



CareCheck User Guide

Introduction to the CareCheck Mobile App

Welcome to the CareCheck Mobile App User Guide!

This manual is a step by step instructional guide for individuals working within the CareCheck Mobile Application.

What is CareCheck?

As a healthcare provider you will be providing services to a Centria client. The CareCheck mobile application is software located on the iPad that stays in the client's home. CareCheck will act as your shift time card recording when you clock in and out of your shift. It will also include data and documentation regarding the client and the client's care. It will also include the record of services provided to the client and will act as the client's medical health record.

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1.0 Beginning your Shift

You will need to punch into your shift using the iPad and walk through the necessary check-in procedures within CareCheck, to begin your shift. The following will cover, waking up the iPad, using the Passcode, entering your credentials, signing off on the check-in procedures, and finishing the check-in process to begin your shift.

1.1 Starting the iPad and using the passcode

After arriving for your shift at a client's location, wake up or turn on the iPad

Turning on the iPad:

1.



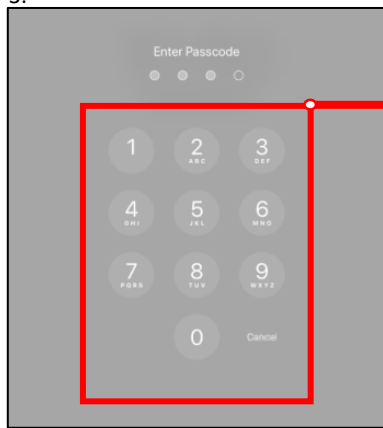
On the top of the iPad, press and hold the square power button

2.



Once the power button has been pressed, note the Apple Logo that appears (the start-up process may take a few seconds)

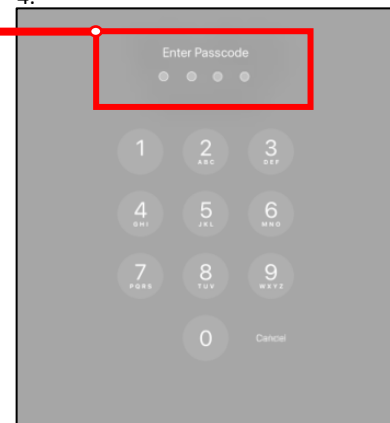
3.



The **Lock Screen** will appear after the iPad has been started. Type the passcode to get to the main screen

After typing in the iPad passcode, the **Main Screen** to access the CareCheck App will appear

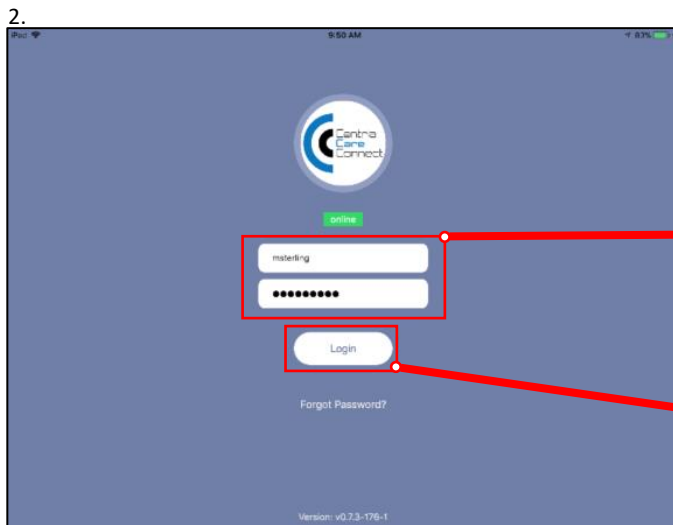
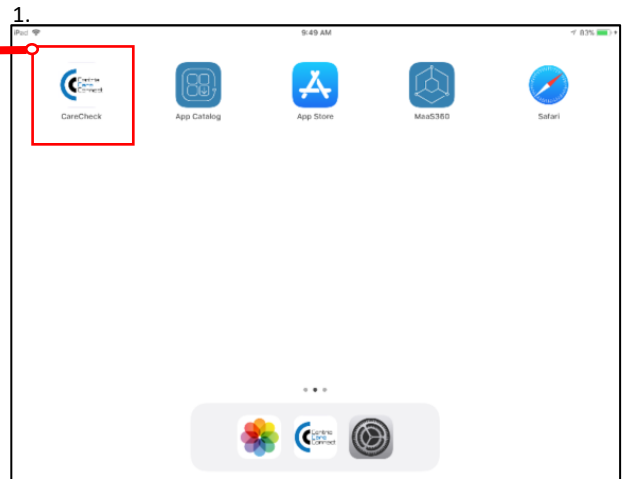
4.



1.2 Signing in to CareCheck

From the main screen of the iPad, launch CareCheck, and begin your shift

On the iPad, from the main screen, tap the CareCheck Mobile App icon



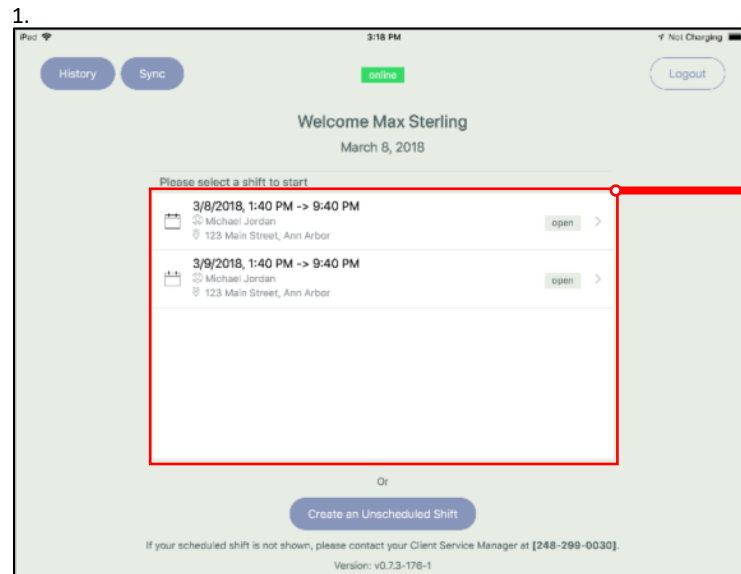
Type in your **account name** and **password**

After entering your account name and password, tap the **Login** button

Note: Once you have tapped Login, the system may take a few seconds to load your shift information

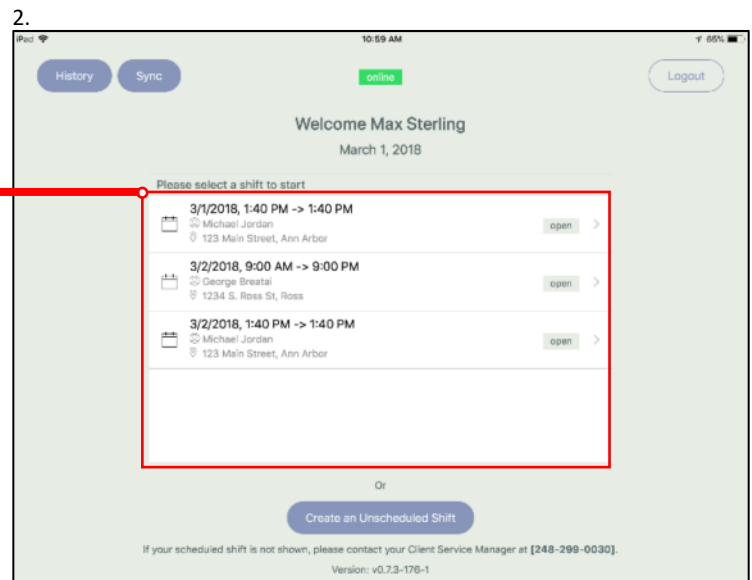
1.3 Assigned shifts

After signing into CareCheck, you will see a list of assigned shifts to confirm. Normally, your assigned shifts will be listed for today and tomorrow. In some instances, you may see multiple shifts per day.



Most of your assigned shifts will be listed for today and tomorrow

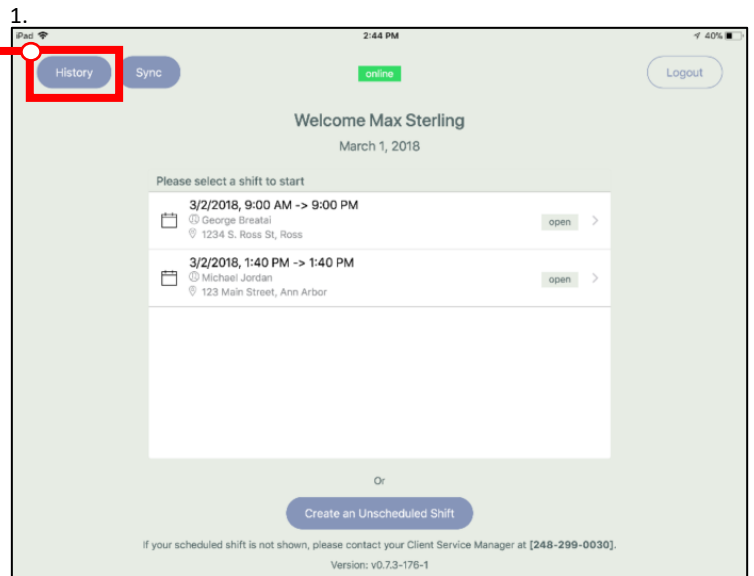
In some instances, you may see multiple shifts assigned to you per day



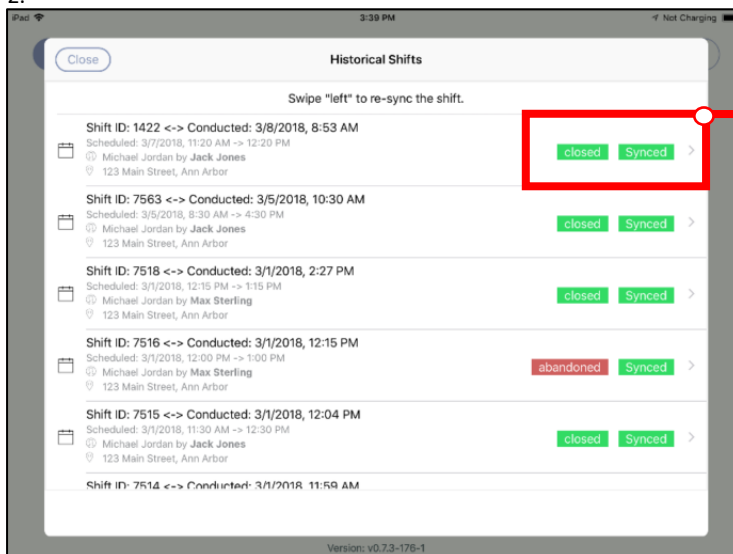
1.4 Reviewing shift history

Use the History button to view previous shift history and tasks performed prior to your shift.

Tap the **History** button to view previous shift information.



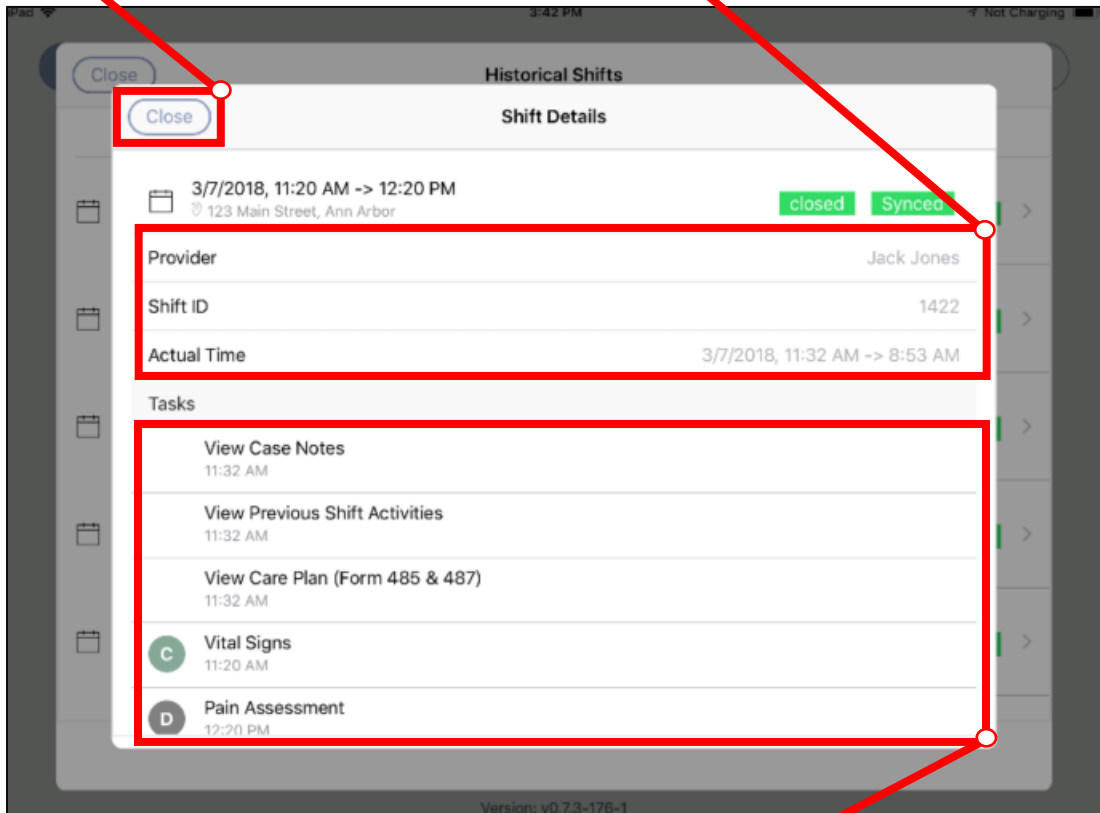
2.



Select and tap a shift to view its history

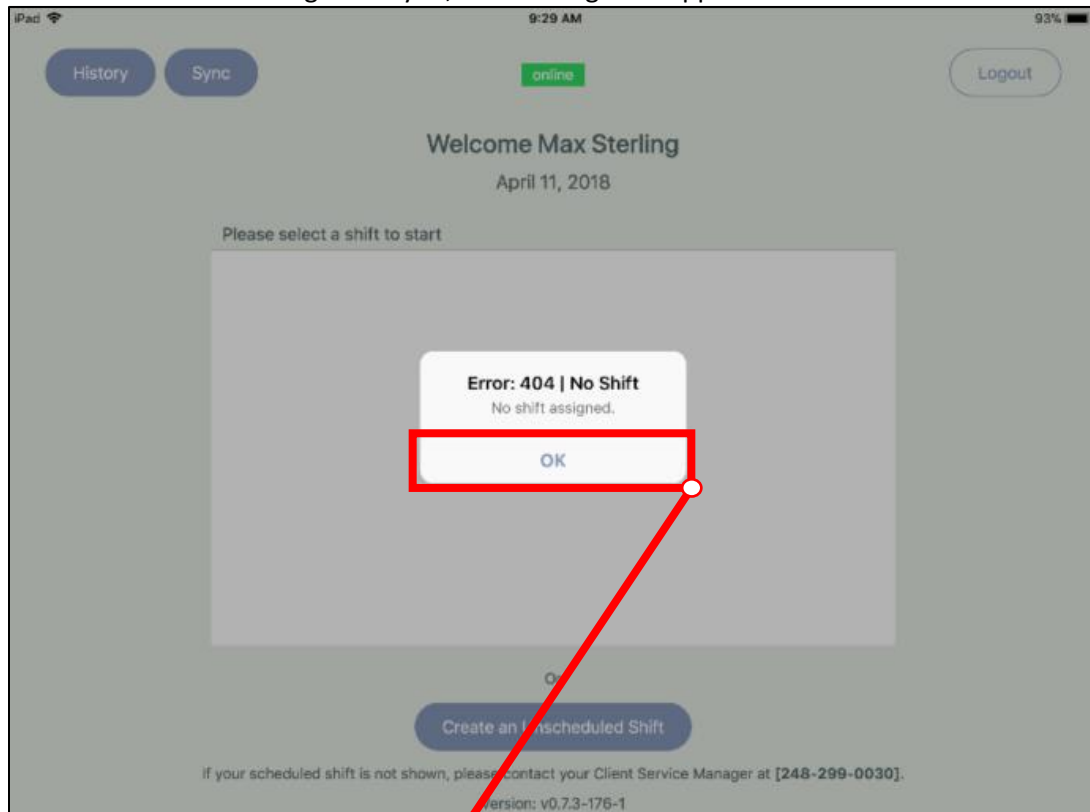
Tap the close button on each screen to close windows

Review prior shift information



Scroll through and review prior shift tasks

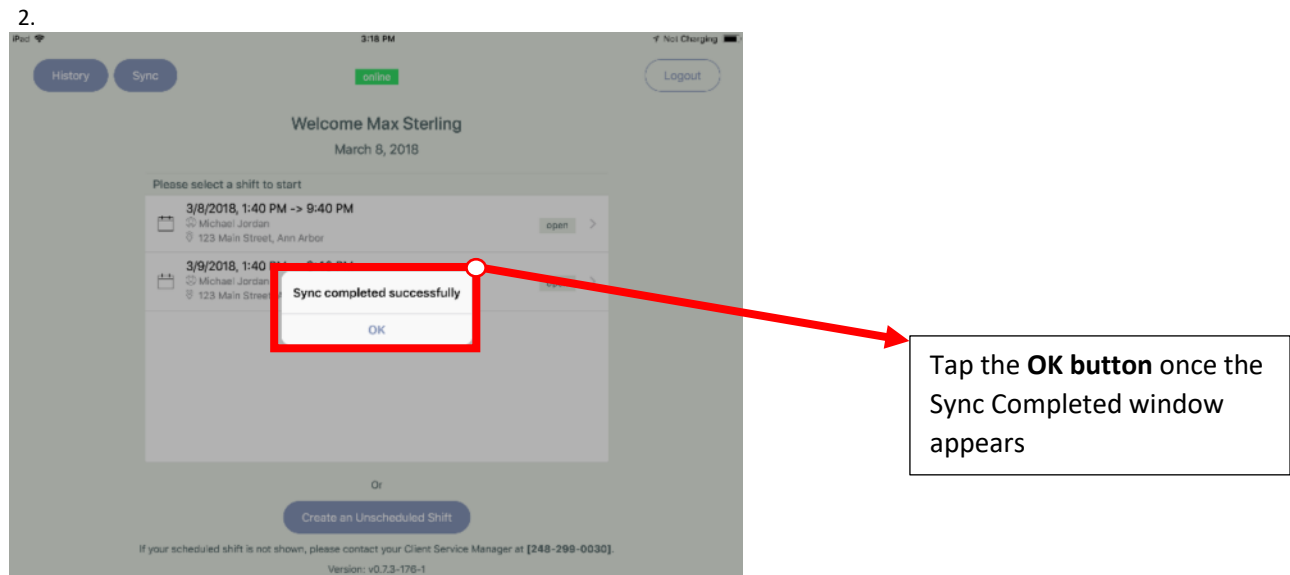
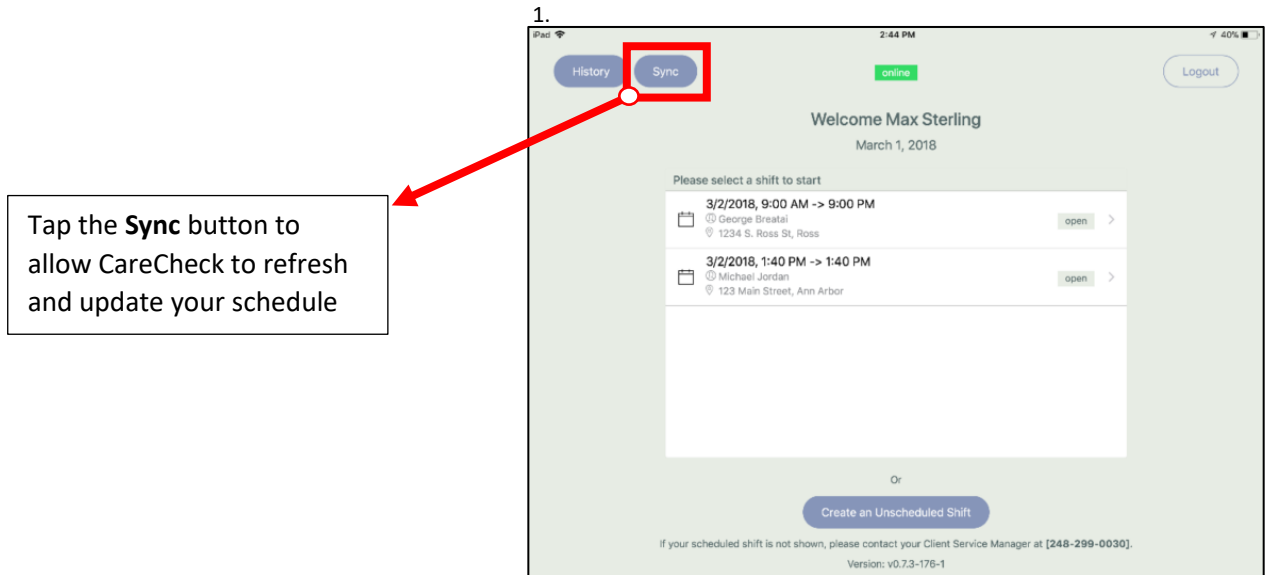
If there are no shifts assigned to you, this message will appear:



If you find that there is no shift assigned to you, tap **OK** and contact your CSM.

1.5 Syncing

If you have been contacted by your supervisor notifying you of a shift change or cancelation, use the Sync button to update and refresh your schedule list.



1.6 Confirming your shift

To begin your shift, tap on the shift marked for today in the shift list. Sync button to update and refresh your schedule list.

1.



Tap **open** on the shift marked for today to Confirm

2.



Tap **Confirm** to open your shift



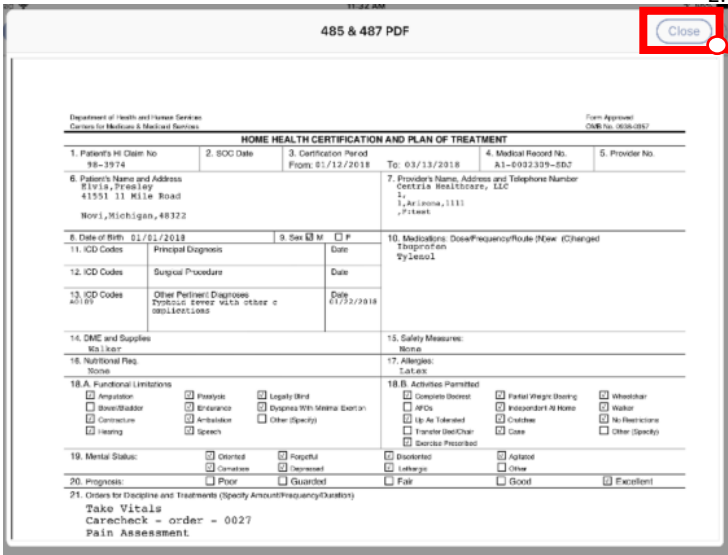
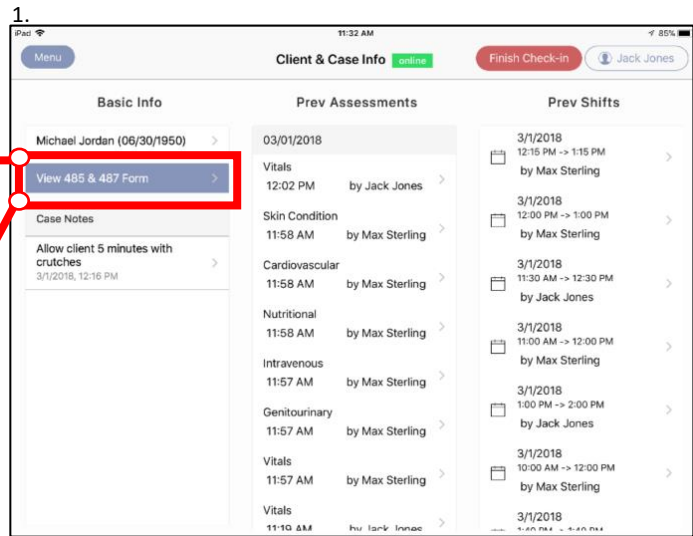
Tapping on a shift not scheduled for today will open the Cannot Start Shift window

1.7 Shift Check-In

After you have confirmed your shift, the Client & Case Info screen will appear. From this screen, you must sign off on the Plan of Care Document (485), Case Notes, Previous Assessment notes, and Previous Shifts, before working your shift.

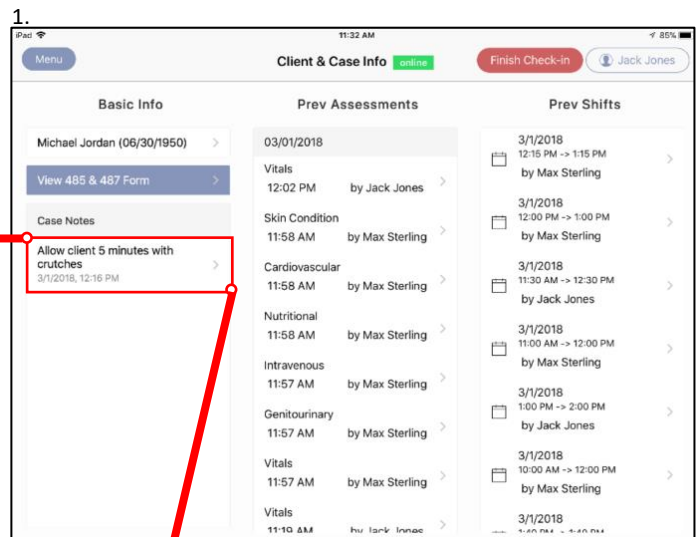
Tap the View 485 & 487 Form button

Scroll down and review the Plan of Care Document (485)

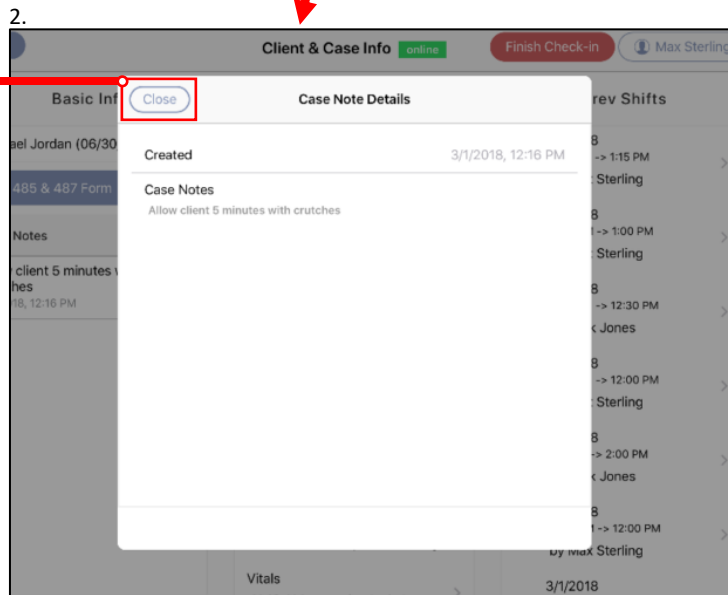


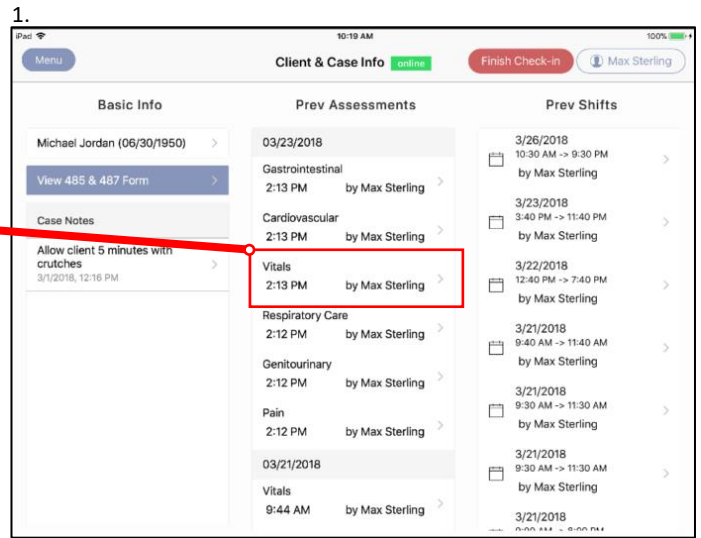
Once you've reviewed the **Plan of Care** document (485) tap close to return to the **Client & Case Info** screen

Tap to review shift Case Notes

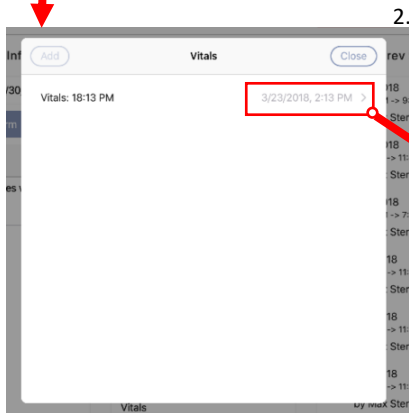


After reviewing shift case notes, tap **Close** to close the **Case Notes** window



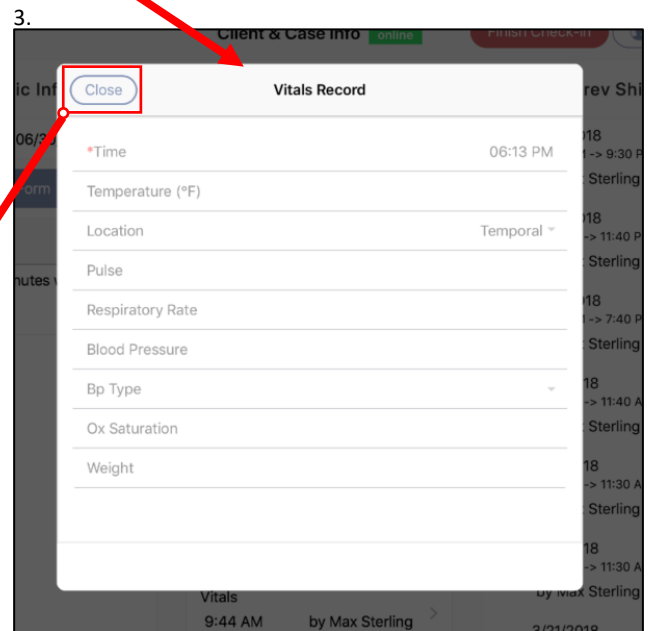


Tap to review any of the Client's **Previous Assessments** records

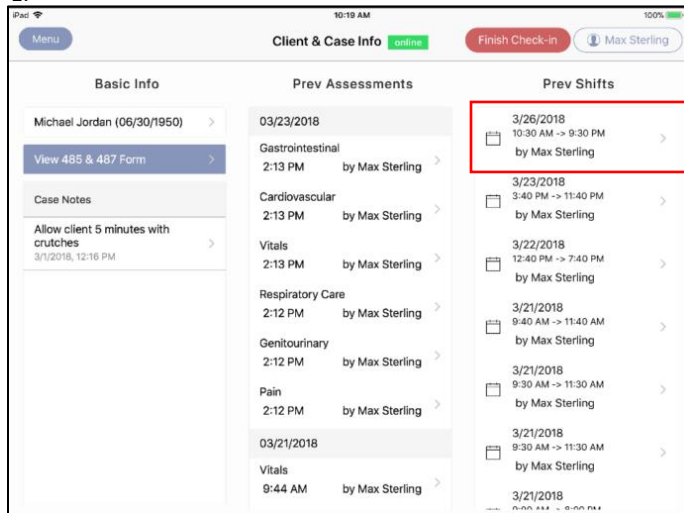


Tap the date of an assessment to review assessment details

After reviewing the assessment record, tap the **Close** button to close the window

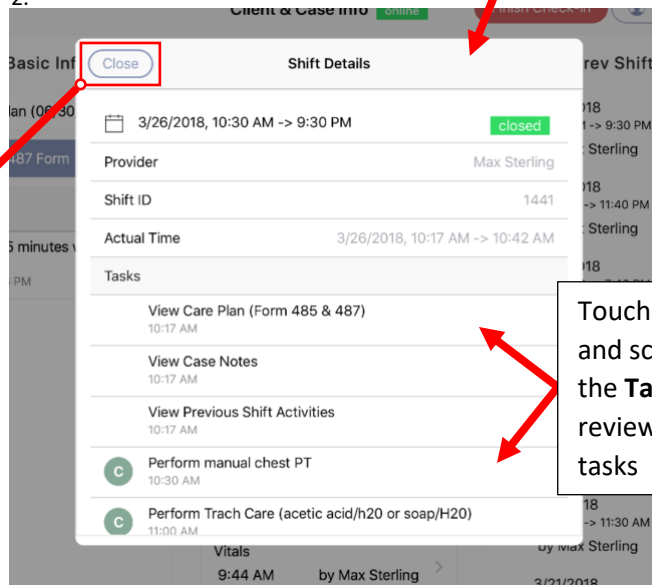


1.



From the **Previous Shifts** list, tap a **Shift** to review shift details and tasks

2.

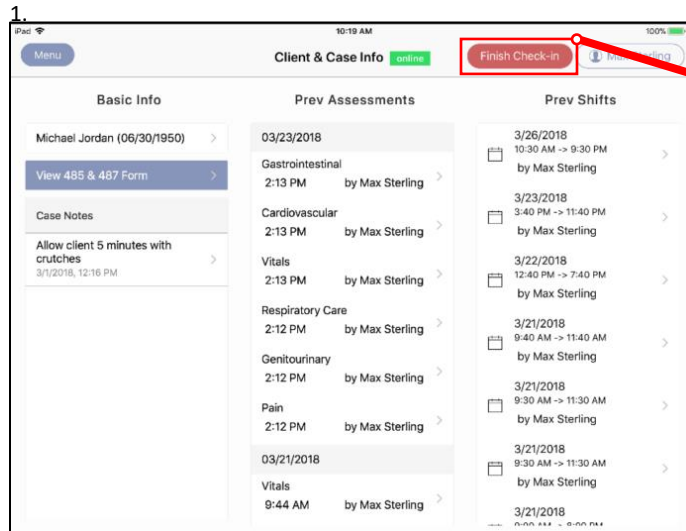


After reviewing the Previous Shift details, tap the **Close** button to close the window

Touch the screen and scroll through the **Tasks** list to review previous tasks

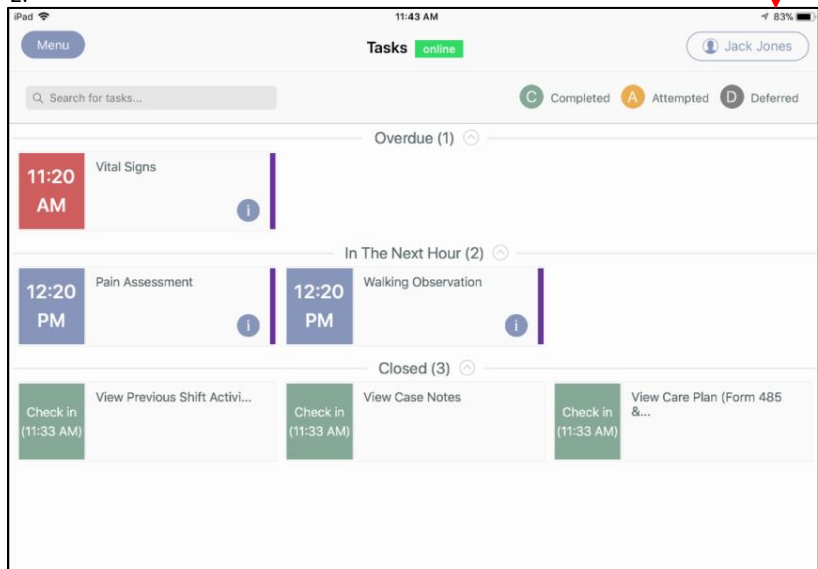
1.8 Finish Check-In and start your shift

Finish the shift check-in process once you have reviewed the Plan of Care Document (485), Case Notes, Previous Assessment notes, and Previous Shift details.



Once you have reviewed the necessary shift check-in documentation, tap the **Finish Check-In** button to start your shift

2.



After tapping the **Finish Check-In** button, the Tasks page will appear. You will now be ready to begin your shift.

2.0 Working your Shift

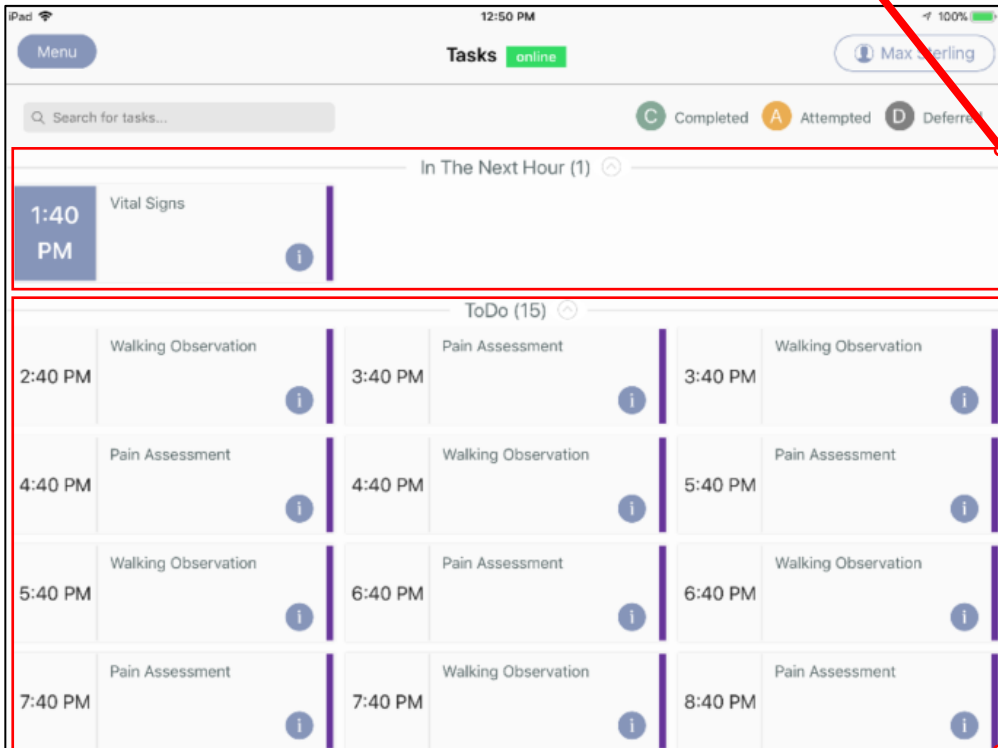
During your shift, it will be necessary to perform the provided tasks outlined in the client's plan of Care Document. CareCheck will house all the information needed about the client and the tasks to be performed for the client's care.

2.1 The Tasks page

Tasks will be listed on the Task page of the CareCheck Mobile App.

As a task nears its scheduled time, it will be placed in the **In the Next Hour** group as a reminder

1.



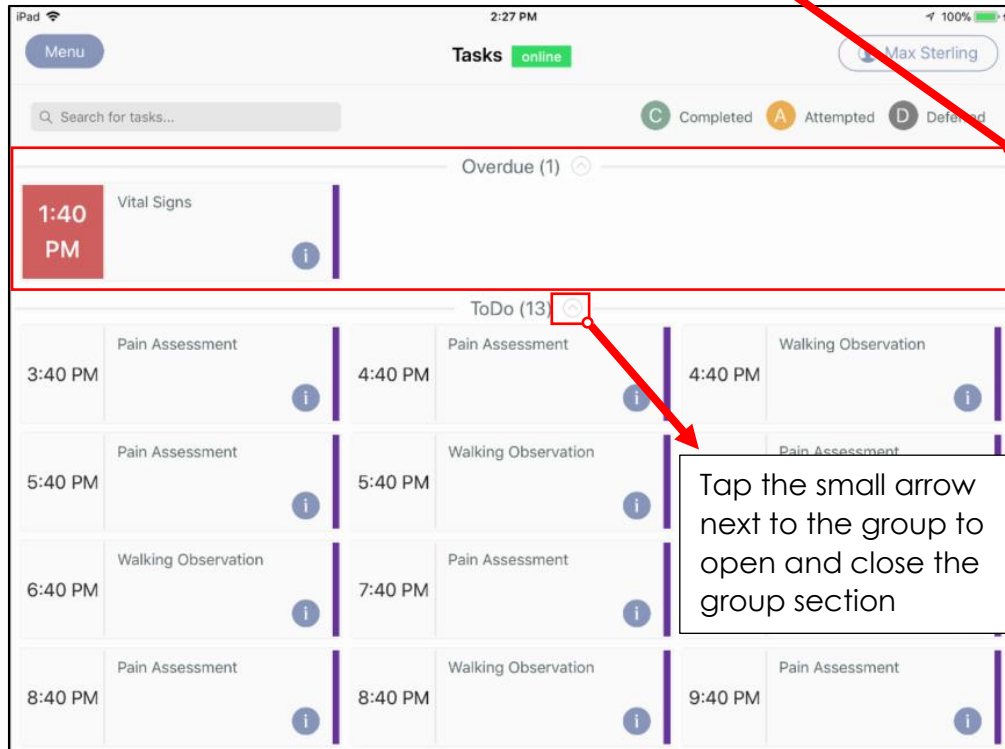
In The Next Hour (1)		
1:40 PM	Vital Signs	i

ToDo (15)		
2:40 PM	Walking Observation	i
3:40 PM	Pain Assessment	i
3:40 PM	Walking Observation	i
4:40 PM	Pain Assessment	i
4:40 PM	Walking Observation	i
5:40 PM	Pain Assessment	i
5:40 PM	Walking Observation	i
6:40 PM	Pain Assessment	i
6:40 PM	Walking Observation	i
7:40 PM	Pain Assessment	i
7:40 PM	Walking Observation	i
8:40 PM	Pain Assessment	i

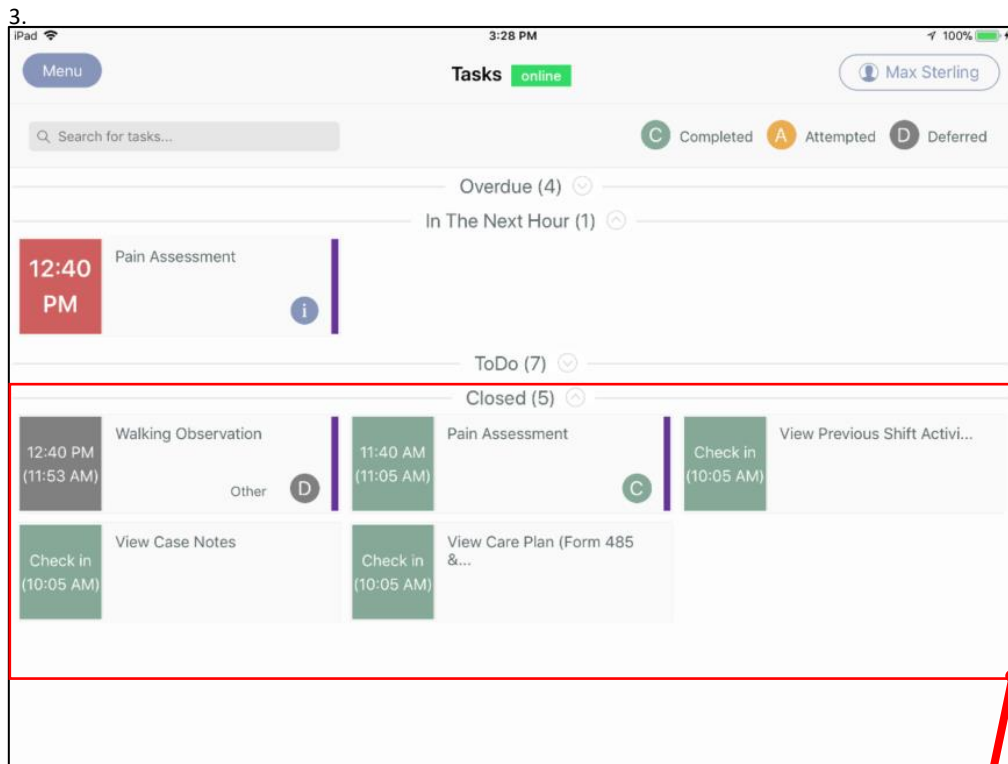
Each task will be listed in timed order, organized in the **ToDo** group

If a task has not been completed or is late it will be placed in the

2.



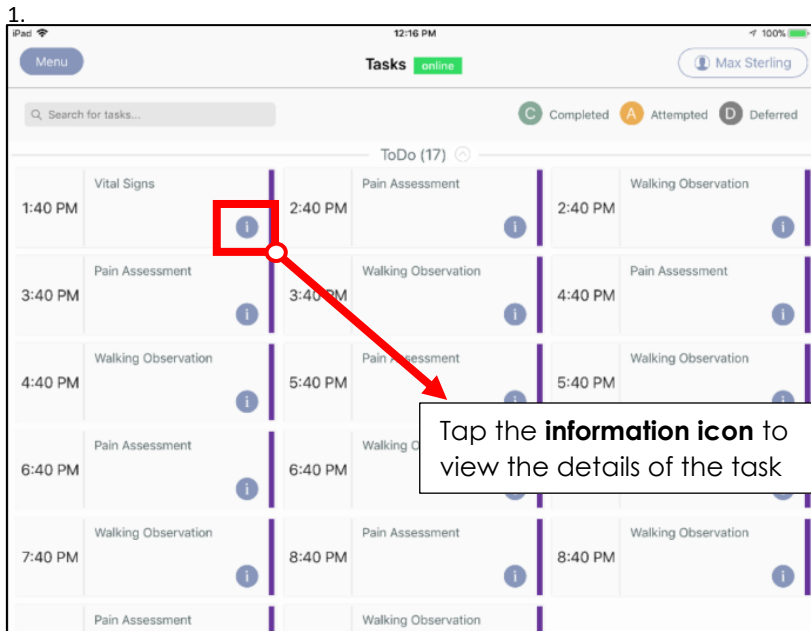
Tap the small arrow next to the group to open and close the group section



When a task is completed it will appear in the **Closed** group

2.2 Task details

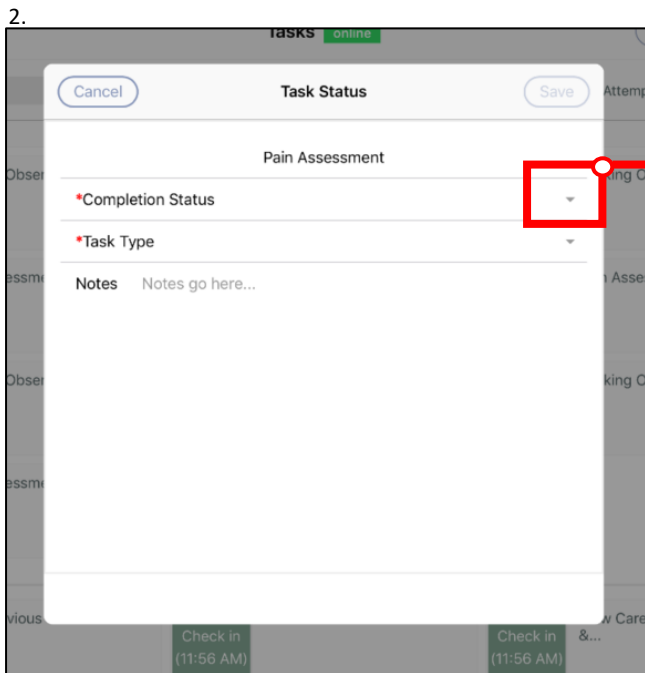
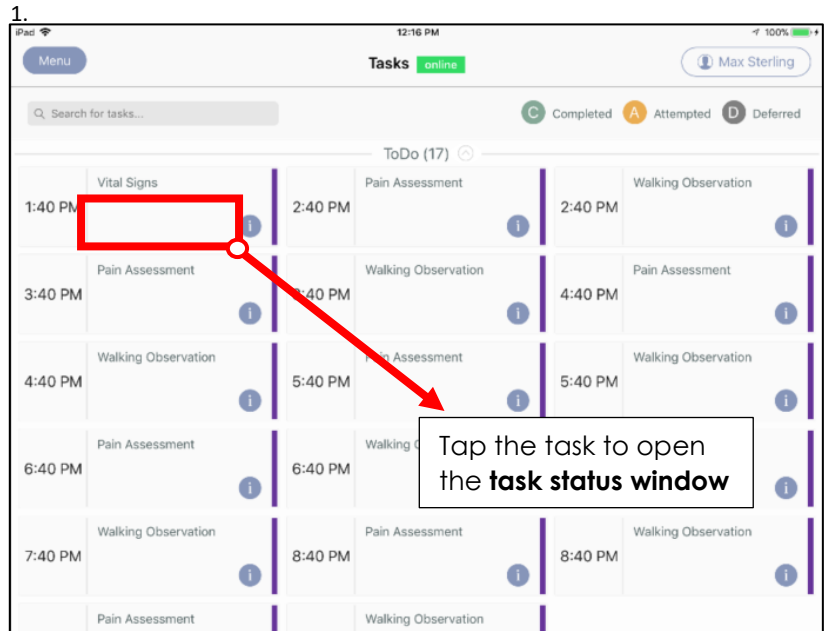
If a task isn't clear, the details of a task can be seen and reviewed. Specific tasks may also show a task history for further clarification and progress of a client's condition.



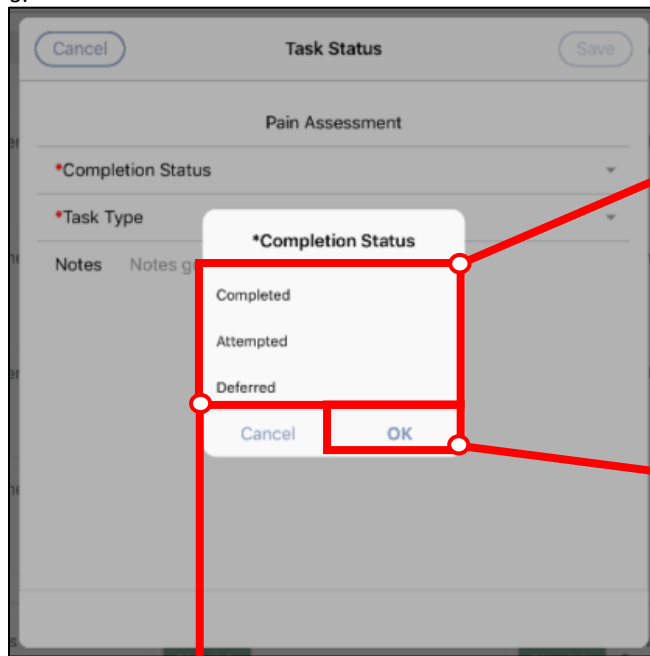
2.3 Completing a task

To complete a task during your shift, tap the task and select a completion status.

All tasks must be marked with a completion status before signing out and closing your shift



3.



To mark a task as being complete you must select one of three **completion statuses** for the task

Once you have selected a completion status, tap **OK**

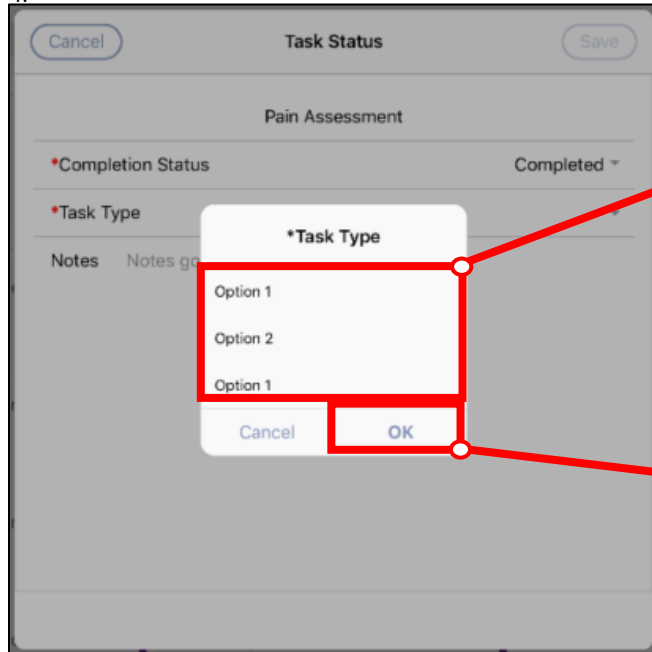
Select a completion status:

Completed: Task has been fully completed

Attempted: Task not fully completed but was attempted

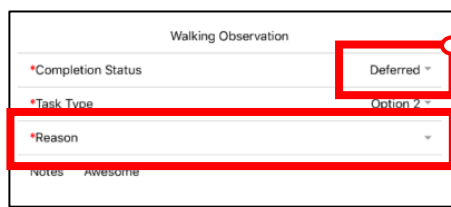
Deferred: Task was not completed and deferred to another shift

4.

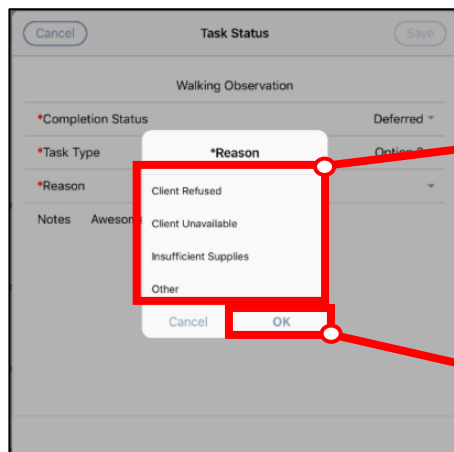


Once a completion status has been selected, tap the **Task Type**, and select a specific task type for the completion status

Once you have selected a **Task Type**, tap **OK**

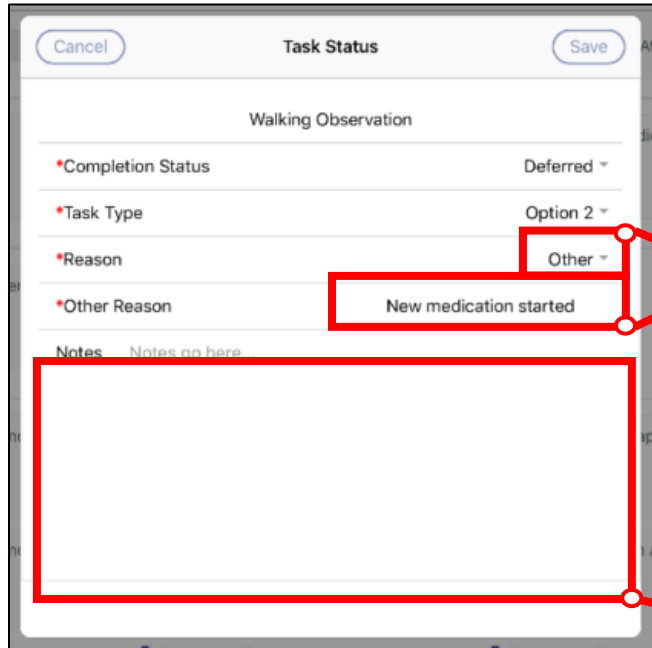


If either the **Attempted** or **Deferred** status was selected, an additional **Reason** must be selected to complete the task



If either the **Attempted** or **Deferred** status was selected, an additional **Reason** must be selected to complete the task

Once you have selected a **Reason**, tap **OK**

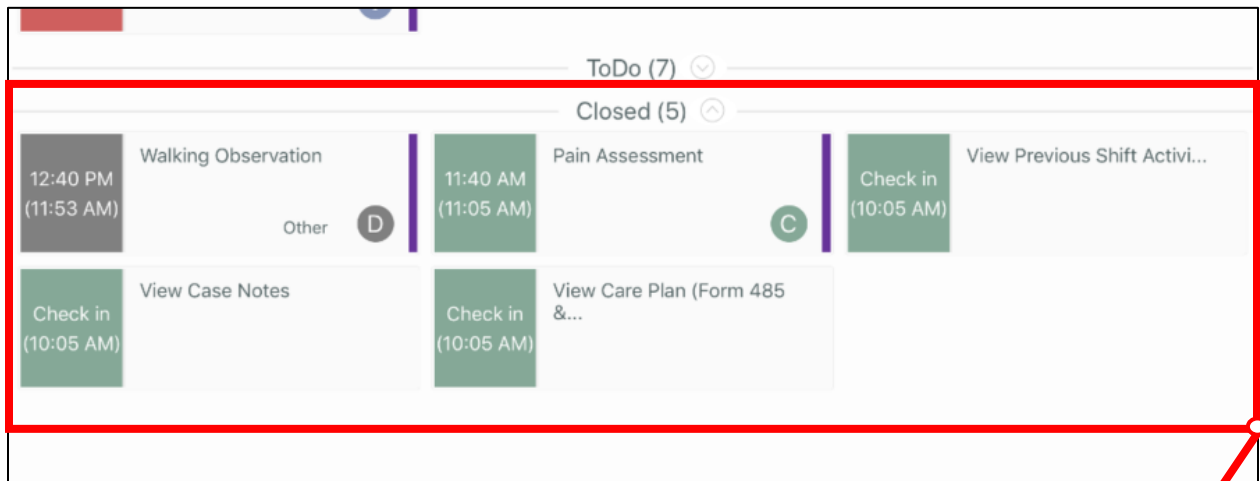


If **Other** has been selected, tap and enter the specific reason (**Other Reason**) within the box

Tap the **Notes** section (if required) and fill in the appropriate related task information



When complete, tap the **Save** button in the upper right corner of the **Task Status** window

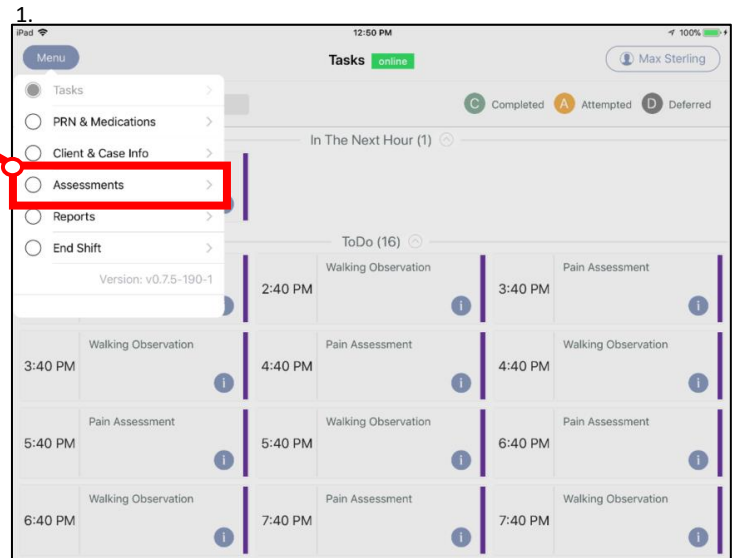


Tasks that have been completed are placed in the **Closed** group

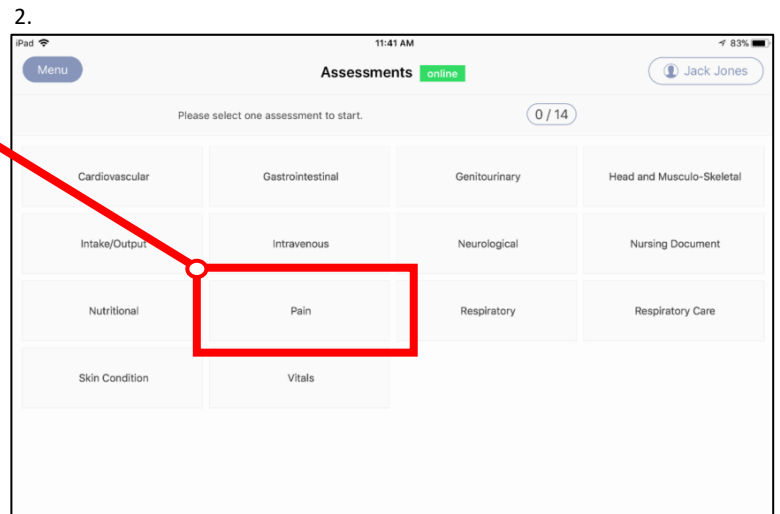
2.4 Filling in an assessment

Some tasks within CareCheck require an assessment. These must be recorded prior to a task completion. A client's specific assessment may be recorded multiple times during your shift.

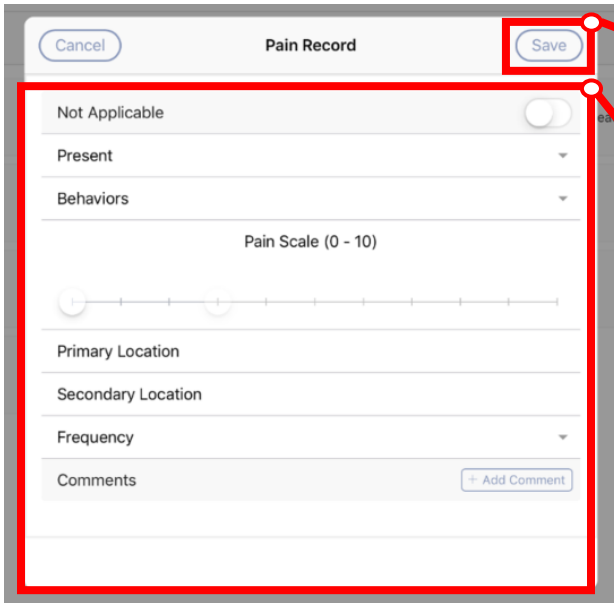
Tap the **Menu** button. Then tap the **Assessments** button to go to the **Assessments** page



From the list of assessments, tap the appropriate assessment associated with the task



3.



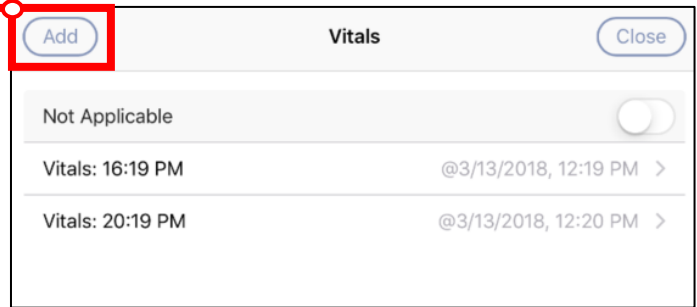
Tap and fill in the appropriate assessment fields

Tap **Save** after filling in the assessment fields

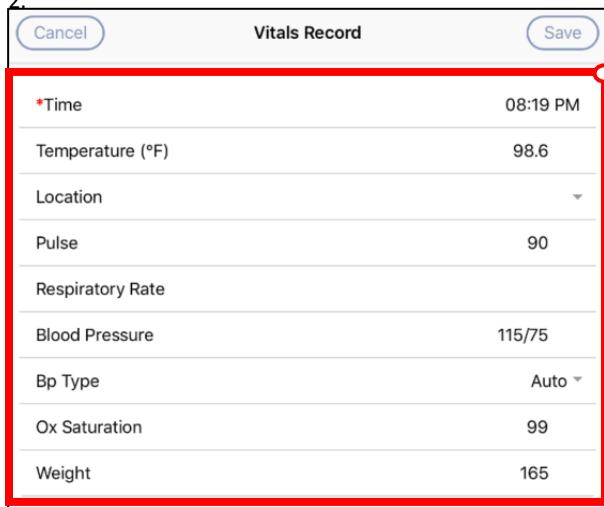
Some assessments require multiple recordings during your shift time

Tap the **Add** button to add a specific assessment

1.



2.



Fill in the appropriate assessment fields. Tap **Save** to log the assessment

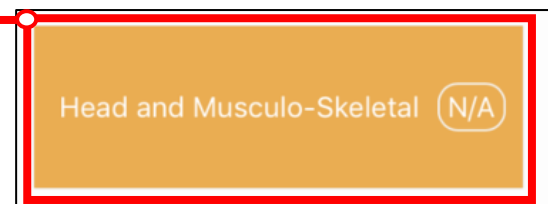


Logged assessment tiles will be marked green on the assessments page

Tap the **Not Applicable** button at the top if an assessment is not required during your shift. All assessments must be marked with a completion or not applicable to close out your shift

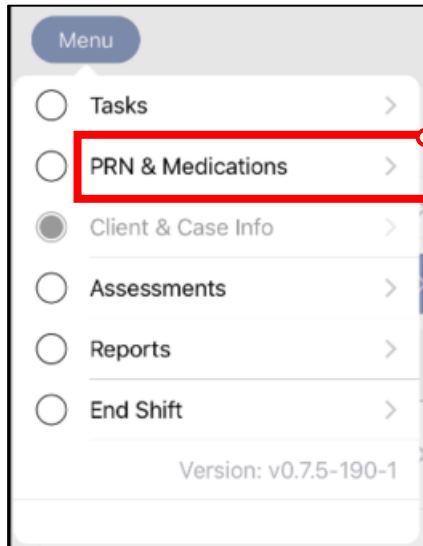


Not Applicable assessment tiles will be marked orange on the assessments page



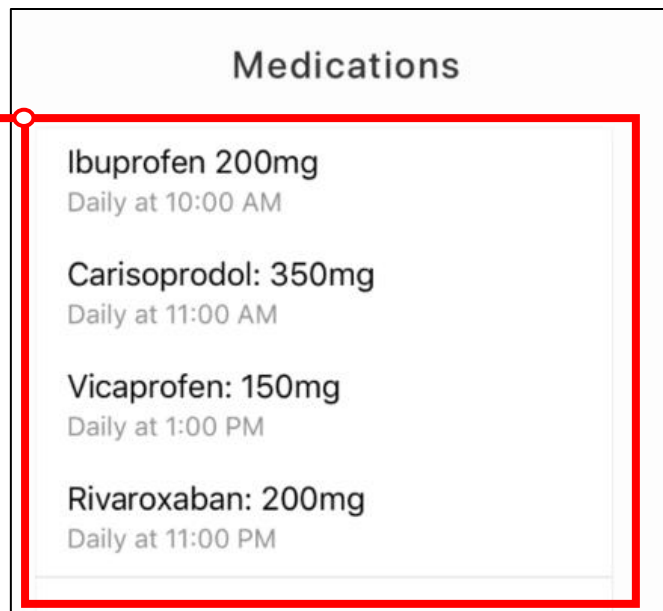
2.5 Applying PRN Tasks and Medications

CareCheck can record any PRN task or medication given to your client. These can be marked off as completed tasks during your shift



Tap the **Menu** button. Then tap the **PRN & Medications** button to go to the **PRN & Medications** page

From the **PRN & Medications** page you will be able to view the list of medications for your client and the specific times they are to be administered



1.

PRN Medications

Asprin: 500mg as needed for pa >

Pepsid AC: 20 mg as needed >

Tap the **PRN medication** you administered to the client

2.

Task Status

Cancel Save

Asprin: 500mg as needed for pain

*Completion Status Completed ▾

*Task Type One ▾

Notes Notes go here...

Tap **Save** when you have completed filling in the proper PRN task fields

Apply a status and mark the proper fields

In good practice, tap the **Notes** section and fill in the reason behind the PRN medication

PRN Task

PRN Task Created.

OK

You will see that a PRN task was created and completed. Tap **OK**

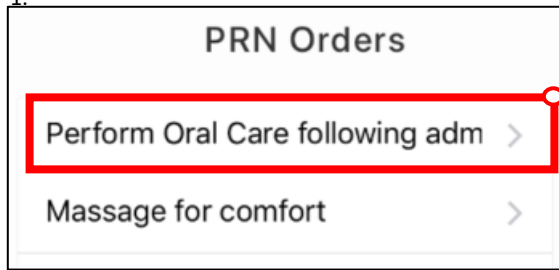
11:30 AM
(11:32 AM)

Asprin: 500mg as needed fo...

C

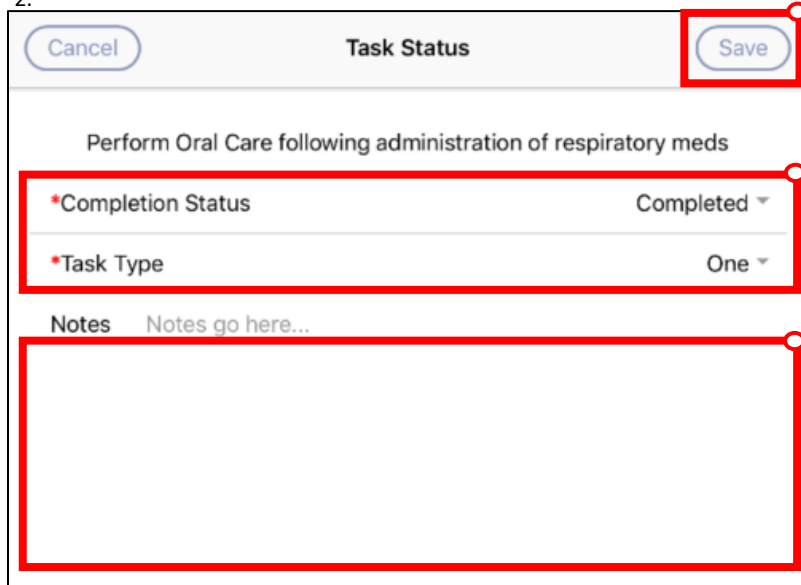
Note that the PRN medication task appears in the **Closed** group on the **Tasks** page

1.



Tap the **PRN order** performed for the client

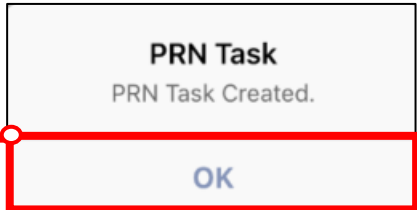
2.



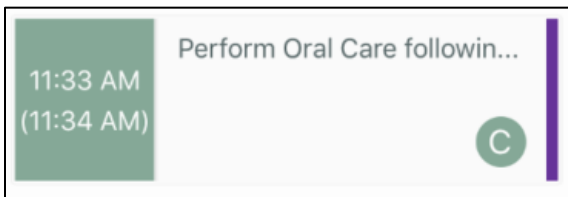
Tap **Save** when you have completed filling in the proper PRN task fields

Apply a status and mark the proper fields

In good practice, tap the **Notes** section and fill in the reason behind the PRN order



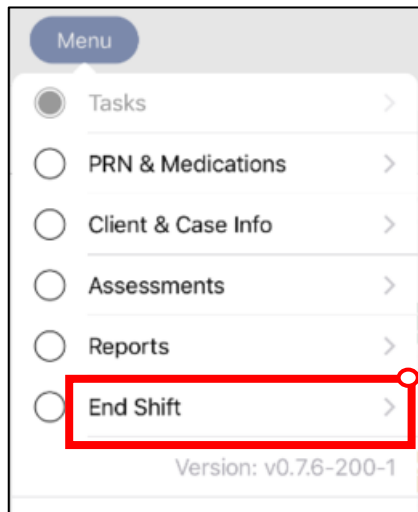
You will see that a PRN task was created and completed. Tap **OK**



Note that the PRN order task appears in the **Closed** group on the **Tasks** page

3.0 Ending your Shift

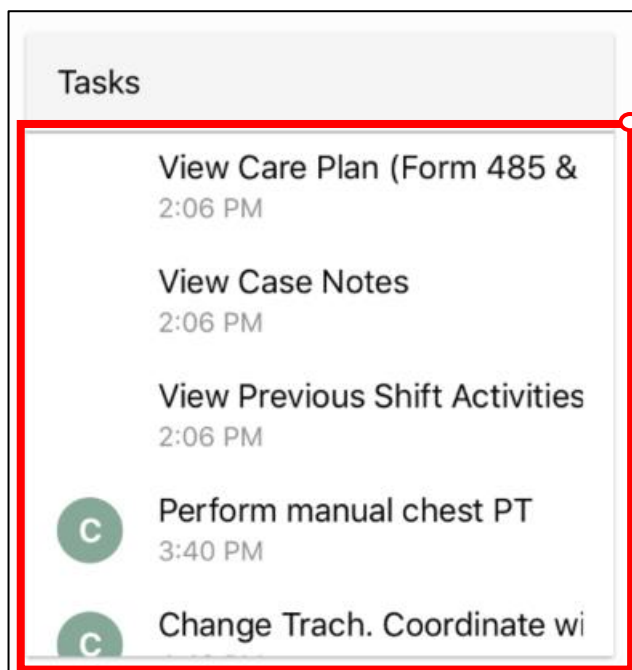
Once you have completed the assigned responsibilities to your client and your shift hours have been completed, it will be time to end your shift and log out of the care check mobile app.



Tap the End Shift button from the Menu drop down

3.1 Reviewing shift tasks

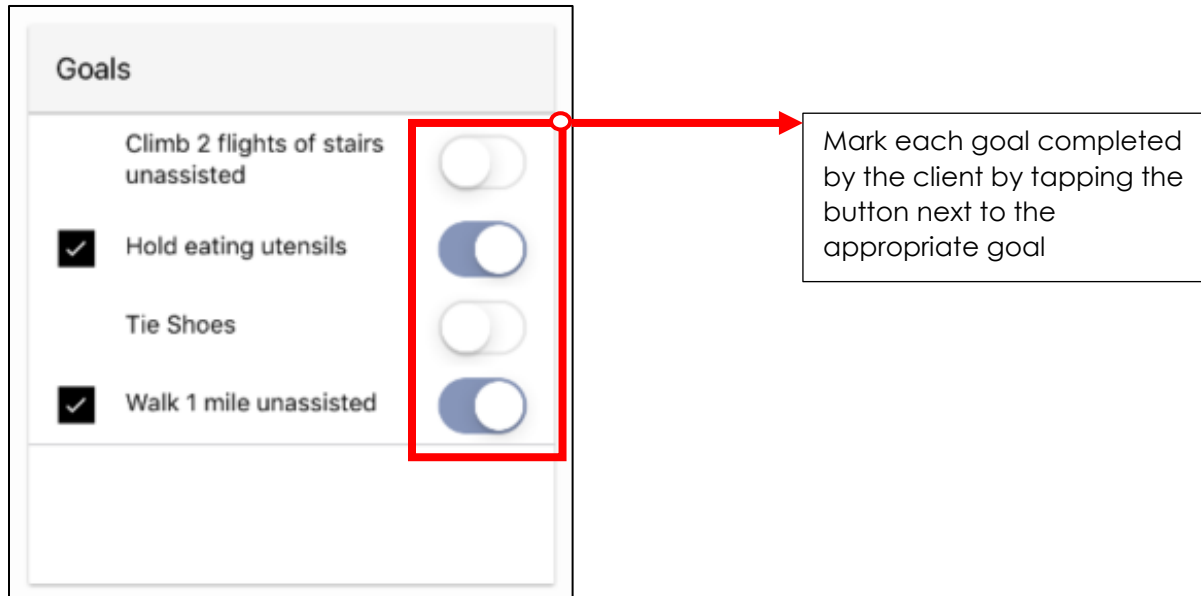
Completed tasks can be reviewed prior to ending your shift



Review tasks that have been marked within the **Tasks window**, scroll down to view all marked tasks

3.2 Completing goals

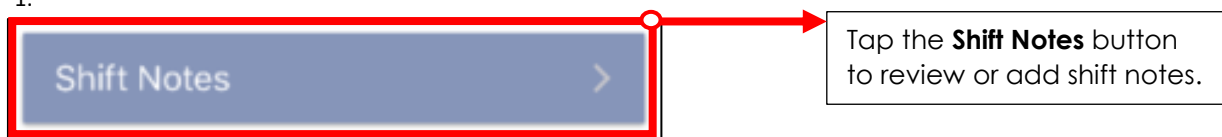
Before your shift is completed, the client's goals must be recorded.



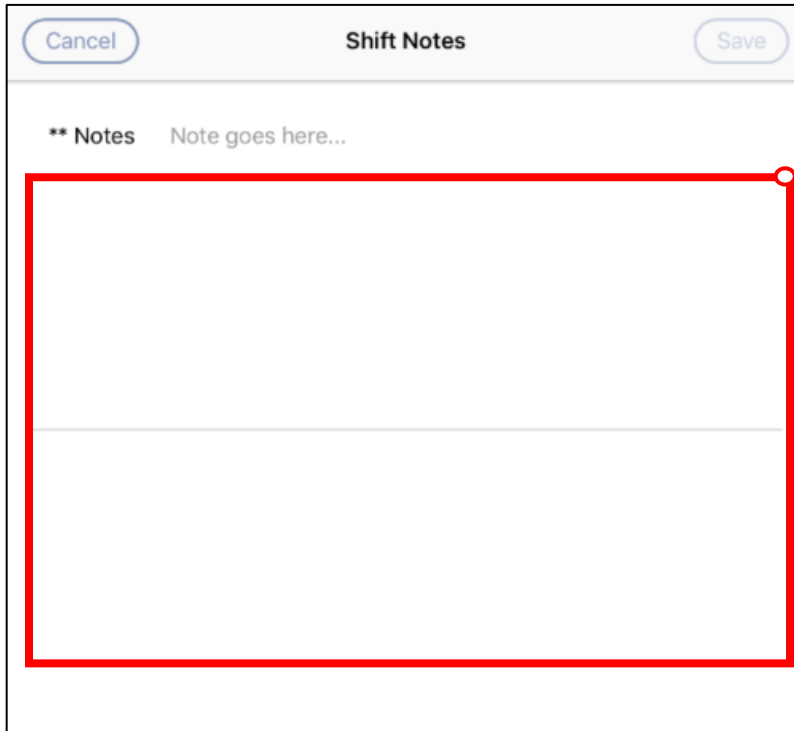
3.3 Reviewing or adding shift notes

Shift Notes can be reviewed or added during or before ending your shift.

1.



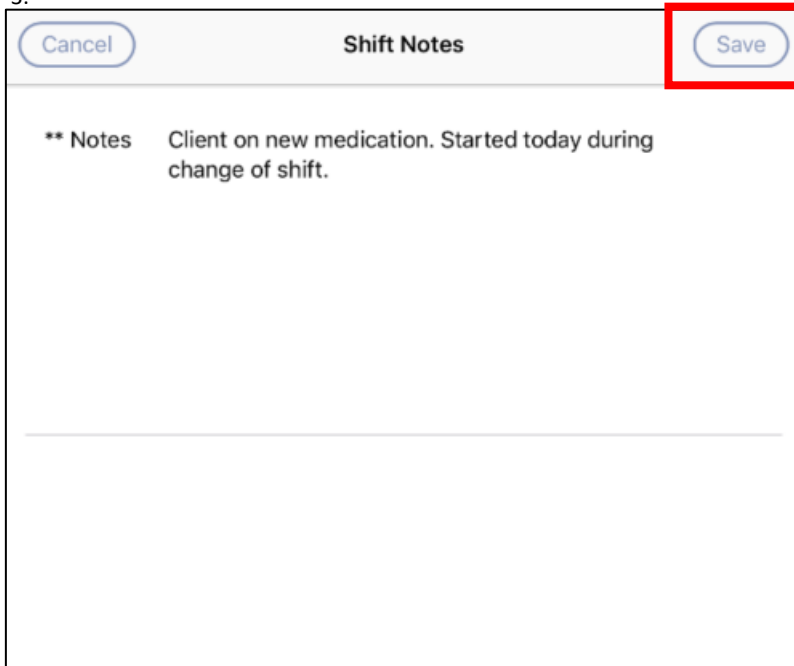
2.



The screenshot shows the 'Shift Notes' screen. At the top, there are 'Cancel' and 'Save' buttons. Below the title, there is a section labeled '** Notes' with the placeholder text 'Note goes here...'. A large red rectangular box highlights the text input area.

Tap the **Notes** section to add a note

3.

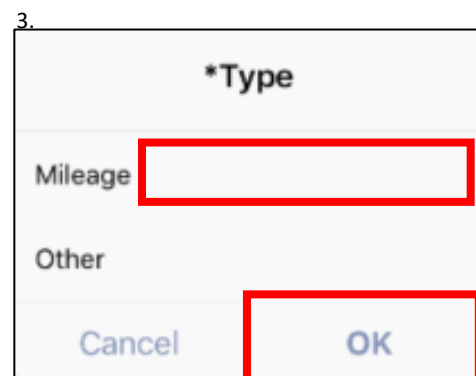
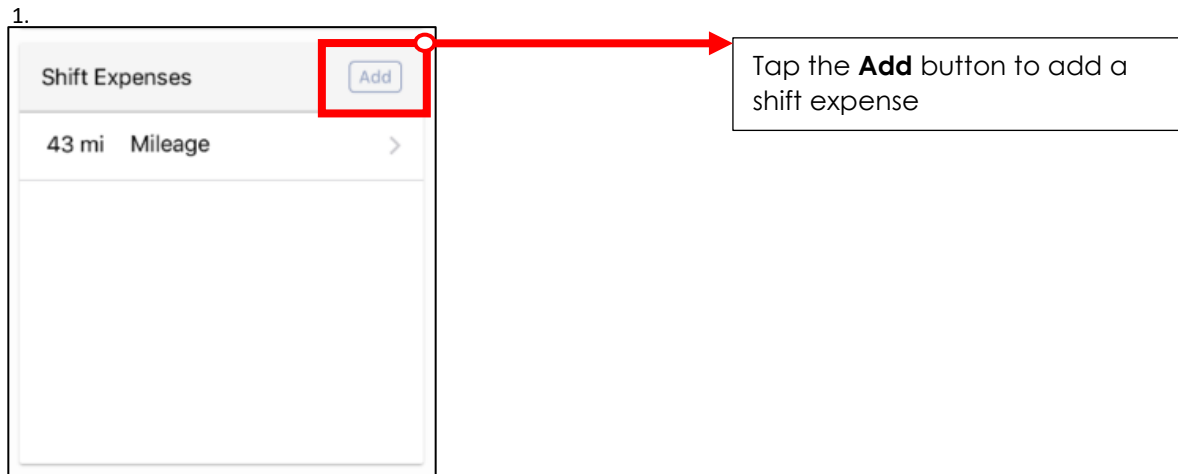


The screenshot shows the 'Shift Notes' screen after a note has been entered. The note text is 'Client on new medication. Started today during change of shift.' The 'Save' button at the top right is highlighted with a red box.

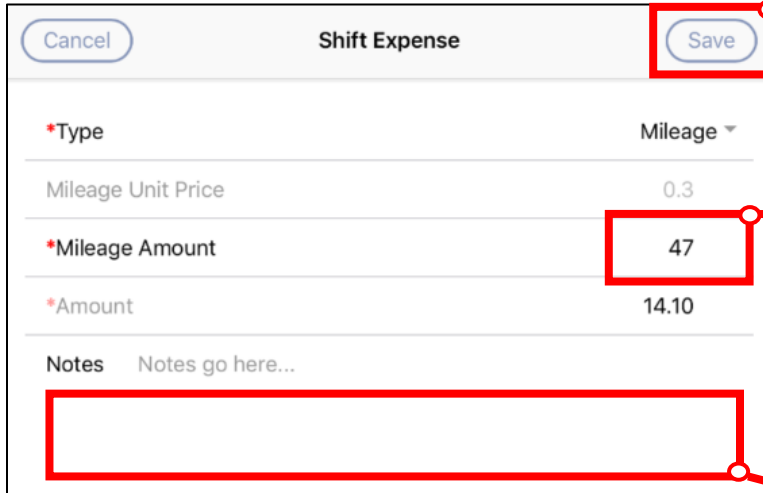
Tap the **Save** to save the note and close the window.

3.4 Adding shift expenses

If you pay out any expenses during your shift, including mileage or anything purchased for the client, these shift expenses can be added before the close of your shift.



4.



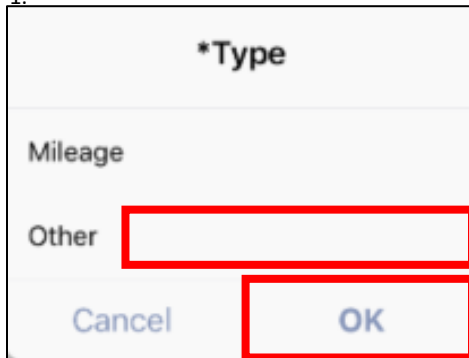
Once completed, tap **Save** to save the expense amount

Enter the **Mileage Amount**

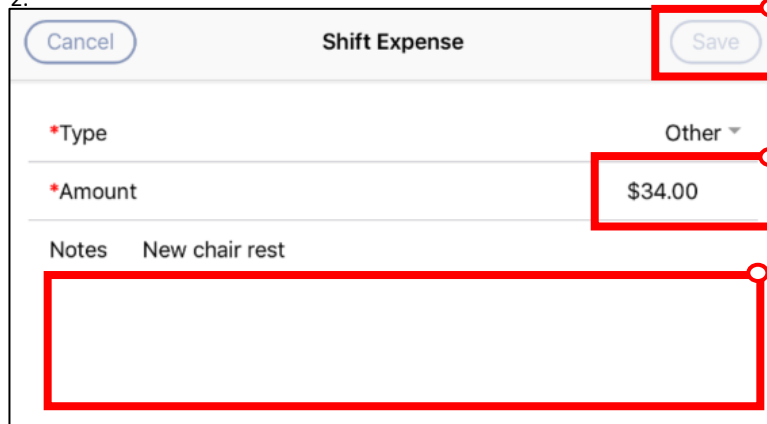
Tap the **Notes** section and enter any expense notes

If the expense amount is something other than mileage, tap **Other** and then tap **OK**

1.



2.



Once completed, tap **Save** to save the expense amount

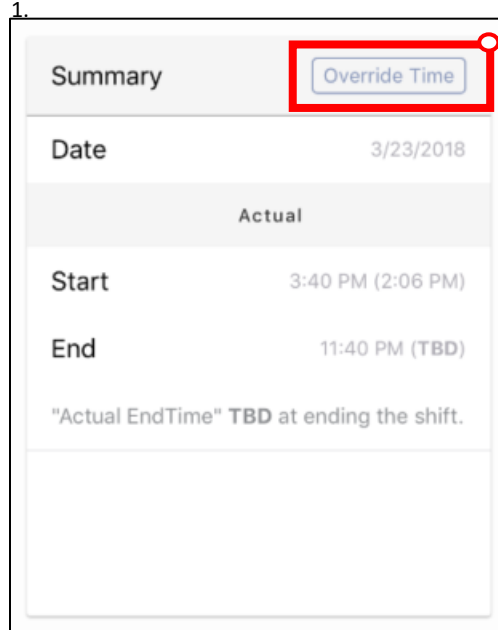
Enter the **Amount**

Tap the **Notes** section and enter any expense notes

3.5 Overriding time

If you need to mark that your regular punch in or punch out time was different from your schedule, it can be noted in the Summary window on the End Shift page.

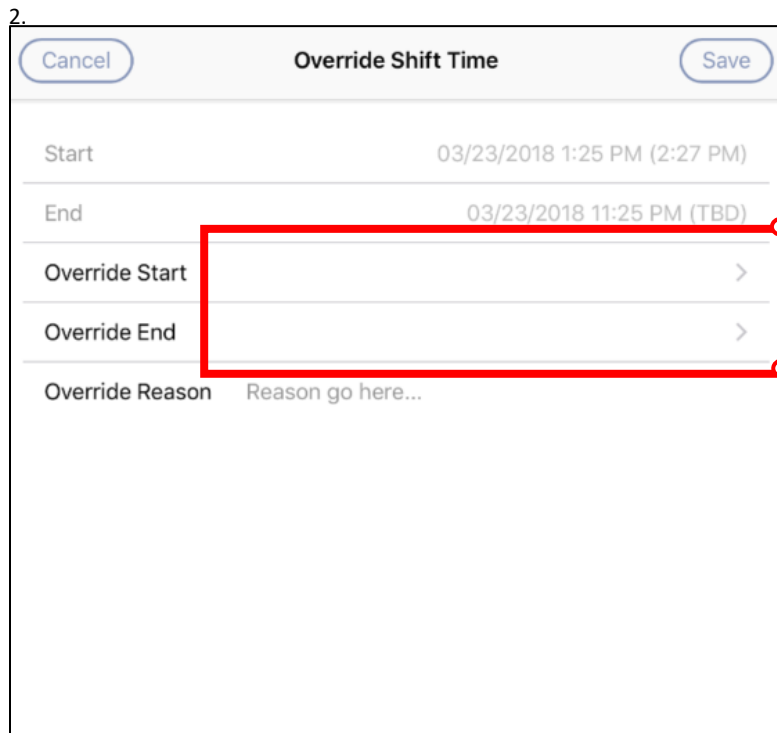
1.



Summary	
Date	3/23/2018
Actual	
Start	3:40 PM (2:06 PM)
End	11:40 PM (TBD)
"Actual EndTime" TBD at ending the shift.	

Tap the button if overriding your shift hours becomes necessary

2.



Override Shift Time	
Start	03/23/2018 1:25 PM (2:27 PM)
End	03/23/2018 11:25 PM (TBD)
Override Start	>
Override End	>
Override Reason	Reason go here...

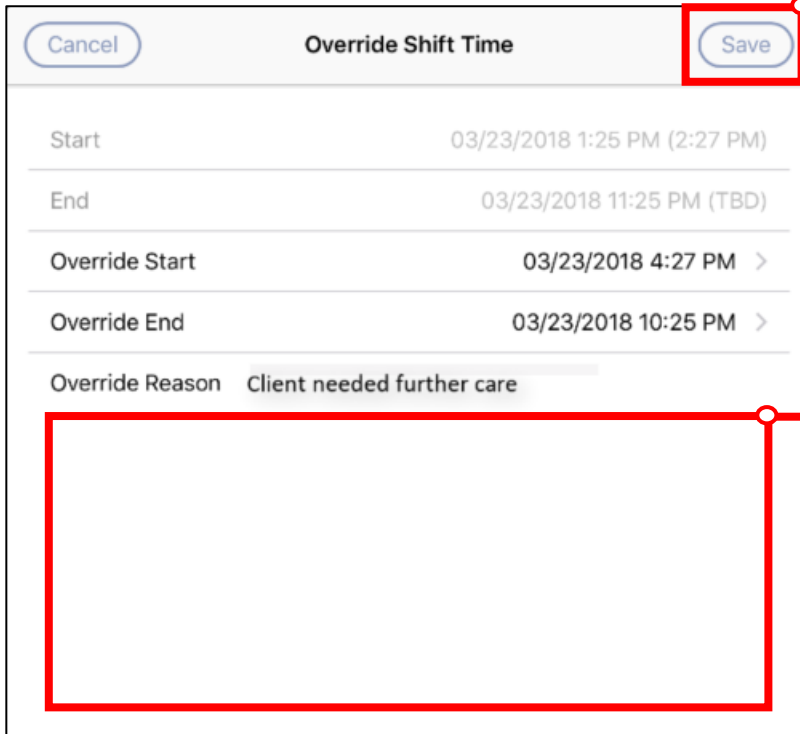
Tap and select an **Override Start** and/or **Override End** field

3.



Scroll through and select an **Override Start** and/or **Override End** time. Tap done when you are finished

4.



Cancel Override Shift Time Save

Start 03/23/2018 1:25 PM (2:27 PM)

End 03/23/2018 11:25 PM (TBD)

Override Start 03/23/2018 4:27 PM >

Override End 03/23/2018 10:25 PM >

Override Reason Client needed further care

Notes

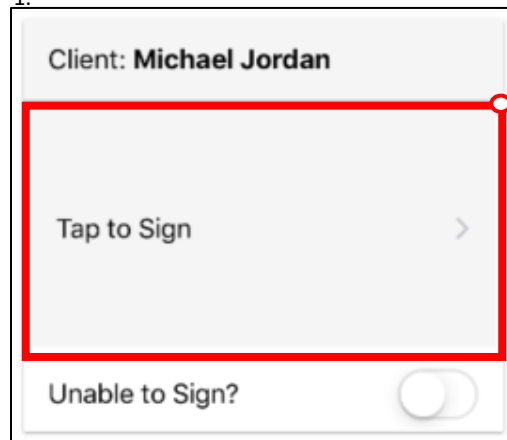
Once you have selected an Override time, tap **Save** to record the Override Shift time log

Tap the **Notes** section and enter any expense notes

3.6 Client and Healthcare provider signatures

To complete your shift, both a client and a healthcare provider signature is required.

1.



From the **Client:** signature window, tap the **Tap to Sign** section to have the client sign off for your shift

If a mistake is made on their signature, tap the **Clear** button to erase the signature and resign

2.



After the client has signed, tap Save to save the Clients Signature

Have the client sign with a stylus or their finger

If the client is unable to sign or is unavailable at close of shift

Client: Michael Jordan

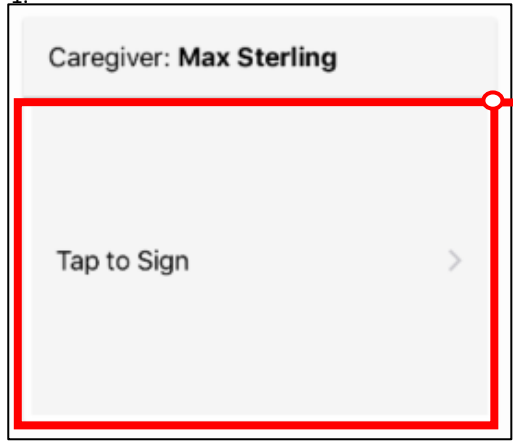
Lisa Jodan: Spouse

Client recovering from outpatient surgery.

Unable to Sign?

Tap the **Unable to Sign** button and note the individual and relationship to the client

1.




Caregiver: **Max Sterling**

Tap to Sign >

From the **Caregiver:** signature window, tap the **Tap to Sign** section to sign off for your shift

If a mistake is mad tap the **Clear button** to erase your signature and resign

2.



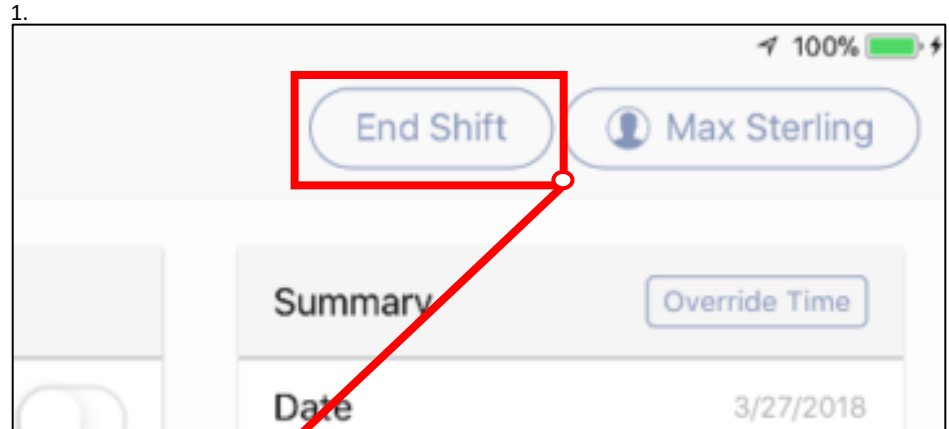
Cancel Clear Staff - Add Signature Save

Max Sterling
R.N.

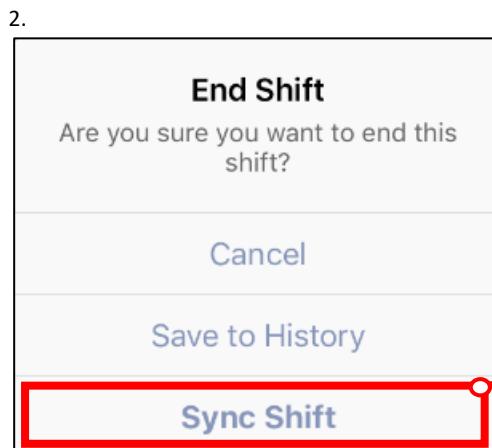
After you have signed, tap **Save** to save your signature

By state regulation, RNs and LPNs must include their profession when signing their name

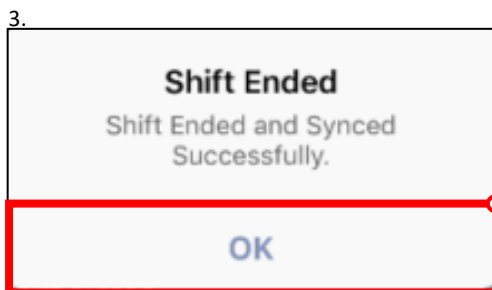
Sign with a stylus or your finger



Tap the **End Shift** button after both you and the client have signed off for your shift

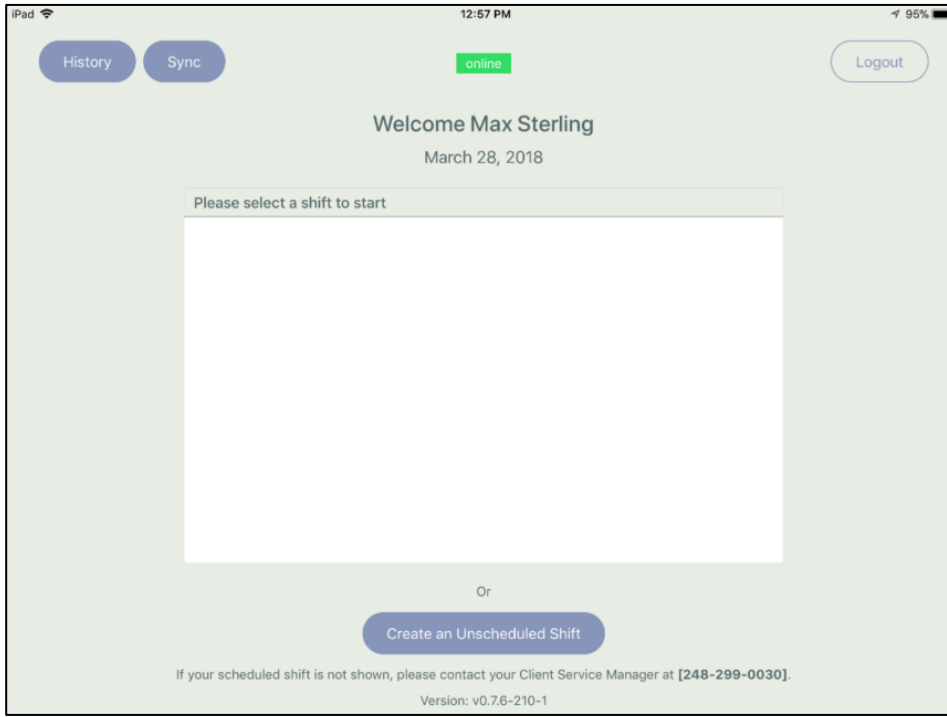


Tap the **Sync Shift**



After your shift has been logged tap **OK**

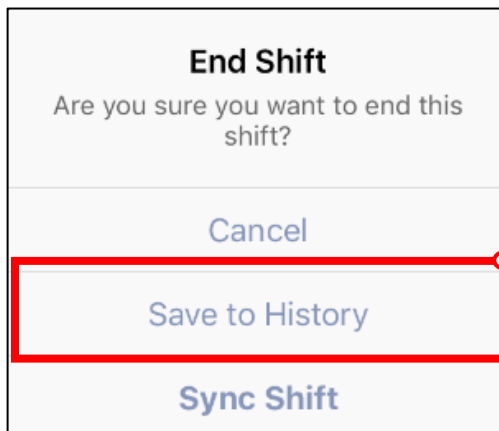
Once you have tapped OK your shift is officially ended and you will return to the shift main page



3.7 Trouble with connecting while ending your shift

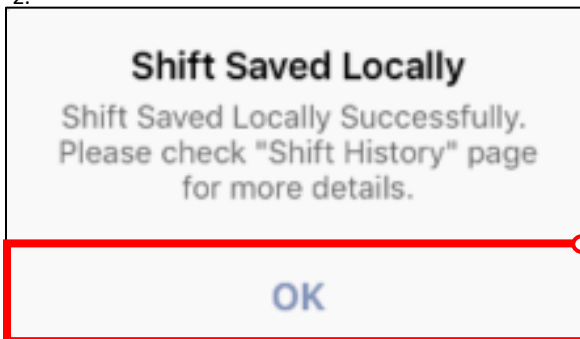
If you are having issues connecting to WIFI, you can save locally to the iPad and sync later.

1.



Tap the **Save to History** button

2.



Tap the **OK** to save your shift information on the iPad to sync later