ClearCare Training

Heartfelt Care at Home Colorado Springs
New Client Careplans

Key Sections
- Care Finder Match Criteria
- Care Goals & Proposed Schedule
- ADLs and IADLs

- **Read each careplan completely**
New Telephony System

Telephony Instructions:
Dial 888-545-8769 and follow instructions to clock in or out for assigned shift.

CLOCK IN PROCEDURE: LISTEN FOR YOUR NAME
- Listen to all assigned tasks and details before hanging up

CLOCK OUT PROCEDURE: LISTEN FOR YOUR NAME
- Press 1 to update tasks
- Press 2 to log tasks (mark all tasks as complete or incomplete. If incomplete, record reason why)
- (optional) Press 7 to record mileage for errands or transportation
- Press 8 to record client condition status if not Green: Yellow or Red and why.
- Press 9 to clock-out
Key:

Blue – Scheduled shift

Green – Completed Shift

Pink – Open shift

Grey – Time that CG is unavailable

Red – Caregiver No-show (missed telephony)

Light Blue – Cancelled shift
Caregiver Portal

Click for Directions

Can view Tasks and Descriptions

Click for Assessment

Jacobs, Lester (Scheduled)

Dates: June 19, 06:00 a.m. - June 19, 10:30 a.m.
Status: Scheduled
Tasks:
- Wash the dishes
- 07:45 AM Feed cat: Cat bowl is under the sink. Please use food in green bag.
- 08:45 AM Serve breakfast: Client has diabetes - please follow schedule on refrigerator.

Assessment and Care Plan
Schedule: Repeats weekly on Monday, Tuesday, Wednesday, Thursday, Friday from 06:00 AM PDT to 10:30 AM PDT
# Messages from the office

<table>
<thead>
<tr>
<th>Message Type</th>
<th>Message Meaning</th>
<th>Action to Take</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Messages from staff</strong></td>
<td>If a staff member needs to communicate with you, they might do so via text message or email. Staff members will also be letting you know about open shifts and caregiver meetings.</td>
<td>Please <strong>respond</strong> to these messages if they require a response from you.</td>
</tr>
<tr>
<td><strong>5:00 pm next-day shift alerts</strong></td>
<td>These alerts will remind you of your next-day shifts. They are sent out at around 5:00 pm if you have shifts scheduled for the following day. These alerts will have the following information: a) Client’s name b) Time of the shift c) Client’s home address and link to directions</td>
<td>If any of the information doesn’t seem right to you, please <strong>call the office right away</strong>. If you do not get a message about your next-day shifts, but you believe you have shifts for the next day, please call the office immediately. <em><strong>No 5pm message does NOT mean that your shift(s) were cancelled.</strong></em> [Call the office immediately if you have any questions.] <strong>Do not reply to the alert directly as we will not receive responses to these alerts.</strong></td>
</tr>
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<td>Missed clock in/out messages</td>
<td>These alerts tell you if you are late clocking in or out of your shift.</td>
<td>If you get this message, please call the telephone number to clock in/out of your shift <strong>immediately</strong>. <em>Please do not reply to these alerts directly. If you have any questions about these alerts, please contact the office.</em></td>
</tr>
<tr>
<td>Expiration dates for personnel file items</td>
<td>These alerts will let you know that your certifications are about to expire. These alerts will only be for the certifications that you have on file with us.</td>
<td>These alerts are just for your information. If you feel that the expiration date in the alert is wrong then please call the office to notify us. Otherwise, please do not reply to the alert—it’s just a courtesy reminder for you.</td>
</tr>
</tbody>
</table>
| By email (IF we have a valid email address for you) | a) <email +string of numbers & letters>@clearcaremail.com  
b) no-reply@clearcaremail.com | Add the following email addresses as contacts:
  a) <email>@clearcaremail.com  
b) no-reply@clearcaremail.com |
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<td><strong>By text (IF we have your mobile phone number)</strong></td>
<td>A ten digit phone number. Please note, the phone will change each time a new message is sent to you. Do not save the numbers as a contact.</td>
<td>You will receive a confirmation message from your administrator. Please respond to this message by replying “OK” to continue to receive text messages.</td>
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