## If you have a problem:

1. Re-read this instruction manual and attempt to re-enter your Clock In or Out

2. If that does not work, do not give up. *YOU WILL NOT BE CLOCKED IN/OUT.*

3. Contact your manager at the agency. Write their contact information below for reference.

**Manager Name:**

**Manager Phone Number:**

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**HHA eXchange**

## Clock In and Out Instructions

# C&T HomeCare

# Dial:

English: 866-406-8465
Spanish: 866-406-8467
Mandarin: 866-406-8469
Bengali: 866-577-6336

## TO CALL IN

1. From the patient's home phone, dial the number on the cover of this guide.

2. Press 1 to Call In.

3. Enter your Assignment ID.

4. Confirm the entry.

   *- If you enter your number **INCORRECTLY**, you will be asked to retype your Assignment ID again. If you fail to enter a valid Assignment ID after multiple attempts you not be able to Call In. Contact your agency.*

   *- If you enter your Assignment ID **CORRECTLY** you will hear:*

5. Your call has been successfully registered.

   Write your Assignment ID below for reference.

## TO CALL OUT

1. From the patient's home phone, dial the number on the cover of this guide.

2. Press 2 to Call Out.

3. Enter your Assignment ID.

4. Confirm the entry.

   *- If you enter your number **INCORRECTLY**, you will be asked to retype your Assignment ID again. If you fail to enter a valid Assignment ID after multiple attempts you not be able to Call In. Contact your agency.*

   *- If you enter your Assignment ID **CORRECTLY** you will hear:*

5. Enter the 3-digit ID # for the first duty performed for the first patient.

   *- If you enter an **INVALID DUTY ID**, you will be told so and asked to enter the next Duty ID.*

   *- If you enter a **VALID DUTY ID**, you will be asked to enter the next Duty ID.*

6. Enter each Duty ID. When finished, type 000.

   The system will say:

   *Your Call-Out has been registered successfully. Goodbye.*

## SPECIAL SCENARIOS

**If you are calling for a shared (Mutual) case (two Patients at once):**

1. Follow the calling instructions on the left.

2. You will clock **IN** *ONCE* at the beginning of the visit, and clock out ONCE at the end of the visit.

3. When you clock **OUT**, first enter the duties for the primary patient and then enter 000.

4. Enter the duties for the secondary patient and again enter 000.

5. The system will then complete the clock-out

**If you are calling for a Live-In:**

1. Follow the calling instructions on the left.

2. You will clock **IN** *ONCE* when you first arrive with the Patient.

3. Each day after, you will only clock **OUT**.

4. The system will ask for duties and clock you **OUT** for yesterday, and automatically clock you **IN** for today