Home Care Specialist's in the Mountains, Inc

How to Use the Telephany System

1. Use the Clients phone to call the 1-800 number on the back of your name badge

2. It will ask for the Agency ID# (on the back of your name badge).

3. It will then ask you for your Employee ID# (on the back of your name badge).

4. It will as for the last four numbers of your Social Security Number.

5. It will ask if you are clocking in or out. Select the correct one.

To Clocking In:

1. Select that you are clocking in and hang up

2. Go about your day completing all task for that day on your care plan for your client

To Clocking Out:

1. Repeat steps 1-5 at the beginning of the page

2. Select that you are clocking out

3. It will ask for you to enter the task then push #

4. Enter all the task you completed that day by putting in the number on the left side of the task on your "Telephany Task List"
   - (example: 11 Shower, 13 Shampoo, 14 Shave would be entered 111314)

5. Make sure you put in the correct number, there is no way to remove a task once it punch in

6. Once all tasks are put in the system push #.

7. Then hang up.

The information will automatically be entered into the CareWhen system.

Unfortunately, there is no way to put in notes with this system. Please make sure you call the office with any notes or issues you may have. This includes system issues, client health, changes to schedule (early, late, no show), etc. This is a must so we can adjust your time and/or put the information the clients file for State or Case Worker. (Can not express how important this is.) **Failure to do so** will result in a **write-up** after 3 write-ups **can lead to termination** of employment.

 If at all possible use the CareWhen app (it is much more user friendly, with visit notes, direction, client notes, and much more)