# APP FOR CAREGIVERS

Caregivers can login to the app and/or the mobile website to: view schedules, see available shifts, login and logout via GPS, complete Tasks, read the Plan of Care, and answer Wellness Questions. They can read notifications and messages from office staff, as well as read and/or add Visit Notes, Care Notes, and Wound Notes.

- To see everything that a Caregiver can see, login as a Caregiver.
- There is a Help system specifically for the Caregiver app. Login as a Caregiver to access.
- To enable or disable functions, review the Web Portal options in Company Settings.
- **Note Regarding Devices:** The app is designed to work with current technology. If you have an older model of a device that is no longer supported by the manufacturer, the app may not work for you. For example, if you have an older model of a Kindle Fire, the app would not appear in search results.

## How To Log In

Tap the app, enter your agency ID, your email address, and your password. Then click Login and the Home Page opens.

- The Remember me checkbox remembers Agency ID and Email only.
- After five minutes of inactivity you are automatically logged out of the site.

## The Home Page

After you successfully login the home page is displayed.
- Today's Schedule: Your scheduled visits today.
- Monthly Schedule: Your scheduled visits for the month.
- Signatures Req'd: Any items that require a signature.
- Notifications: Messages for you from the agency. Read immediately, then clear.
- Telephony Messages: Messages sent from your agency. Read immediately.
- View Available Shifts: Shifts that have not been staffed; contact the office to request further information. If there is an exclusion between Client and Caregiver, the Caregiver cannot see Available Shifts for that Client.
- Preferences: Set your language preference or opt out of email notifications.
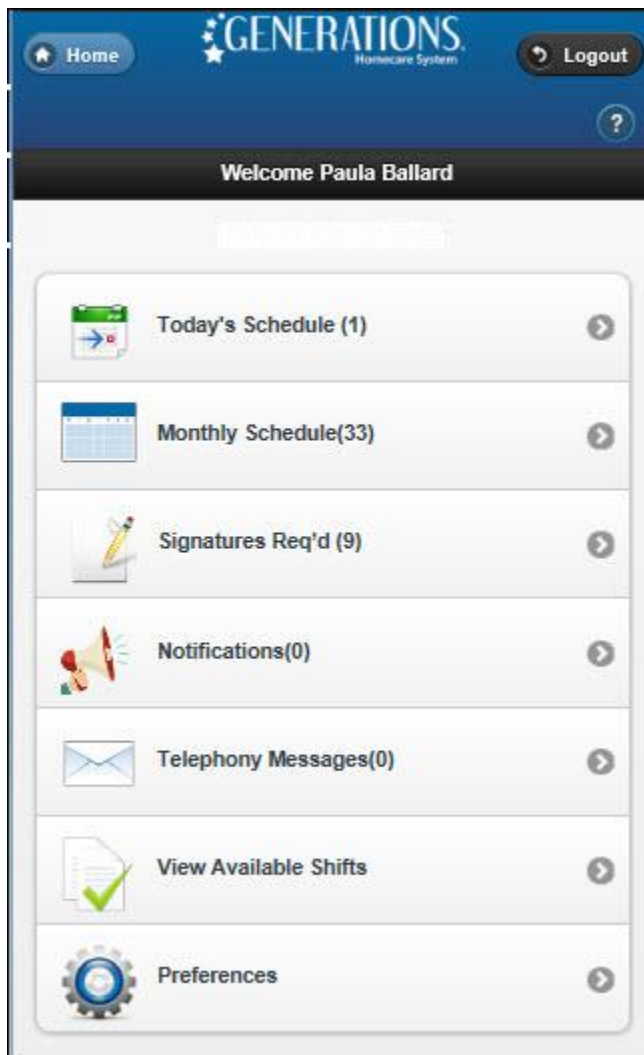


## Today's Schedule

This shows information for each shift that the Caregiver is scheduled for on that day.
- Map: Tap to get a map from your location to the Client via Google Maps.

- Login and Logout: Tap to login or logout. This only functions if your agency uses Generations Telephony and GPS visit verification. A green checkmark confirms successful login or logout.
- Caregiver Signature: If your signature is required, this is displayed.
- Client Signature: When the Client's signature is required, this is displayed.
- Care Notes: Customized notes your agency has implemented. May be required.
- Care Plan:The care plan details for this client. Tap to opens the Plan of Care for the Client associated with the shift in Adobe Acrobat (PDF) format. The PDF is an application outside of Generations, so be sure to tell Caregivers to delete PDF's off of their devices. If you are not comfortable with this, restrict Plan of Care access via the Web Portal in Company Settings.
- Tasks: The number of tasks assigned to this scheduled visit. Touch the Tasks button to both view the list of tasks, then tap to indicate a task was performed. The Caregiver can also see frequency and notes.
- Wellness: A way for the agency to monitor the Client's well-being. Tap to view and answer the questions.
- Wounds: A place to document wounds.
- Visit Notes: Documentation about the Client.

*Monthly Schedules*

If you look Today's Schedule and see the message 'You have no schedules available," tap the Monthly View button. Days in green indicate a visit is scheduled; tap to see details.
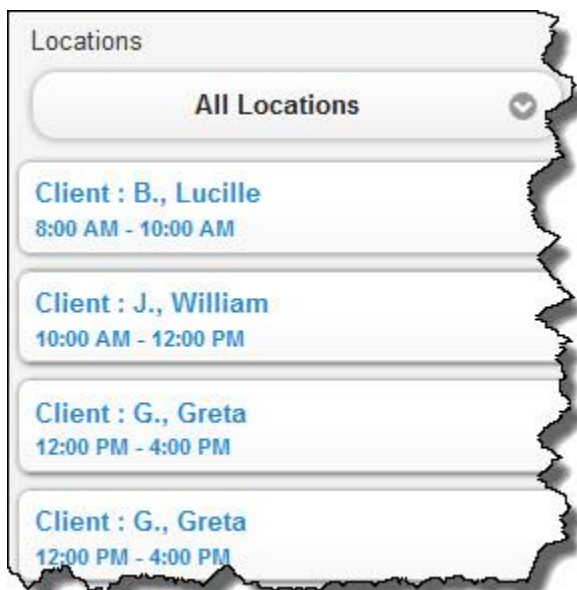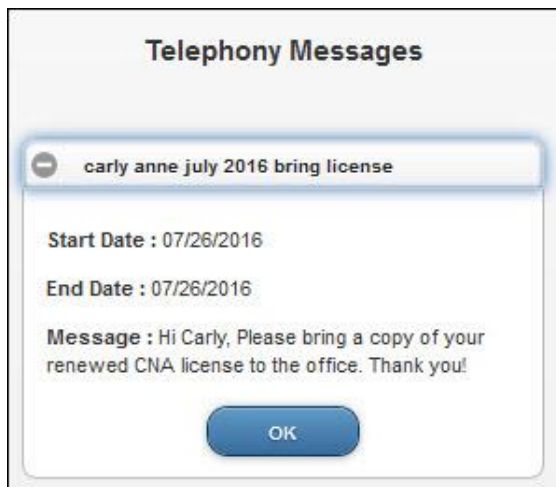


# View Available Shifts

Tap here to see shifts that need a caregiver. Contact your agency for more information about any shift.
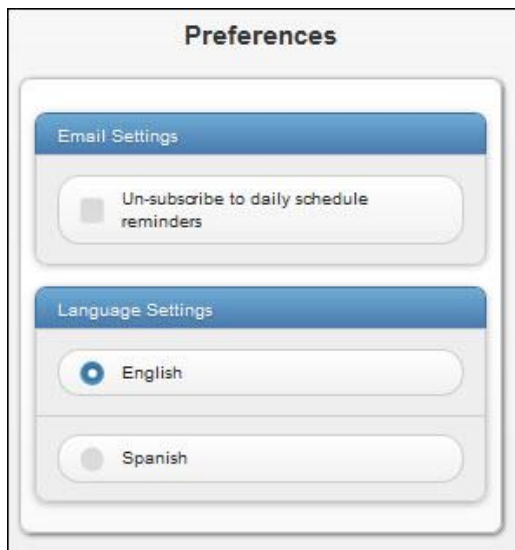


# Telephony Messages

Your agency may use this area to contact you via messaging regarding upcoming trainings, available shifts, company events, etc. Tap OK to acknowledge that you have seen the message.

## Preferences

The preferences allows caregivers to unsubscribe to daily schedule reminders, and change the language setting of the app.



## Notifications

Notifications allow the agency to quickly alert you. For example, an agency might alert you to winter driving conditions or about available shifts. Place a checkmark in "resolved" to indicate that you have read the notification.