IVR INSTRUCTIONS

CLOCK IN

- ❖ When you reach the patients' house, use the patients' phone. (If there is no phone please call your coordinator)

- ❖ Dial **(718)705-9545.**

- ❖ The system will say "***Press 1 to clock in,*** *Press 2 to clock out"*. **Press 1**.

- ❖ The system will then ask for your pin number. Your pin number is a **6-digit ID** number. The number is found on your ID. (If you don't have the pin, please call your coordinator) **EX: 103456**

- ❖ The system will repeat your pin number. If it is correct **press 1**, if it is incorrect press **0** to re-enter the pin. **PLEASE MAKE SURE YOU ENTER IT CORRECTLY OR IT WILL AFFECT YOUR PAYCHECK.**

- ❖ After you **press 1**, the system will say "*You have successfully registered In, Goodbye."*

CLOCK OUT

- ❖ When you have finished your shift, it is time to clock out.

- ❖ Using the patients' phone dial **(718)705-9545.**

- ❖ The system will say *"Press 1 to clock in,* ***Press 2 to clock out."* Press 2.**

- ❖ The system will then ask for your pin number. Your pin number is a **6 –digit ID** number. The number is found on your ID. (If you don't have the pin, please call your coordinator) **EX: 103456**

- ❖ The system will repeat the number you entered. If it is correct **Press 1**, if it incorrect **Press 0** to re-enter the pin. **PLEASE MAKE SURE YOU ENTER PIN CORRECTLY OR IT WILL AFFECT YOUR PAYCHECK.**

- ❖ After you press 1, the system will ask for the **duty codes**. The duty codes are the tasks you did for your patient. **You must enter at least five (5) duty codes.**

- ❖ **The system will ask for each duty code one by one.**

- ❖ After you have entered at **least five (5), Press 0 three (3) times.**

- ❖ The system will then say "*You have successfully registered out, Goodbye.*"

HHA APP

If you are unable to clock in / out using the phone of the patient, there is an app on the **smart phone** called <u>HHA EXCHANGE</u>.

For **I-Phones**, go to app store. For **androids (Samsung, LG, HTC)**, go to the play store.

When you download that application, you have to sign up.

To sign up you must enter a **valid email** and create your own password. When you have done that you must login. After you login, there are **3 dots** on top right corner of the screen. You must click those dots and fill out the information requested.

After filling out that information, the app will provide you with **ID#, write down the ID# given**. Please call in and give that ID# to your coordinator at Trimed in order for you to be linked to your HHA profile.

For any questions, please call **347-727-7200**, Thank You.

HOME CARE TASKS

TASK

BATH: ☐Tub 100 ☐Shower 101 ☐Bed 102   PATIENT REQUIRES TOTAL CARE: 0103

MOUTH CARE: 106   HAIR CARE: ☐Comb 107 ☐Shampoo 108   ☐Foot Care 113

GROOMING ☐Shave 109 ☐Nails 110 DRESSING ☐ 111 ☐Skin Care 112

TOILETING ☐Diaper 114   ☐Commode 115   ☐Bedpan 116   ☐Toilet 117

PREPARE ☐ Diet 201 ☐ Breakfast 202 ☐ Lunch 203 ☐ Dinner 204 ☐ Snack 205

ASSIST WITH FEEDING : ☐ 206 RECORD INTAKE: ☐ Food 207 ☐ Fluid 208

TRANSFERRING: ☐300 ASSIST: ☐Walking 301 ☐W/ Devices 302 ☐Home Exercise 305

RANGE OF MOTION EXERCISES ☐ 306 TURNING AND POSITIONING ☐ 311

TAKE: ☐Temperature 400 ☐Pulse 403 ☐Blood Pressure 405 WEIGH PATIENT ☐ 406

REMIND PATIENT TO TAKE MEDICATION ☐411   ASSIST WITH TREATMENT ☐ 412

ASSIST: ☐Catheter Care 408 ☐Foley bag 409 ☐Ostomy Care 410 SAFETY: 0511

TAKE RESPIRATIONS ☐506   RECORD OUTPUT (URINE/BM) ☐ 307

CHANGE PATIENT'S LINEN: ☐500 LAUNDRY: ☐501 LIGHT HOUSEKEEPING   ☐ 502

CLEAN PATIENT CARE EQUIPMENT ☐505 ACCOMPANY PATIENT TO DOCTOR ☐508

SHOPPING/ERRANDS 506   DIVERSIONAL ACTIVITIES-SPEAK/READ ǀ509