

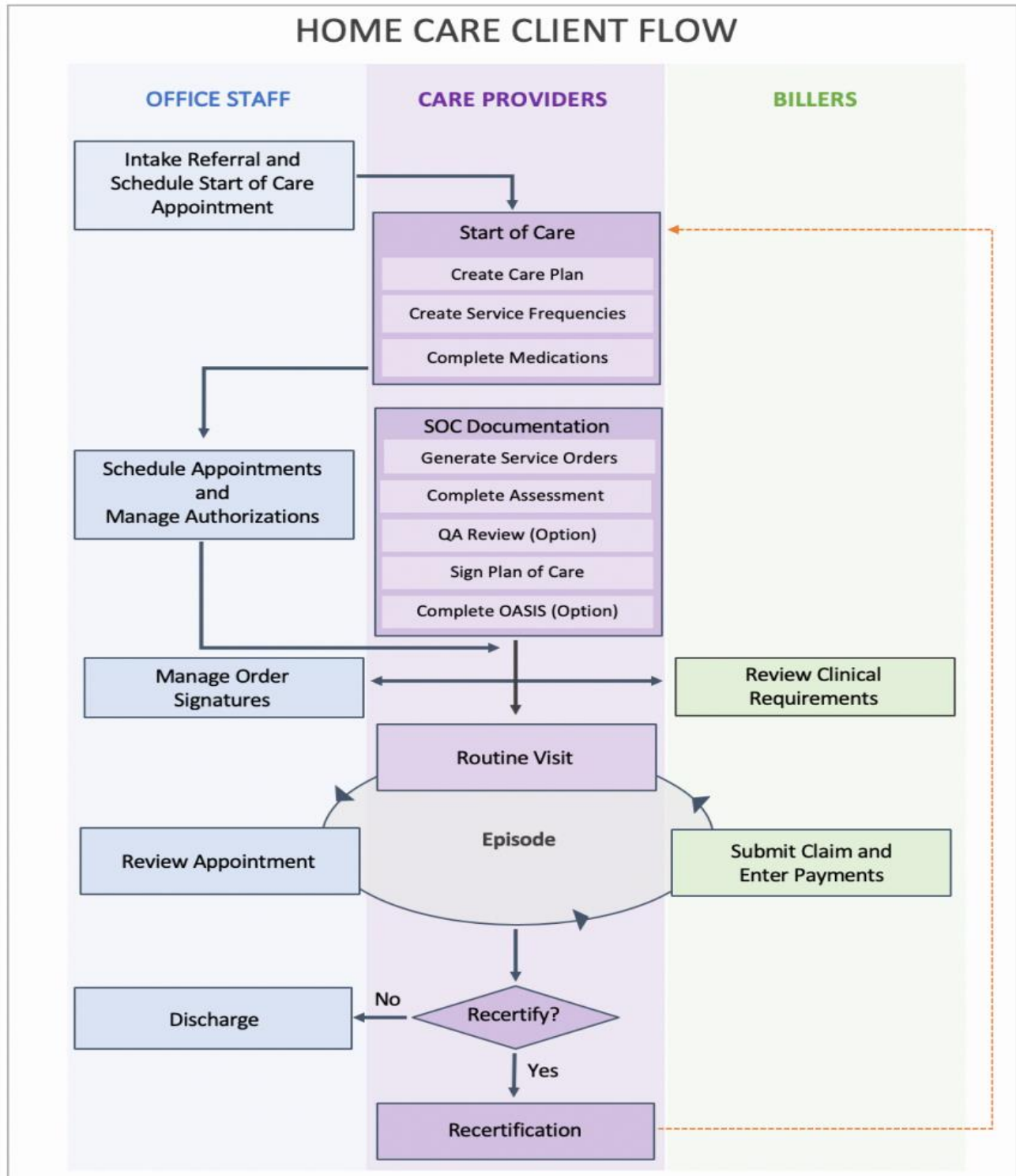


Session Guide: Routine Visit

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

- Log into the Care at Home Clinical app
- Enter Medications
- Complete Skilled Services and Care Plan
- Complete assessment details
- Understand how syncing shares information with the Home Health Care web portal

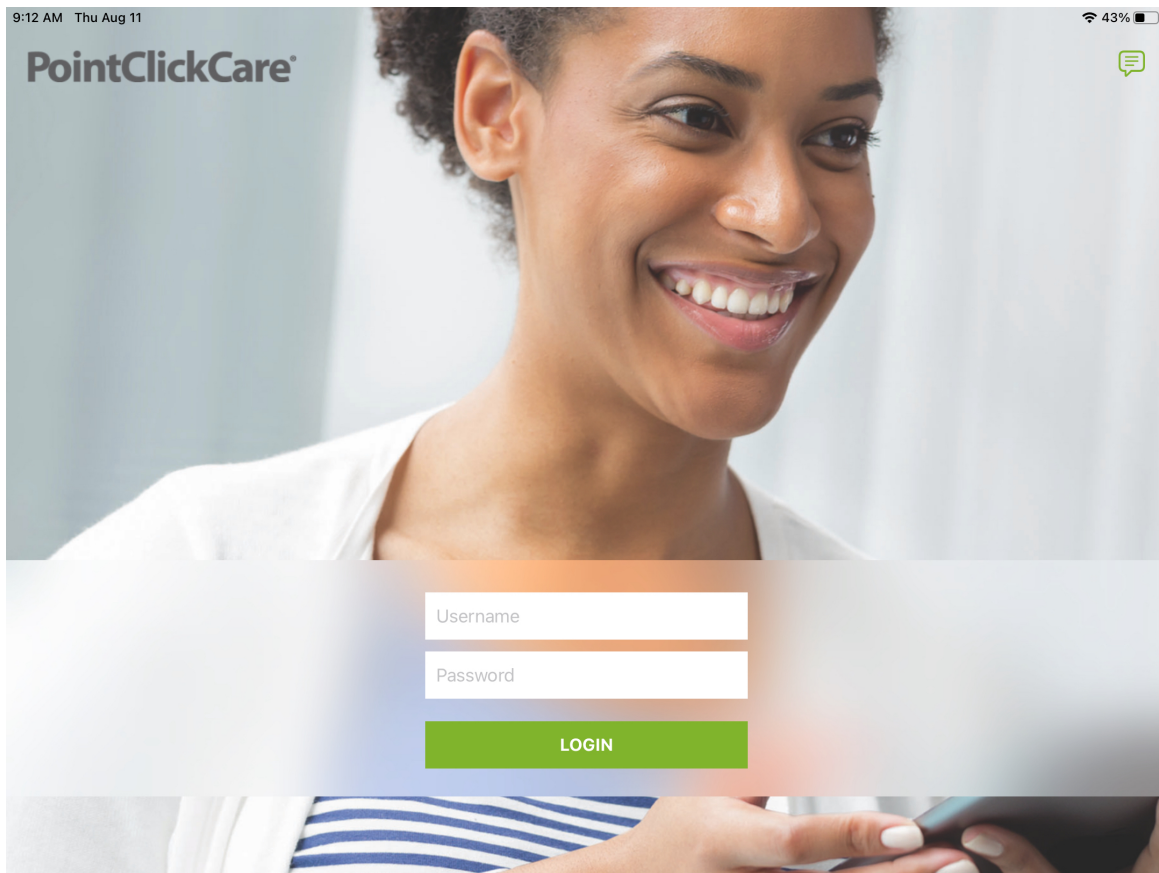
Home Care Client Flow



Completing a Routine Appointment in Care at Home Clinical

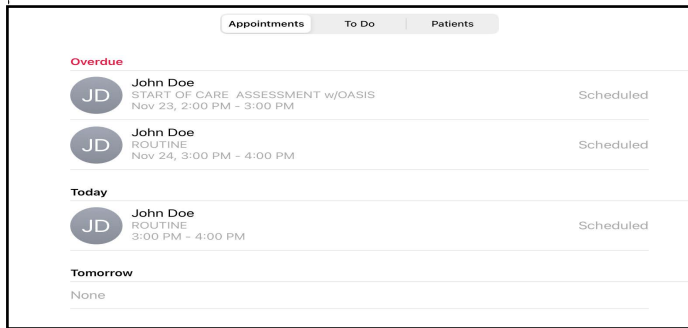
To log in, enter the Username and Password.

- From the mobile device screen, tap the **Care At Home Clinical** icon.
- Enter the **Username** and **Password**.

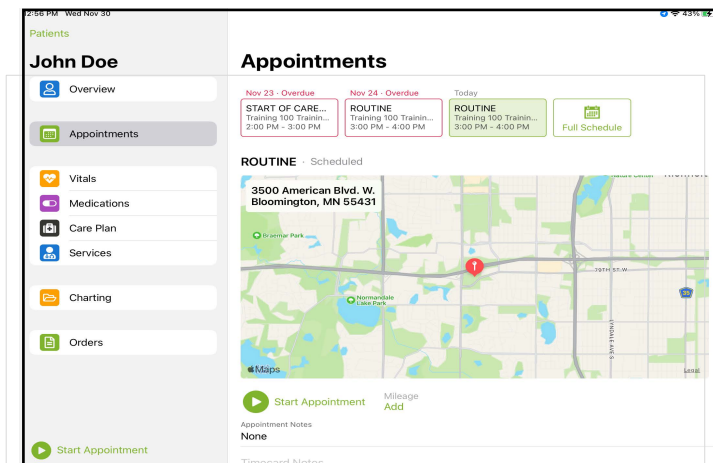


- Tap **Login**. The appointments screen appears with scheduled appointments.

- In the Care at Home Clinical application, your schedule for the current and following day will be visible under the appointments tab including any overdue appointments as seen below.

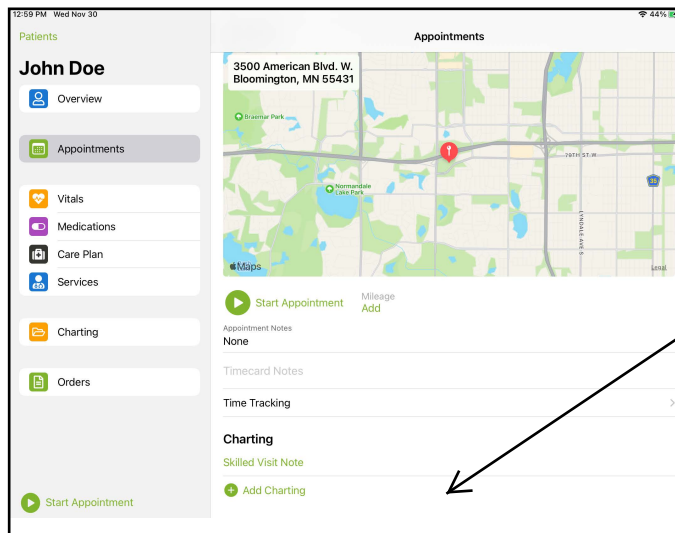


- Tap the appointment to view patient appointment details.

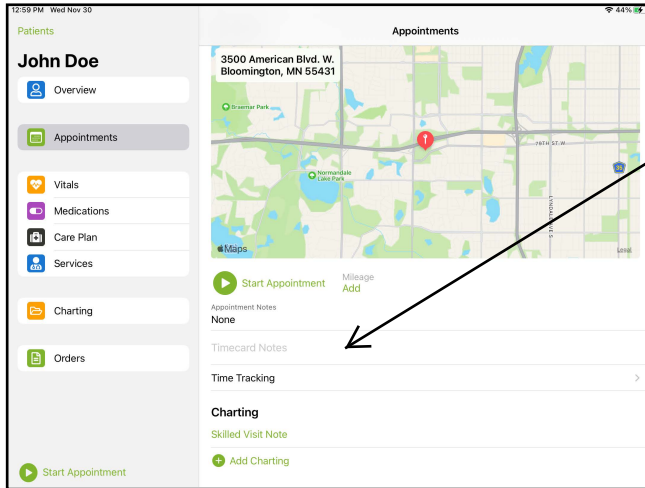


- Appointment details such as past documentation are located on the left. Click "Overview" to view patient details such as Address, DOB, phone number, EID, Emergency preparedness rating, code status, cert period, Diagnosis, PCP or alternate MD's.

Scroll Down for more options.



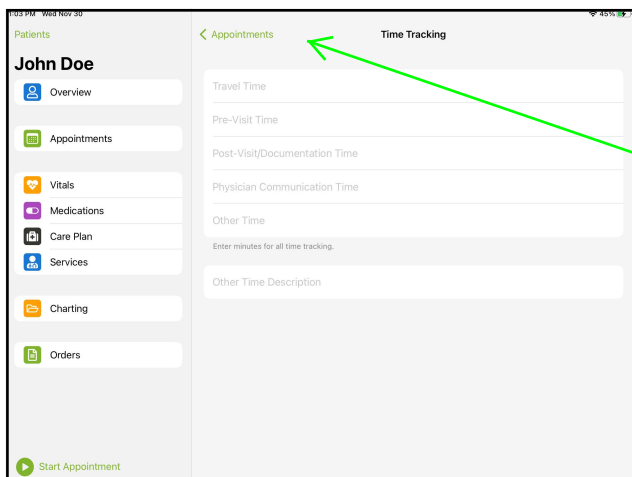
Tip: Assessment forms are automatically loaded in the appointment. If you need to choose a different assessment, tap Add Charting, and select another assessment in the appointment screen. Adding charting under the appointment tab will link the charting to the specific appointment.



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.)

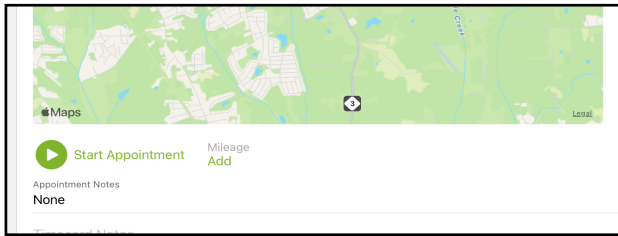
Per your agency's policy, you can track additional time outside the home. Document time in minutes (92 minutes, 32 minutes, etc.). For Time Tracking click gray arrow.

- Once you click into the gray arrow to edit time tracking you may complete all needed information here.



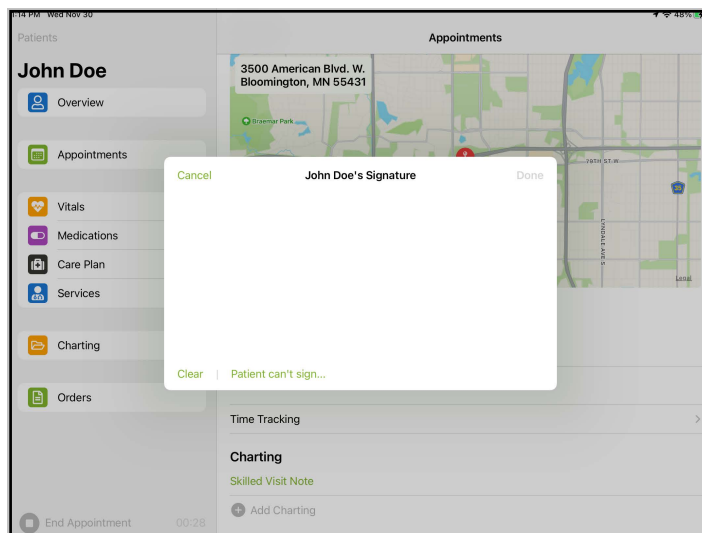
To go back to your appointment click on the green "Appointments" and it will take you back to your patients appointment page.

- To begin the appointment: Tap **Start Appointment** when you arrive at the patient home and verify the patient accepts your visit.



- After completing as much information as you can in the patient's home, tap **Close and save draft**.
- Tip: If you delete your draft it will show up as a struck out document on web version and PointClickCare cannot retrieve deleted documents.
- ALERT: If you sign document before ending your appointment the end time stamp of your appointment will not show on the print version of the document. Please always save draft first, end appointment then sign document.
- Tap **End Appointment**. This GPS locates and date/time stamps the end of the appointment.
Tip: Remember that if you've Saved and Closed a document, you can reopen it after the appointment for further work via To-Do List in App.
- Have your patient use their finger or a stylus to sign in the **Client's Signature** box. Note that your agency may be set up to indicate that a patient is unable to sign. (Exhibit: A)
- Once you have completed documenting on your current note, **close and sign**.

A.



Routine Visit Documentation

Routine Visit details include:

- Reviewing Medications
- Skilled Services and Care Plan
- Routine Visit Documentation

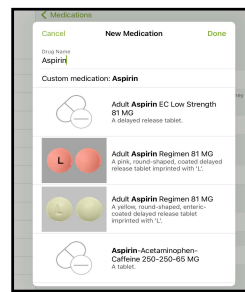
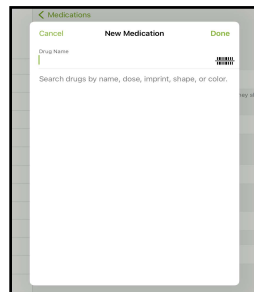
Medications

Document any new, changes or discontinued medication.

Add a new medication:

- Click "Medication Profile"
- Click Add Sign "+".
- 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)
- Per agency policy complete Dose, Route, and Frequency. Best practice is to not use abbreviations. (Exhibit: B)

A.



B.

Per RX Label:
On routine visits, this option determines if an order is created. If checked, no new supplemental order is created. If not checked, a new supplemental order is created.

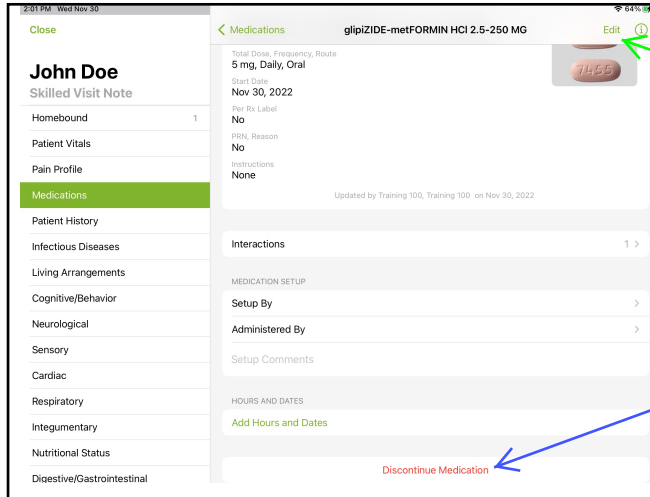
PRN:
For medications taken PRN (as needed) you must define a frequency, check the PRN box, and add a Reason.

Instructions:
This section prints out on the medication list that is given to the patient.

Classification is not a required field. You can choose from the drop down or free text your information. Follow agency policy for the Classification field.

Working with existing medications


For existing meds on the Medications list, you can Edit or Discontinue.



By Selecting edit on the right corner of the specified med you can make changes needed.

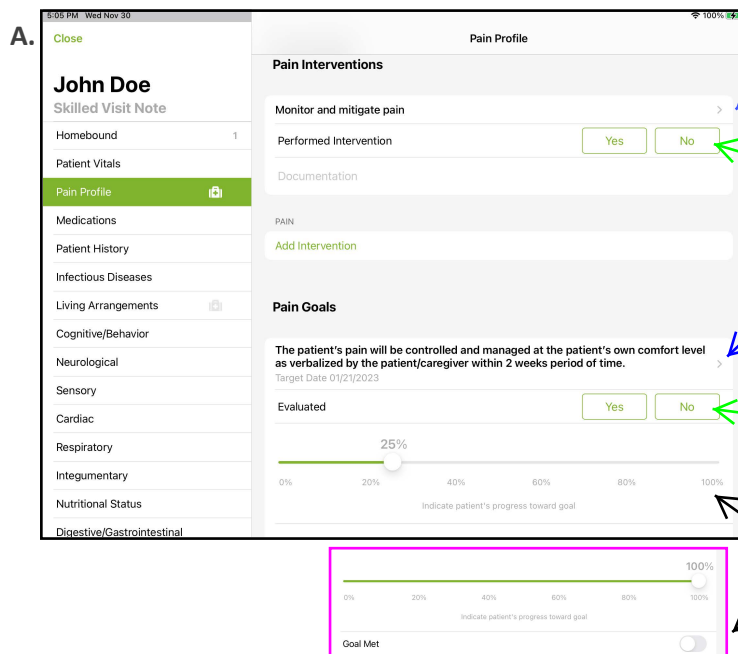
By selecting Discontinue Medication and date box will populate for you to select the date to discontinue the specific medication selected.

Interacting with the Care Plan:

Once you are in a patient's Routine Visit Note, you will see clinician bag icon  in the sections where there interventions and goals that need to be addressed.

To update goals and interventions on the Care Plan:

- Select section with suit case icon.
- Scroll down to the bottom of the page, find interventions and goals to document. (Exhibit: A)



To discontinue intervention/goal: Tap into arrow, scroll down, and tap discontinue.

To Perform intervention: Select Yes/No, then free type documentation below.

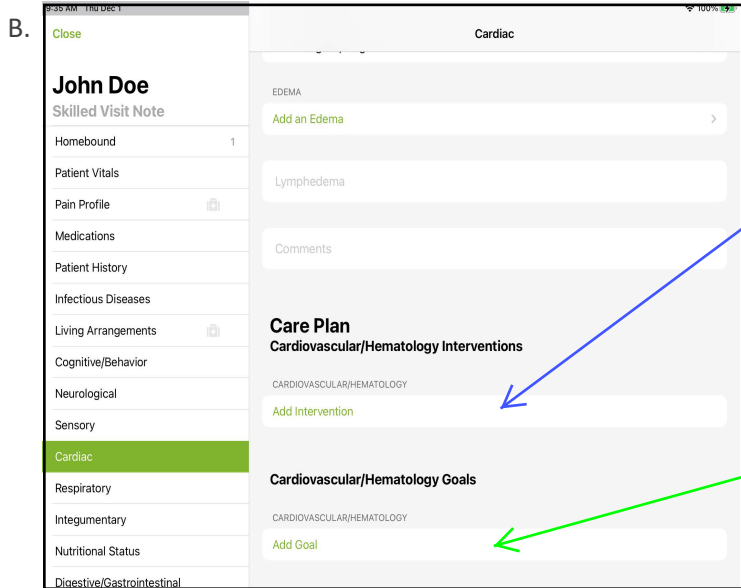
To discontinue intervention/goal: tap into arrow, scroll down, and tap discontinue.

To Evaluate Goal: Select Yes/No, toggle progress towards goal and free type documentation below.

Tip: To meet Goal, toggle to 100% and an option for "Goal Met" will appear.

To Add goals and Interventions during your Routine Visit:

- Go to section you would like to add a goal/intervention
- Scroll Down to Care Plan section. (Exhibit B)

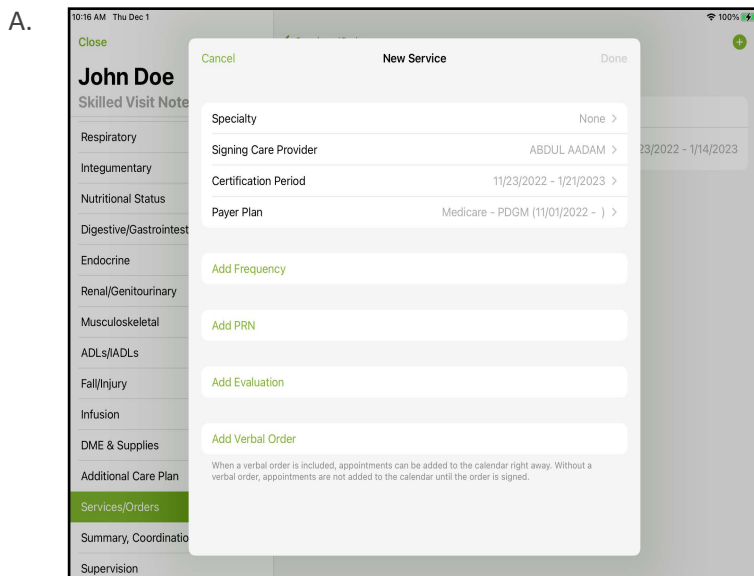


To Add Intervention:
Tap "Add Intervention",
select Intervention or
create a custom
intervention, tap done.

To Add Goal:
Tap "Add Goal", select goal
and fill in objectives or
create a custom goal,
select target date of
completion and tap done.

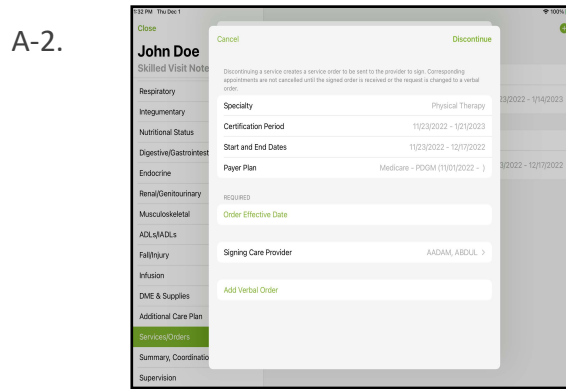
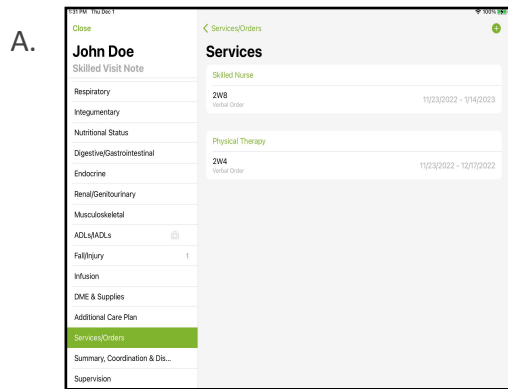
To Add Services during your Routine Visit: (Exhibit: A)

- Scroll down to the "Services/Orders" section.
- Tap on Services.
- Tap "+"
- Select Specialty, Signing Care Provider, Cert Period and Correct Payer Plan.
- Add Frequency, PRN (if needed) and Evaluation (if needed)
- ALWAYS "Add Verbal Order" - This creates the authorization for visit and allows you to scheduled the ordered disciplines and visits.

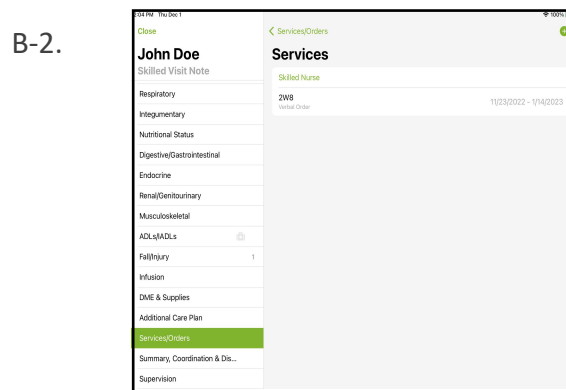
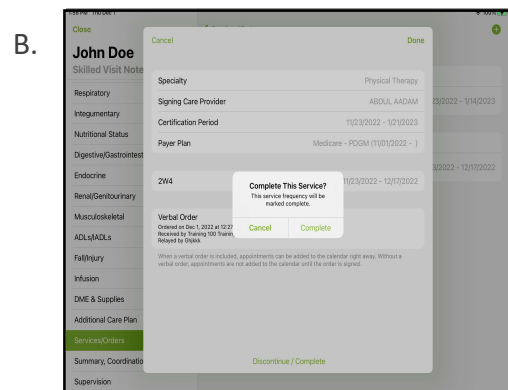


To Complete or Discontinue Services during your Routine Visit: (Exhibit: A)

- Scroll down to the "Services/Orders" section.
- Tap on "Services".
- Select the service/order you would like to discontinue or complete.
- Tap on "Discontinue/Complete".
- Tapping on "Discontinue" will create a service order to be sent to the provider for signature. Corresponding appointments are not canceled until the signed order is received or the request is changed to verbal. (Exhibit: A-2)



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

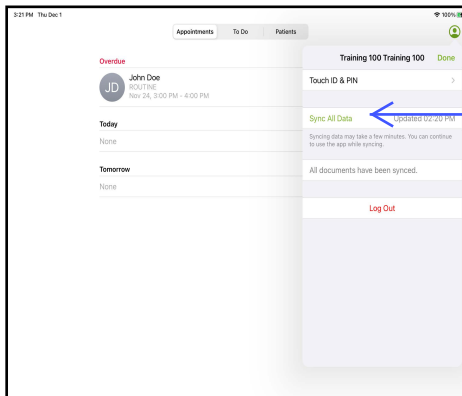


Tip: "Complete" means all appointments in the service order were done/completed. "Discontinue" means stopping a current service order without completing the frequency.

How syncing shares information with the Home Health Care web portal

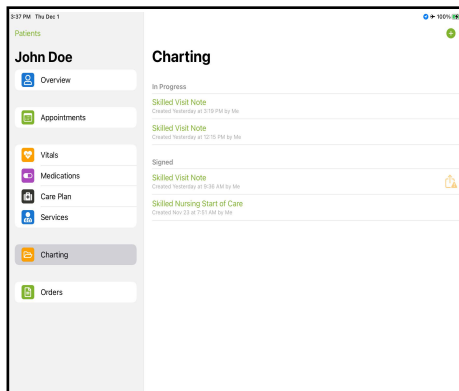
- The Care at home Clinical App Automatically syncs information over to the web every 5 minutes and visversa.
- Clinicians can manually sync documentation more frequently, if needed, by tapping on the person icon on the top right corner and tapping "Sync All Data". (Exhibit: A)
- The application will 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.