Care At Home
Non-Skilled User Quick Start

Version 3 | December 2018

This document describes the use of the Care At Home application for non-skilled appointments. It includes initial login information, basic workflow, and application download/update procedures.
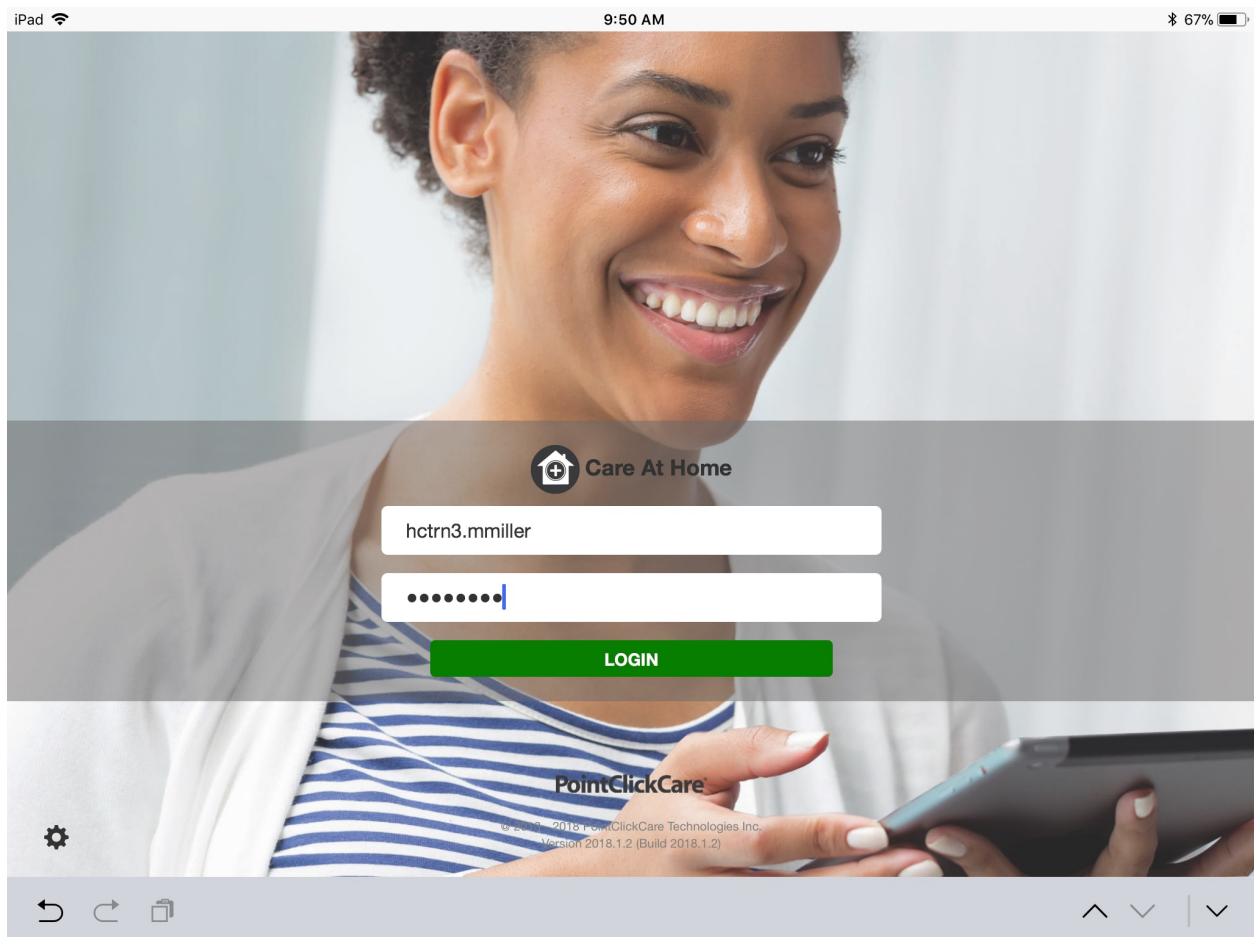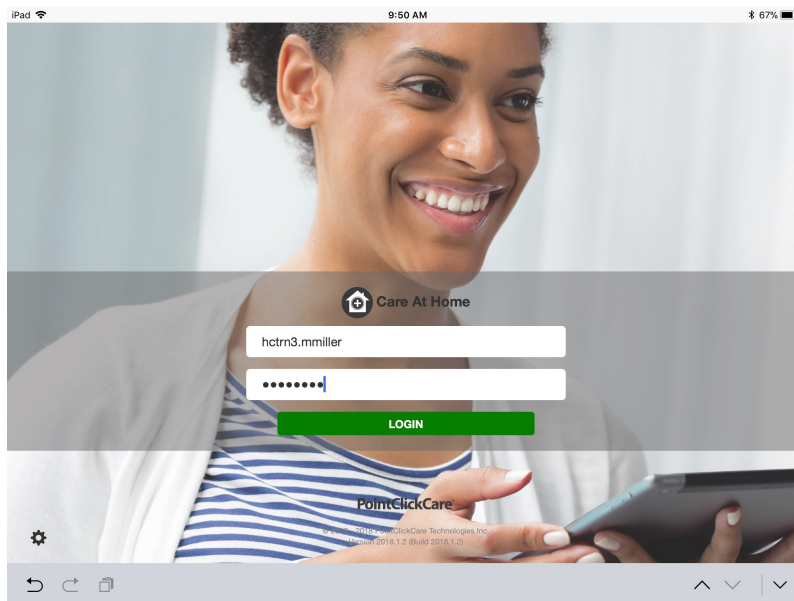
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Logging in to application

1. From the mobile device screen, tap the Care At Home icon.

2. Enter your username and password.

3. Tap **Login**. The appointment screen appears with scheduled appointments.

Updating appointments

Tap the Refresh My Schedule bar to update your schedule. Scheduled appointments appear in your schedule.

Appointments	•••
Refresh My Schedule - (Last refresh: Today 8:59 AM) - ⟳	
Last Sunday - December 16th	
No appointments	
Last Monday - December 17th	
No appointments	
Yesterday - December 18th	
No appointments	
Today - December 19th	
CAH, Patient5 445 South Park Ave, Minneapolis 12/19 8:00 AM (HHA - HHA Visit) Scheduled	›

Working offline

You must be connected to WiFi to allow appts to update in the Care at Home application from the schedule in the web application. However, you can complete appointments and documentation without WiFi connection. Orange labels indicate you are off line and not currently able to sync with the web system.

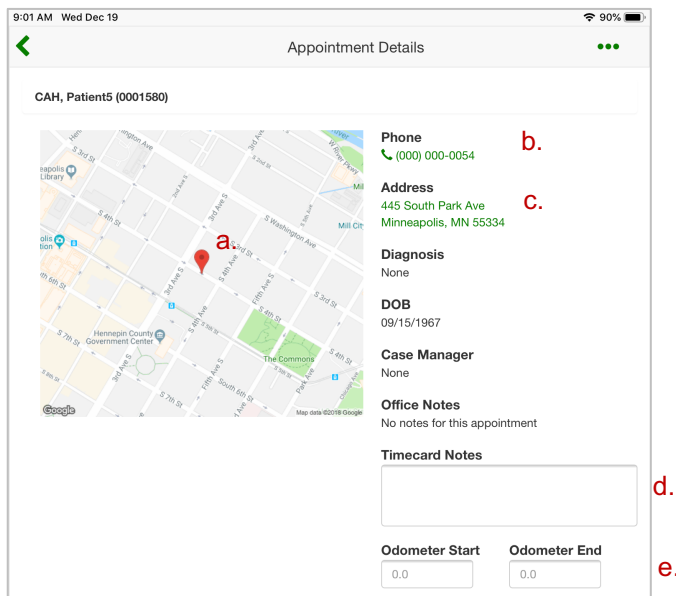| Appointments	•••
Offline; Unable to Refresh Schedule - (Last refresh: Today 8:59 AM)	
Last Monday - December 17th	
No appointments	
Yesterday - December 18th	
No appointments	
Today - December 19th	
CAH, Patient5 445 South Park Ave, Minneapolis 12/19 9:02 AM (HHA - HHA Visit) **Ready to Sync**	› Offline
Tomorrow - December 20th	
No appointments	

Performing a visit

View appointment details

1. Tap an appointment to view appointment details.

Tap to open appointment details

Refresh My Schedule - (Last refresh: Today 8:59 AM) - ⟳
Last Sunday - December 16th
No appointments
Last Monday - December 17th
No appointments
Yesterday - December 18th
No appointments
Today - December 19th
CAH, Patient5 445 South Park Ave, Minneapolis 12/19 8:00 AM (HHA - HHA Visit) Scheduled　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　⟩
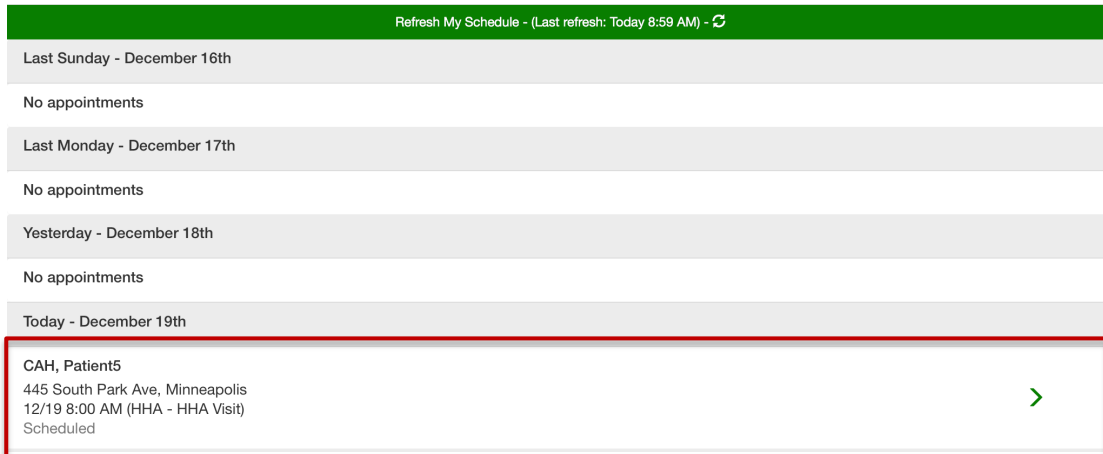
2. Call patient, get directions, or enter timecard notes.

   a. Red pin. Indicates patient's location.

   b. Patient's phone number. Tap to call patient (if your device is enabled).

   c. Patient's address. Tap to obtain directions (if your device has gps enabled).

   d. Timecard notes. Used ONLY for entering a reason why the location or start/end time differ from what was scheduled. Do NOT use for any other documentation.

   e. Odometer or Mileage. (Depending on your agency setup.) Used to record mileage.

Start an appointment

Tap Start Appointment. This captures the real-time start date, time. and device location.

Odometer Start	Odometer End
0.0	0.0

Service : HHA Visit

Planned Start : Today 8:00 AM   Duration : 1 hr

+ Patient Information

+ Patient Vitals

+ Appointment Tasks

Start Appointment

View patient information and vitals

Tap the plus sign to review Patient Information and Patient Vitals.

+ Patient Information

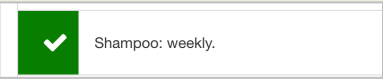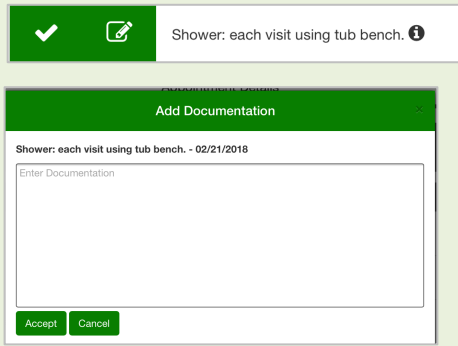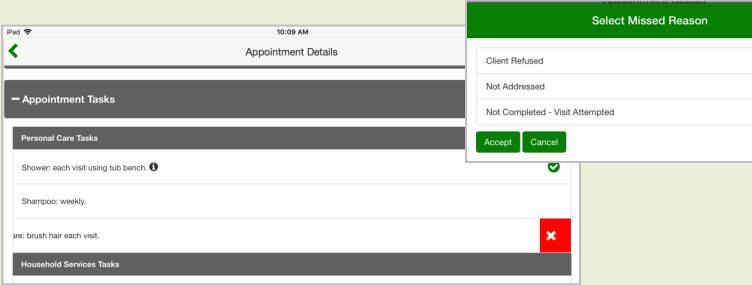**+ Patient Vitals**

+ Appointment Tasks

End Appointment

Perform and document appointment tasks

1. Tap the plus sign to access Appointment Tasks.

+ Appointment Tasks

2. Perform tasks and document their completion/noncompletion.

| **To mark a task as completed**	Swipe right
To add a note	Swipe further right and tap the notepad icon. Enter your note in the text box that appears.
To mark a task as incomplete	To mark a task as incomplete, swipe left. Tap to select a reason.
To add a note to an incomplete task	Swipe further left and tap the notepad icon. Enter your note in the text box that appears.

End an appointment

Note: You cannot end an appointment until you address all tasks (mark them as complete or incomplete).

1. Tap **End Appointment**. The appointment end time is recorded on your schedule. This captures the real-time end date, time. and device location. Enter your password to authorize and sign the document.
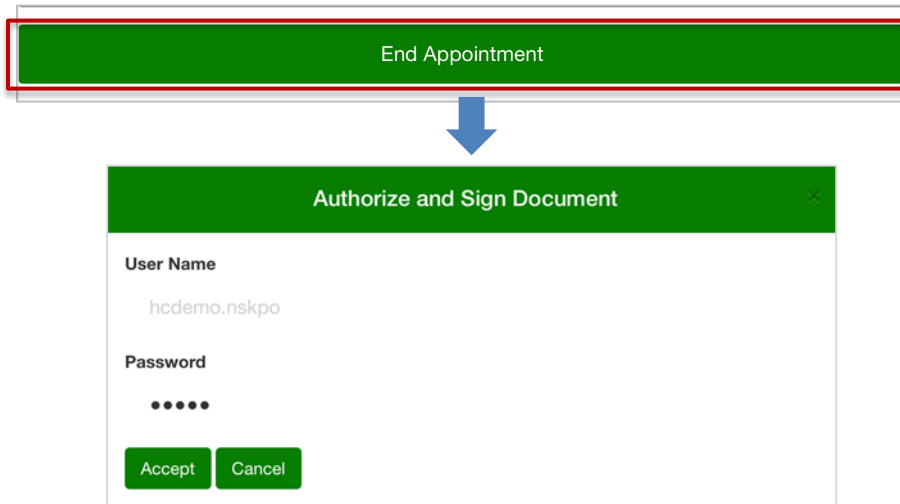
2. Have your patient use a stylus or finger to sign the **Client's Signature** box. (Your device may also have a check box to indicate the client cannot sign.) Tap Save.
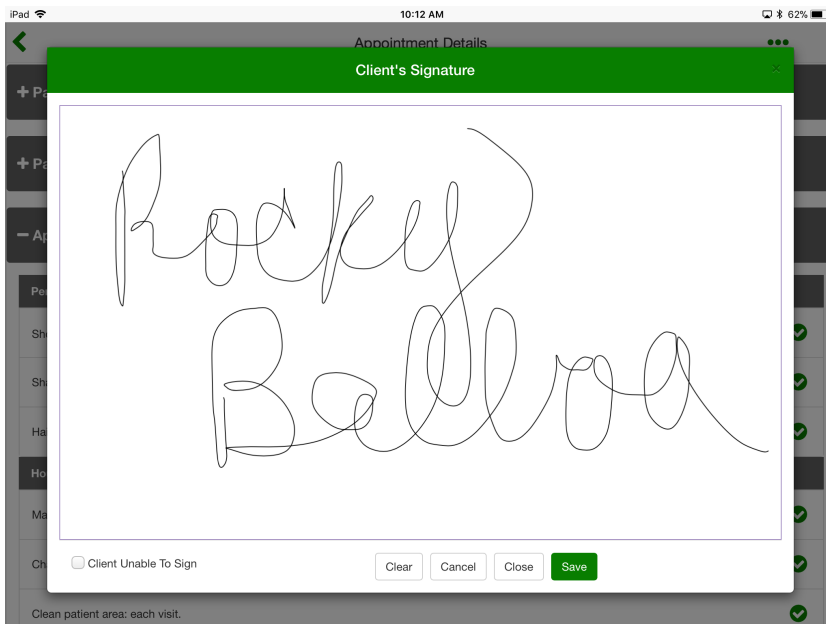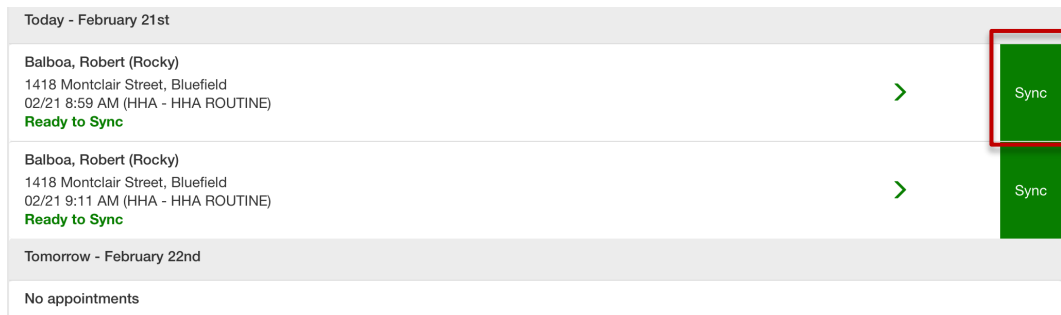
Sync back to web application

After a visit is completed and signed by patient, the system returns to the appointments screen indicating this visit is ready to sync back to the web. Syncing returns the completed appointment back to the web application to populate the schedule with the actual date, time AND location that the appt was started and ended, as well as patient signature. It also populates the Home Care Aide report.

Note: You can document while offline, but you must be connected to Wi-Fi to sync an appointment back to the web.

Tap the sync bar next to the appointment.

Today - February 21st		
Balboa, Robert (Rocky) 1418 Montclair Street, Bluefield 02/21 8:59 AM (HHA - HHA ROUTINE) **Ready to Sync**	›	Sync
Balboa, Robert (Rocky) 1418 Montclair Street, Bluefield 02/21 9:11 AM (HHA - HHA ROUTINE) **Ready to Sync**	›	Sync
Tomorrow - February 22nd		
No appointments		

If you are working off line, the appointment is marked with an orange label. Be sure to sync the appointment as soon as possible.

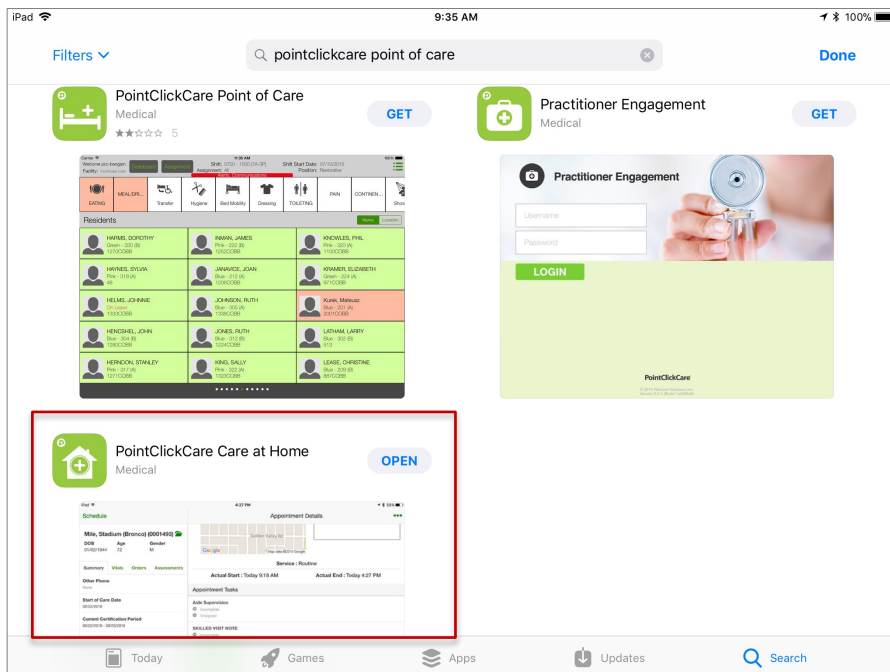|		
CAH, Patient5 445 South Park Ave, Minneapolis 12/19 9:02 AM (HHA - HHA Visit) **Ready to Sync**	›	Offline

Downloading and Updating the Application

### Download the Application

1. Go to your App Store.

2. In the App Store, search for pointclickcare point of care. Tap **Get** for the Care at Home app. The app will download. When the download is complete, tap **Open**.
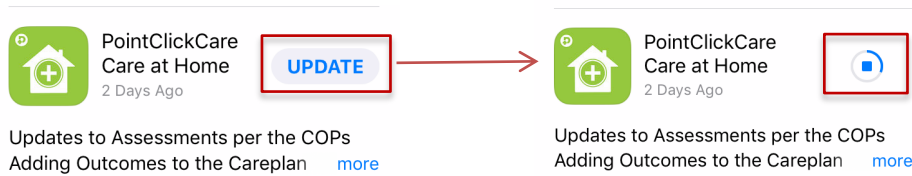
Update the Application

Appointments do not appear on your schedule if the Care At Home application is more than two release versions behind the current release. A yellow bar at the top of the application reminds you when it is time to update.
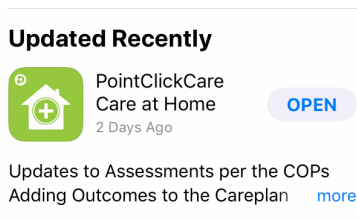
1. Click **Update now**. The system takes you to the app store update.
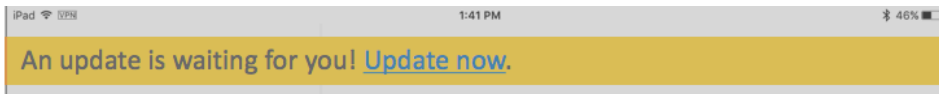
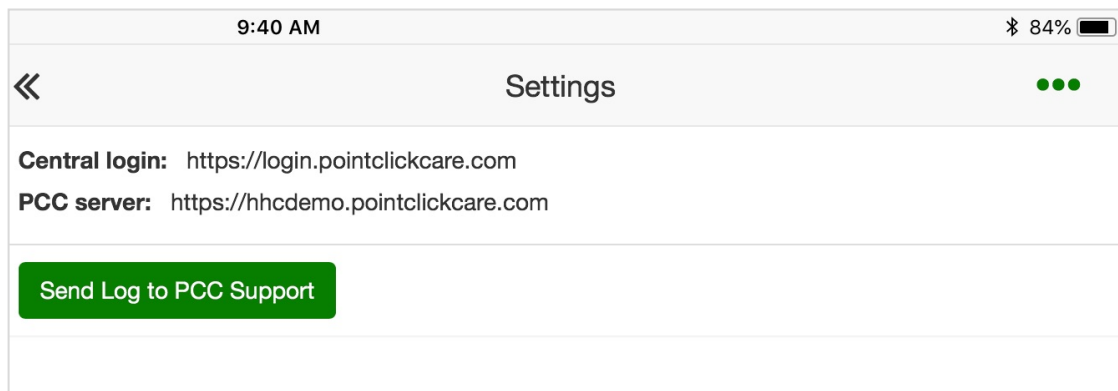2. Tap **Update**. The program begins to download.

3. When the download is complete, tap **Open**.

Troubleshooting

Care at Home includes a logging function to help our support team better diagnose any issues that may concern you. If you encounter a situation that you want us to review, do the following:

Go to **Settings** and tap **Send Log to PCC Support**. This automatically creates an email that sends a log of all actions taken during the appointment to our PointClickCare support center. In the body of the email be sure to include a brief description of the problem.

9:40 AM		⚡ 84% ▬
≪	Settings	●●●

Central login: https://login.pointclickcare.com

PCC server: https://hhcdemo.pointclickcare.com

<div style="text-align:center">

Send Log to PCC Support

</div>

Note: You must have email set up on your device.