Time and Attendance Caller ID guide v1.0

CALL IN

1- Call your agency dedicated phone number.
2- Press **1** for CALL IN.
3- Enter your Assignment ID (time and attendance pin code).
4- The system will repeat the assignment you entered. Press 1 to Confirm or 0 to re-enter.

Note: HHA Exchange will accept any call where your assignment ID is correctly entered.

CALL OUT

1- Call your agency dedicated phone number.
2- Press **2** for CALL OUT.
3- Enter your assignment ID (time and attendance pin code).
4- The system will repeat the assignment you entered. Press 1 to Confirm or 0 to re-enter.
5- Enter all the DUTY ID's of the duties performed during the shift.
6- Press **000** to complete the call.

Note: The assignment ID is unique for each caregiver. It can be found within each caregiver profile under 'Time and Att. Pin,' or on each visit under the 'Assignment ID' field. For training purposes you can use assignment ID 123456

Live-in (consecutive daily shifts):

The clock out of the first shift will automatically register the call in of the following shift if:

1- Shifts are consecutive daily shifts (e.g. Monday 8am-8am, Tuesday 8am-8am).
2- The clock out is done within 30 min of the shift scheduled end time (which is the same as the start time of the following shift).
3- Both shifts have the same caregiver assigned.

Mutual cases:

Clock in at the beginning of the first shift and at the end of the second shift. The system will automatically register the end time of the first shift AND the start time of the second shift. During the Call Out of the second shift the caregiver will enter the information for both shifts. After entering the duties of the first shift and entering 000, the system will ask the caller to enter the information of the second shift. The following conditions need to be met for the mutual case process to work:

1- Patients need to be setup as mutual patients.
2- Shifts must be consecutive (patient 1: 8am-12p, patient 2: 12pm-4pm).
3- Primary home phone number of both patients must be the same.

Rotary phone:

The time and attendance system will not work with a rotary phone.

Duty Number	Category	Duty
100	Personal Care	Bath-Tub
101	Personal Care	Bath-Shower
102	Personal Care	Bath-Bed
103	Personal Care	Patient requires Total Care
106	Personal Care	Mouth Care/Denture Care
107	Personal Care	Hair Care-Comb
108	Personal Care	Hair Care-Shampoo
109	Personal Care	Grooming-Shave
110	Personal Care	Grooming-Nails
111	Personal Care	Dressing
112	Personal Care	Skin Care
113	Personal Care	Foot Care
114	Personal Care	Toileting-Diaper
115	Personal Care	Toileting-Commode
116	Personal Care	Toileting-Bedpan/Urinal
117	Personal Care	Toileting-Toilet
118	Personal Care	Bath-Sponge
201	Nutrition	Patient is on a prescribed diet

202	Nutrition	Prepare-Breakfast
203	Nutrition	Prepare-Lunch
204	Nutrition	Prepare-Dinner
205	Nutrition	Prepare Snack
206	Nutrition	Assist with feeding
207	Nutrition	Record intake - Food
208	Nutrition	Record intake - Fluid
300	Activity	Transferring
301	Activity	Assist with walking
302	Activity	Patient walks with assistive devices
305	Activity	Assist with home exercise program
306	Activity	Range of Motion Exercises
311	Activity	Turning and positioning (At least Q2)
400	Treatment / Special Needs	Take Temperature
403	Treatment / Special Needs	Take Pulse
405	Treatment / Special Needs	Take Blood Pressure
406	Treatment / Special Needs	Weigh Patient
407	Treatment / Special Needs	Record Output (Urine/BM)
408	Treatment / Special Needs	Assist with catheter care
409	Treatment / Special Needs	Empty foley bag
410	Treatment / Special Needs	Assist with ostomy care
411	Treatment / Special Needs	Remind to take medication
412	Treatment / Special Needs	Assist with Treatment
404	Treatment / Special Needs	Take respirations
500	Patient Support Activities	Change bed linen
501	Patient Support Activities	Patient Laundry
502	Patient Support Activities	Light Housekeeping
505	Patient Support Activities	Clean Patient Care Equipment
506	Patient Support Activities	Do Patient shopping and errands
508	Patient Support Activities	Accompany Patient to medical appointment
509	Patient Support Activities	Diversional Activities-Speak/Read
511	Patient Support Activities	Monitor Patient Safety