

24 Hour Home Care Caregiver Telephony Training

24 Hour Home Care's telephony system will help our agency, our clients, and their families have peace of mind by providing real-time visibility to the point of care. This system allows you to clock in, clock out, update the status of tasks as you complete them, and record the reason when a task is not completed.

To use the system and report your hours, please follow the steps below at every shift.

1. Clock in when you arrive at the home.

- a. The first thing to do when you arrive at a client's home is to call our toll-free telephony number: **(888) 615-3789**
- b. Please remember to do this right when you arrive – don't delay!
- c. By calling immediately upon arrival, you can be sure to be properly paid for all the time you are at the client's home, and the client will be billed correctly.
- d. If there is more than one shift for that day, you will be asked to choose the shift.

For example:

"We found several available shifts for Joe Smith.

Press (1) if you are Jennifer Caregiver and are clocking out of the X shift.

Press (2) if you are Ronald Caregiver and are clocking in for the Y shift."

Practice: What number do you need to dial to clock in?
Remember: Press the number of the shift with your name!

2. Update task status.

- a. Your administrator will assign tasks to you, such as "Bathe and dress; Prepare breakfast; Provide medication reminder."
- b. After you clock in, the next time you call our telephony number, you will be asked to update the status of these tasks.
- c. Press (1) to mark a task as complete. If you haven't finished a task yet, *don't press any buttons*. Simply hang up, and you can call later to mark the task as complete.
- d. Press (2) to mark a task as incomplete. You will then be asked to record a reason then press (#).

Practice: What number do you call to update task status?
Remember: You can mark some tasks as "complete" and others as "incomplete."

3. Clock out.

- a. Use the client's home phone to call our toll-free number: **(888) 615-3789**
- b. Listen to the prompt and press (2) to report status of care tasks
- c. If you completed a task, press (1). If you did not complete a task, press (2), and at the beep leave a voicemail about why not. Afterwards, press (#).
- d. If you see any major changes in your client's condition, press (8) to leave a voicemail for the office about it.
- e. If you drove your client *during* your shift, press (7) to report the number of miles you drove.
- f. Press (9) to clock out at the end of your shift. Please wait to hear the voice confirmation that you have been clocked out before you hang up.
- g. **Do not clock out until you are just about to leave the home.** If you will be staying at the home longer, simply hang up and call again later to clock out.

Practice: What number do you call to clock out?
Remember: Press 9 to clock out.

It is that easy. Our administrators can now login to our website, see the updated clock in/clock out times, see the status of each task, and hear your voice recording if a task was not complete.

Our new telephony system has a number of benefits:

- Ability to log into the website and view your schedule, clients address, directions, diagnosis and care plan.
 - <https://24hrhomecare.clearcareonline.com>
 - Username: Your email address
 - Password: Capitalize initial of First Name, Lowercase initial of Last Name & Last 4 digits of SSN (Example: John Doe's password is Jd1234)
- Provides peace of mind to clients & their families. Improves the quality of care.
- Helps us grow our business and earn more referrals, which means more shifts available for you!

If you have any questions, please contact your branch office.

All the best,

24Hr HomeCare, LLC