

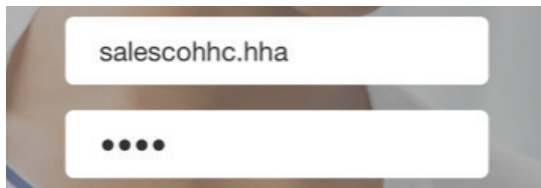
# Care at Home Non-Medical Appointment Basics

## STEP 1 Start an Appointment

1. Tap the **Care at Home** icon.



2. Enter your **Username** and **Password** and tap **Login**. The appointment screen appears with scheduled visits.



3. To open a visit, tap the appointment.



4. To begin the appointment, tap the **Start Appointment** bar. This captures the real-time start date, time, and device location. *Note: If you are starting the appointment early or late, a warning appears. Tap OK to confirm you are ready to start the appointment.*

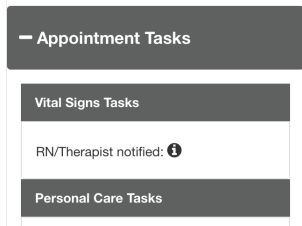
Start Appointment

### Working Offline

You must have a WiFi connection to allow appointments to update in Care at Home from the agency schedule. However, you can complete appointments and documentation without a WiFi connection. Labels are orange when you are off line and Care at Home is not sending or receiving information from the agency.

## STEP 2 Complete Appointment Tasks

Access **Appointment Tasks** by tapping the + sign. Perform tasks and document their completion.



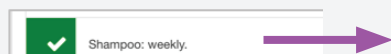
### To view task details


Tap the **i** icon to view task details.



### To mark a task as complete

1. Swipe right and release. A green check marks the task as complete.




2. To add a note, swipe further right to see the  (notepad) icon and release. Enter your note in the text field and click **Accept**.

### To mark a task as incomplete

1. Swipe left and release. A red x marks the task as incomplete.



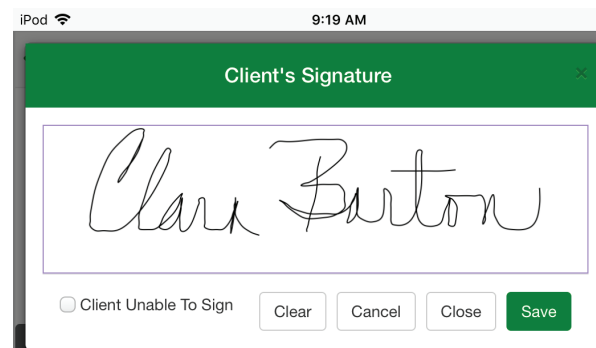
2. Tap to select the reason the task was not completed and click **Accept**.
3. To add a note, swipe further left to see the  (notepad) icon and release. Enter your note in the text field and click **Accept**.

## STEP 3 End Appointment

**Note:** You cannot end an appointment until you address all tasks.

Tap **End Appointment**. The appointment end time is recorded on your schedule.

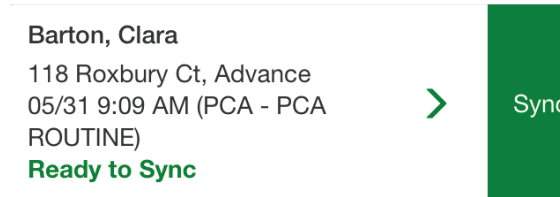
Have your client sign in the Client's Signature box and tap Save. Your agency may have the option to indicate the client is unable to sign.



## STEP 4: Sync Appointment to Agency

After a visit is completed, the screen shows the visit is ready to sync back to the web. You should sync all visits daily.

To sync your visit back to the web, tap the **Sync** button.



An orange **Offline** message shows you are not able to sync. Remember to sync when you are connected to WiFi.