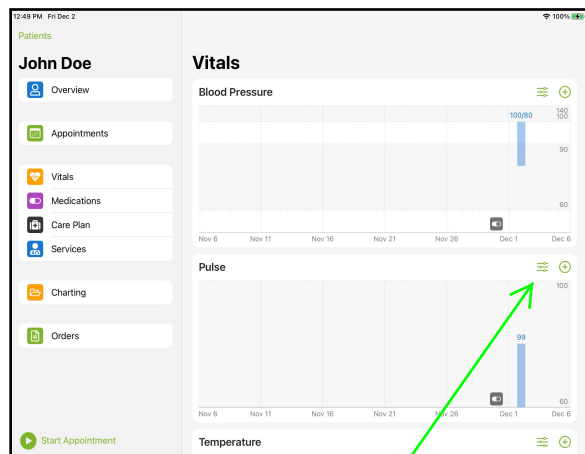


Visual alert of vital sign outside of set threshold.

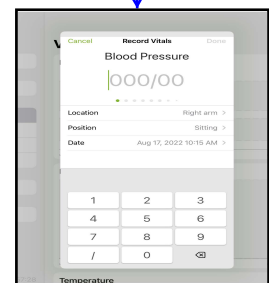
Visual alert of medication change. Tap icon for full description of medication change.

View vitals from previous visits.

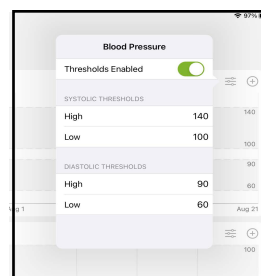
B.



By tapping on the "+" your "Record Vitals" screen will open. Swipe left to document each vital collected.



By tapping in you may edit patient parameters/thresholds for each vital sign.



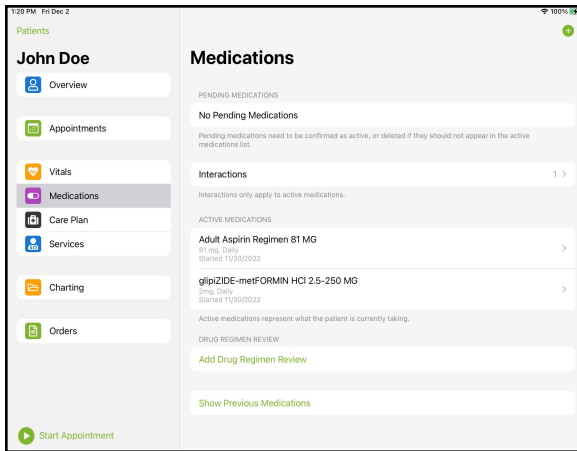
Understanding the "Medications" Tab :

This section includes:

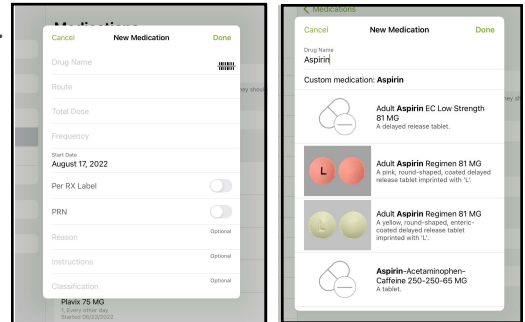
- How to add new medications. (Exhibit: A)
- Edit pending or active medications (Exhibit: B)
- Complete a DRR. Exhibit: C)
- Review medication interactions. (Exhibit:D)

By tapping on the "+" your "New Medication" screen opens. Here you can enter medication and associated information. Type the drug name. Select from potential matches. Always choose a match when available. This allows the system to produce drug-to-drug interactions. (Exhibit: A- 2)

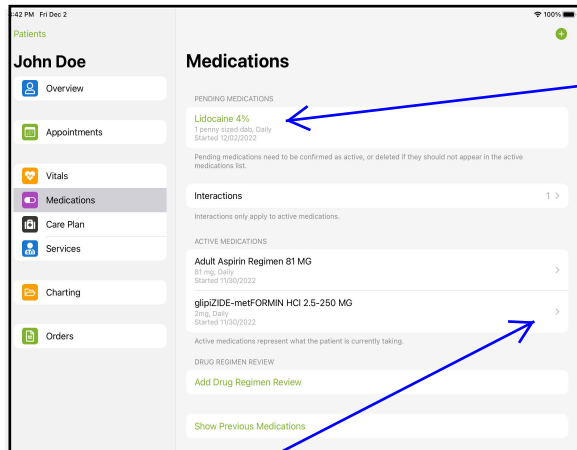
A.



A-2.

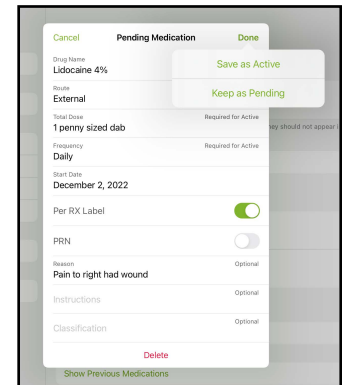


B.



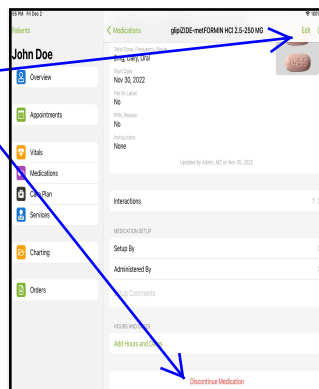
Tap into medication under "Pending Medications", review medication, select "save as active" or "keep as pending". (Exhibit: B-2)

B-2.



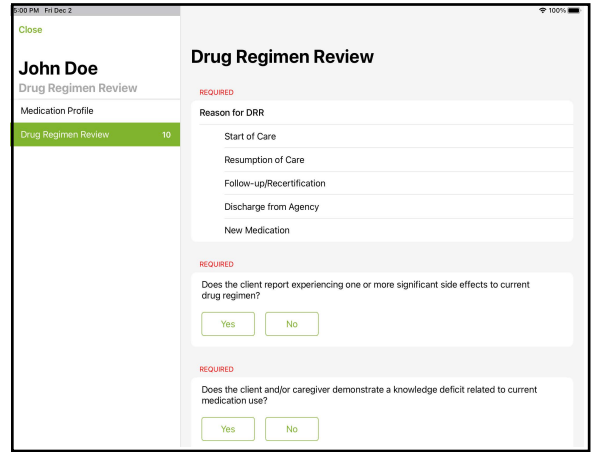
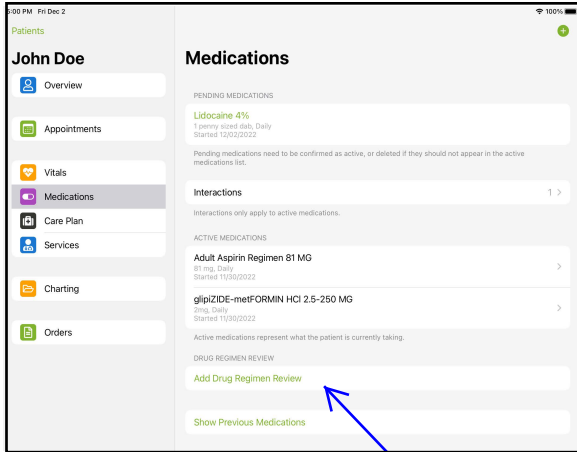
Tap into current medication to make edits, changes or discontinue a medication. (Exhibit: B-3)

B-3.



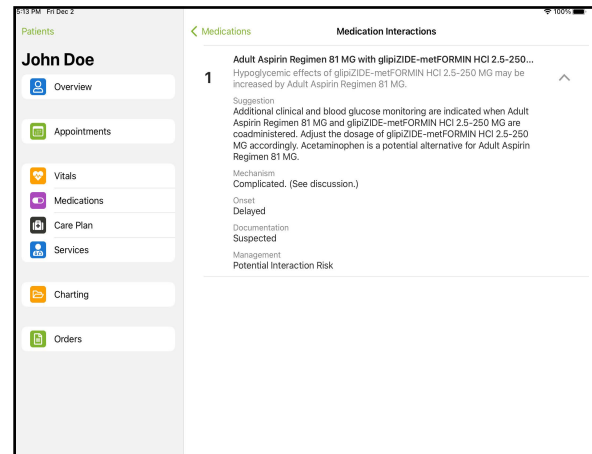
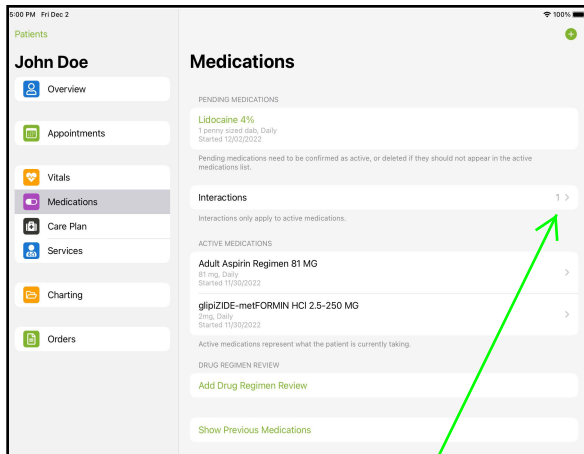
Understanding the "Medications" Tab Continued:

C.



Tap "Add Drug Regimen Review", Complete 11 question review and tap close.

D.



Tap to view Medication interactions.

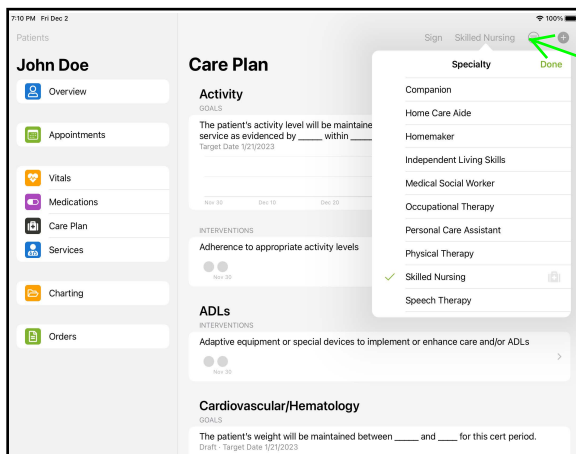
Understanding the "Care Plan" Tab :

This section includes:

- Review multidisciplinary care planning. (Exhibit: A)
- See last documented and by whom. (Exhibit: B)
- Add care planning for assistant staff i.e., HHA, PCA, HMKR, etc. (Exhibit: C)

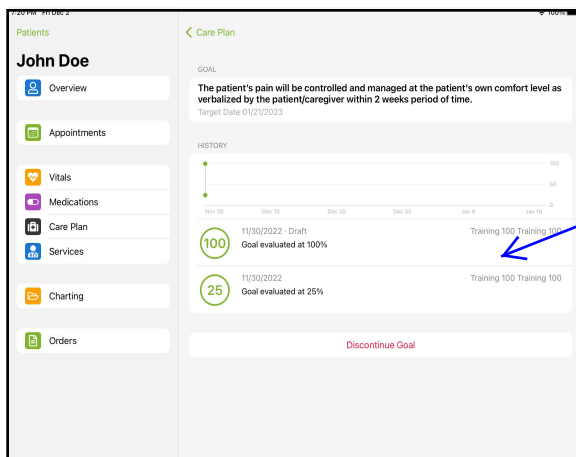
TIP: This is the only place to Add HHA care plans. Once you add their care plan items you will also need to Sign them from this tab as well to push them into the patient chart and orders.

A.



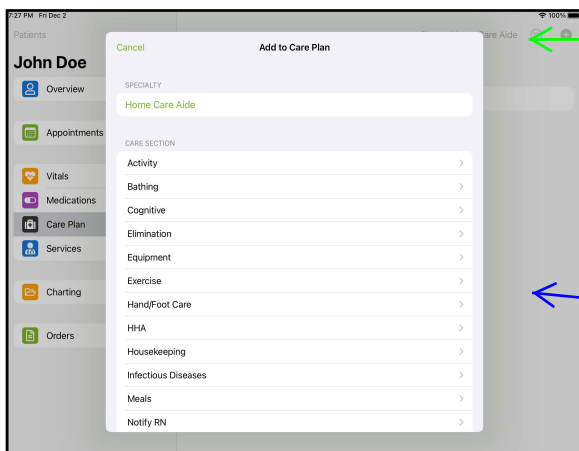
Tap to view other discipline care plans, disciplines with the clinician bag icon have goals and interventions attached to them.

B.



Tap in to goal or intervention to see last documentation information.

C.

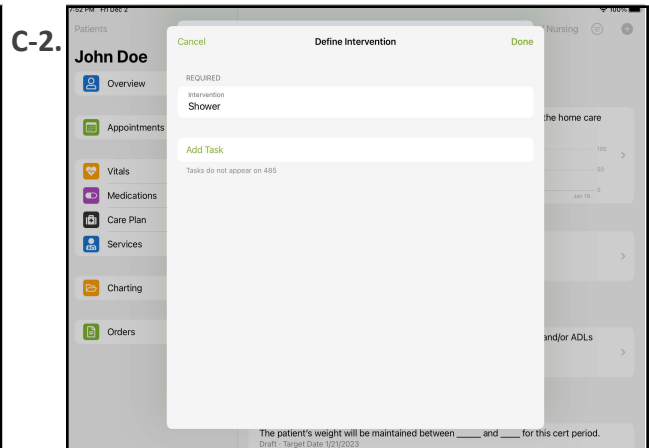
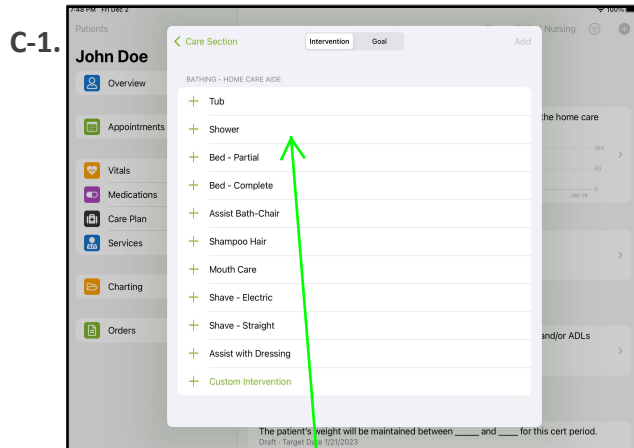


Select discipline to add care plan for.

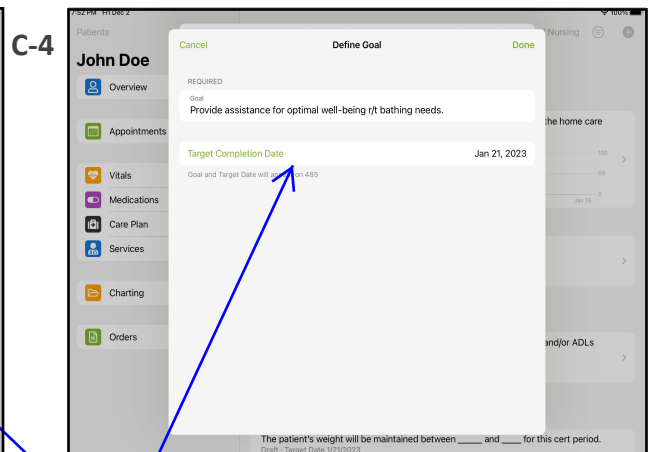
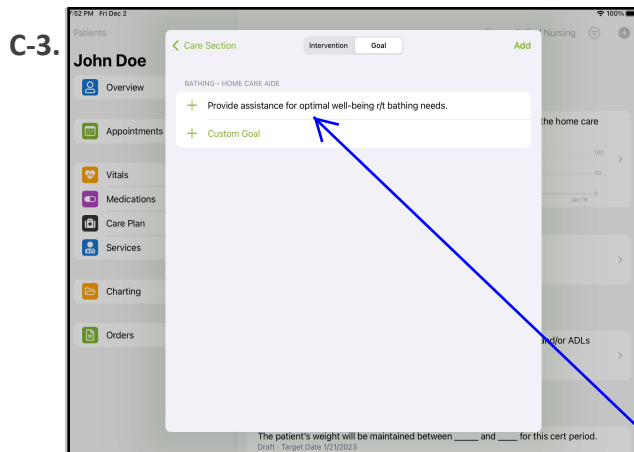
Chose "Care Section" and tap gray arrow to complete goals and interventions.

See next page for continued care planning information.

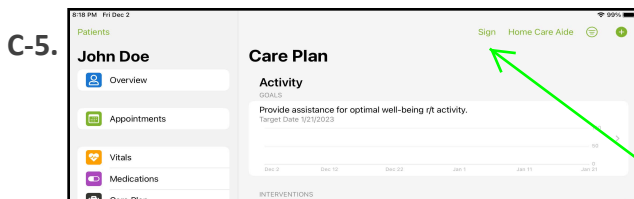
Understanding the "Care Plan" Tab Continued.



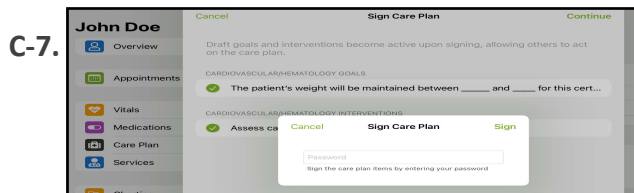
Tap into your selection under "Intervention" and customize under "Define Intervention", then tap done.



Tap into the selected goal, then tap on any blank spaces and customize for your patient. Make sure to select appropriate "Target Completion Date" then tap "Done", then tap "Add". Your Interventions and goals will now appear on the Care Plan screen.



Tap "Sign", then "Continue" on Exhibit C-6.

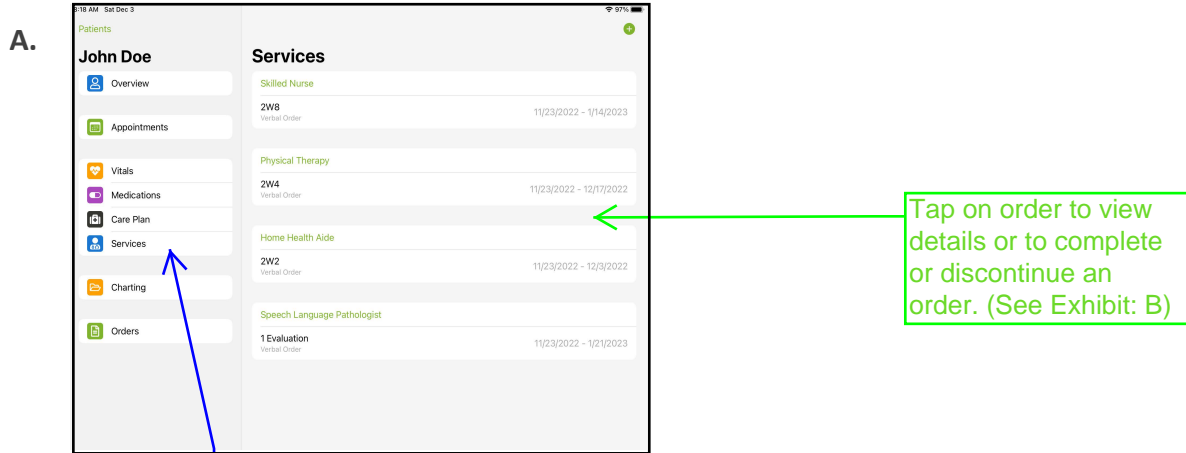


TIP: Once you have completed signing the care plan remember to sign the supplemental order under the "orders" tab. This will ensure your care planning documentation flows over to all necessary documentation

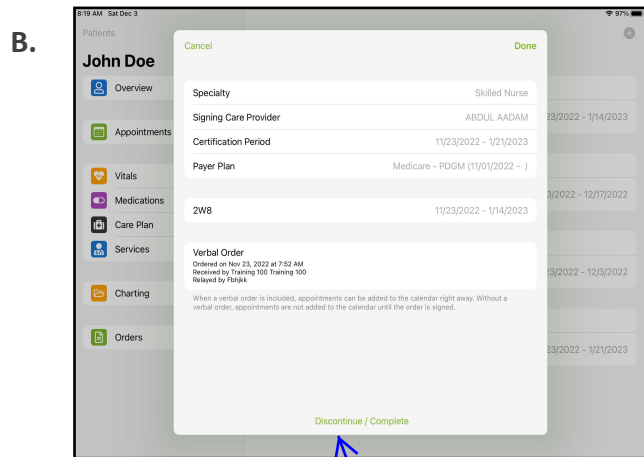
Understanding the "Services" Tab:

This section includes:

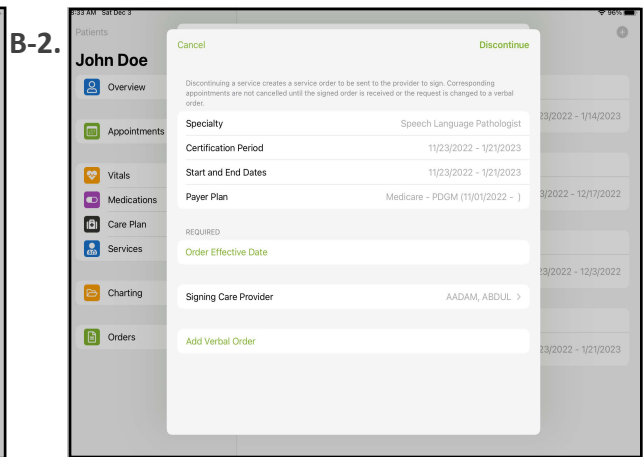
- How to view current service orders. (Exhibit: A)
 - How to complete or discontinue service orders. (Exhibit: B)
 - How to add new service orders from this tab outside of a visit. (Exhibit: C)
- (**TIP:** if you have a visit, you will add your new orders during your visit inside the charting document, the service orders will then flow into the Services tab.)



Tap on "Services" tab to view all current service orders



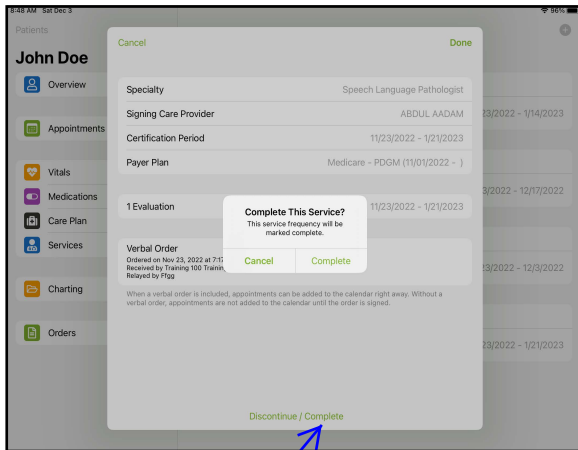
Tapping on "Discontinue" will create a service order to be sent to the provider for signature. See (Exhibit: B-2)



TIP: Corresponding appointments are not canceled until the signed order is received or the request is changed to verbal.

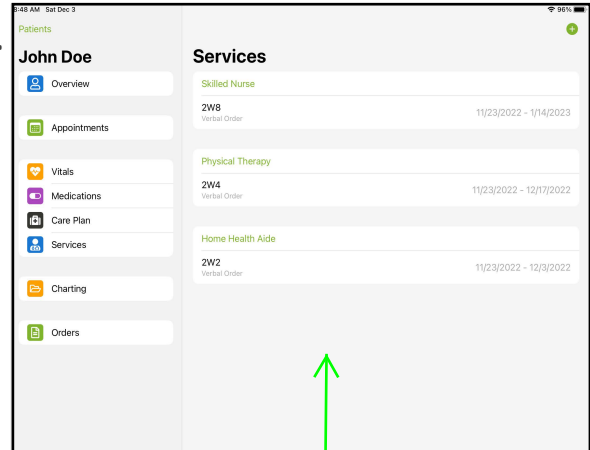
Understanding the "Services" Tab Continued:

B-3.



To Complete the order: Tap "Complete" and a pop up will appear on the screen notifying the clinician that the service frequency will be marked complete.

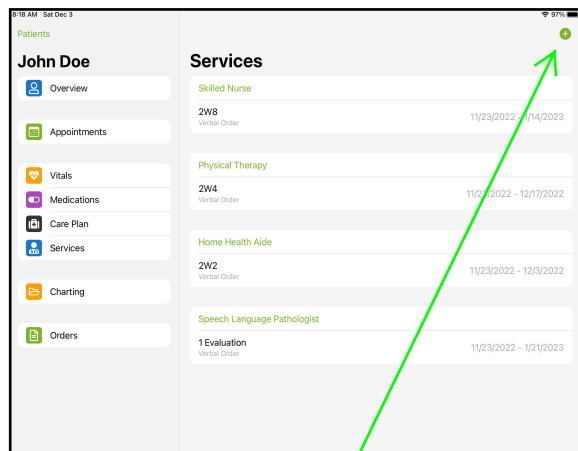
B-4.



Once you select complete, it will no longer appear in the services tab. (Exhibit: B-2)

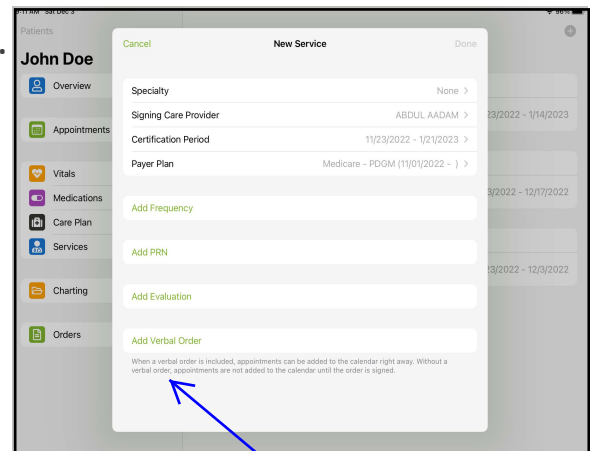
TIP: "Complete" means all appointments in the service order were done/completed. "Discontinue" means stopping a current service order without completing the frequency. Once you have discontinued the current order you may enter a new service order for that same discipline.

C.



From the services tab, Tap "+", then Select Specialty, Signing Care Provider, Cert Period and Correct Payer Plan. Add Frequency, PRN (if needed) and Evaluation (if needed)

C-2.



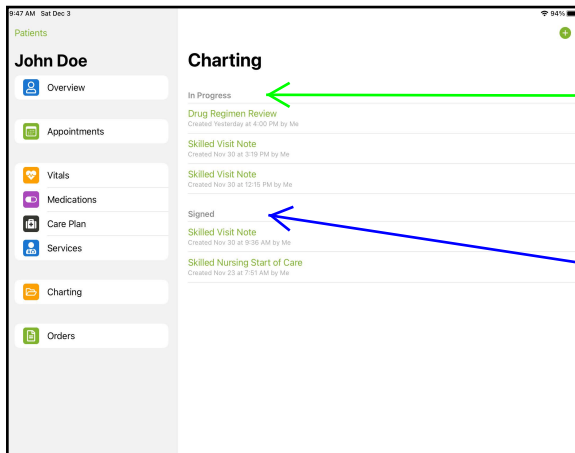
ALWAYS "Add Verbal Order" - This creates the authorization for visit and allows you to scheduled the ordered disciplines and visits.

Understanding the "Charting" Tab

This section includes:

- Access in-progress notes. (Exhibit: A)
- Ability to view signed notes. (Exhibit: A)
- Add additional charting here. (Exhibit: B)

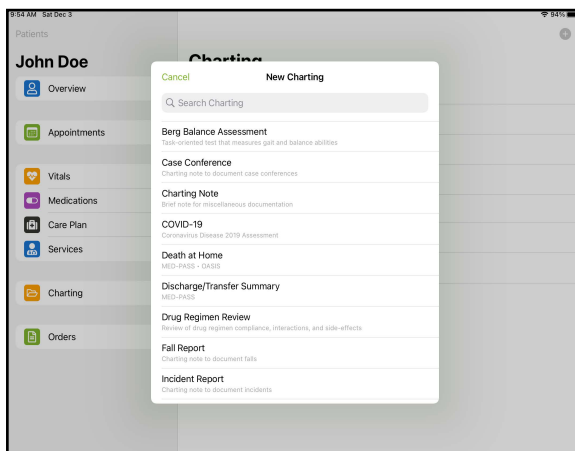
A.



Tap into any "In-Progress" document to continue charting.

Tap into any signed document to view completed document.

B.



After tapping "+", the "New Charting" box will appear for you to select document you would like to add.

TIP: Adding charting documents via the charting tab will not link the document to an appointment, please go to appointment tab to add charting to a visit.)

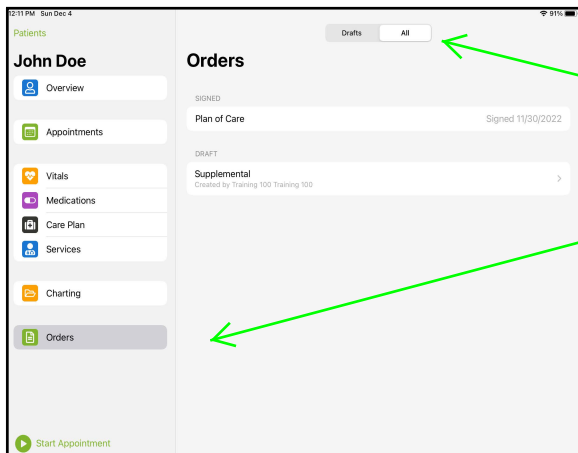
Understanding the "Orders" Tab:

This section includes:

- How to view completed orders. (Exhibit: A)
- How to view and complete draft/pending orders. (Exhibit: B)
- How to sign new orders. (Exhibit: B-2)

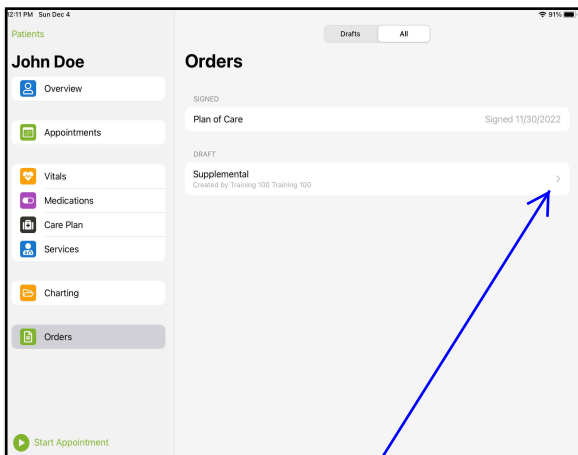
(**IMPORTANT:** The POC order and custom orders will continue to be completed on web version only.)

A.



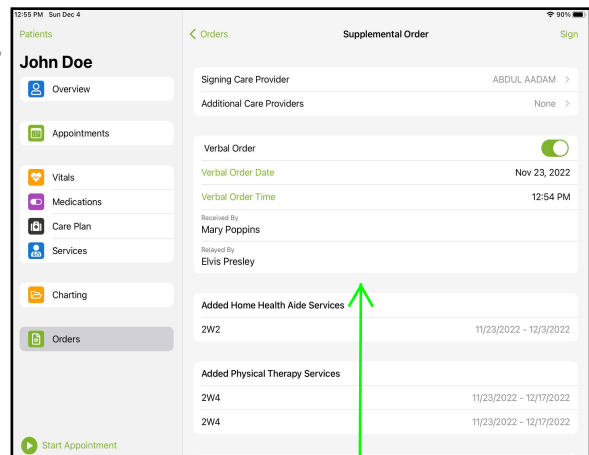
Tap on "Orders" Tab. Select "All" to view completed and draft orders.

B.



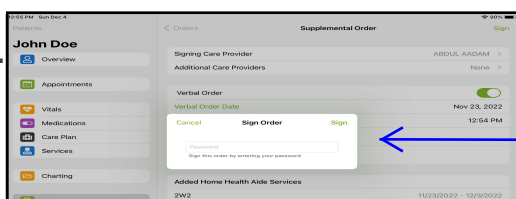
Tap draft/pending order you would like to complete.

B-1.



Complete all pertinent information including verbal order section, this will ensure your order creates the authorization it needs to schedule visits associated with the order.

B-2.

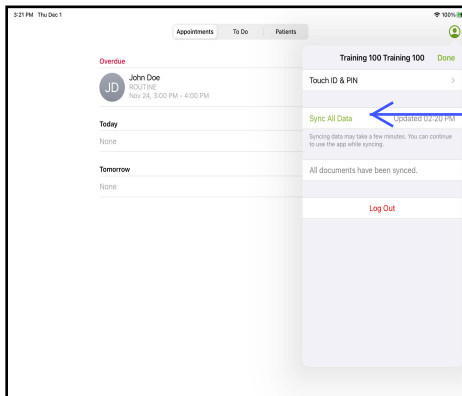


Once you are done, tap "sign", a box will pop up for your signature to complete the order.

How syncing shares information with the Home Health Care web portal

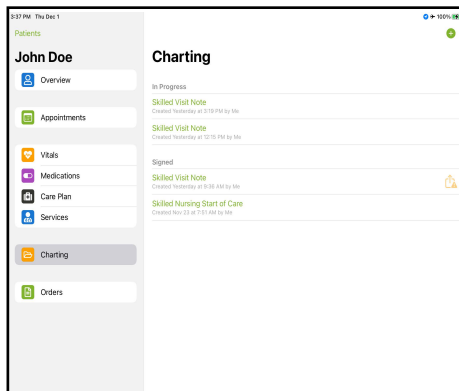
- The Care at home Clinical App Automatically syncs information over to the web every 5 minutes and visversa.
- Clinicians can manually sync documentation more frequently, if needed, by tapping on the person icon on the top right corner and tapping "Sync All Data". (Exhibit: A)
- The application will notify you via an icon if the document has not synced to the web. (Exhibit: B)

A.



Tap "Sync All Data" to manually push "sync" all data to the web version.

B.



This icon indicates that the document has **NOT** been synced back to the web.

Tip: If this icon appears, manually sync as shown in Exhibit. A.

Allow application to complete sync before closing the app at the end of each day.

Best Practices for App Maintenance:

At the end of every day please do the following in chronological order for optimum performance:

- Ensure under the person icon in the app (top right) that a full sync has completed and has a date/time stamp and that all documents have synced. If not, perform a manual sync by pressing on the Sync button and waiting for it complete the sync before closing the app.
- Close the app by double tapping the home button and swiping the app off the page.
- Plug iPad into power.
- Connect iPad to wi-fi to ensure any overnight updates may take place.

How to send logs to PCC for occurring issues:

If you run into any issue while using the Care at Home clinical app you should send logs to PointClickCare:

- Go to the login screen of the app
- Tap on the chat box on the top right.
- In the chat box please give details including date/time issue happened.
- Ensure you have a connection then tap send.
- Please also notify your agency admin of the issue so they may also submit a support ticket to PointClickCare for review of the issue.

IMPORTANT: DO NOT DELETE AND REINSTALL THE APP, unless advised to do so by a PointClickcare liaison. This could cause data loss and require you to re-document notes.