



Thursday, June 20, 2013

Dear Caregiver,

We are excited to announce that we have chosen a new care management and telephony system. Starting on Saturday, June 29, 2013, you will need to use this system to report clock-ins, task status updates, and clock-outs for all shifts.

At the beginning of your shift, please clock in using the following steps:

1. Use the client's home phone to call our toll-free number: 1-888-394-1684
2. Listen to the prompts and press (1) to clock in or to choose your name.
3. Listen to the care plan for the day, and note if there are any activities for you to log.

At the end of your shift, please clock out using the following steps:

1. Use the client's home phone to call our toll-free number: 1-888-394-1684
2. Listen to the prompts and press (2) to report the status of care tasks.
3. If you completed a task, press (1). If you did not complete a task, press (2), and at the beep leave a voicemail about why not. Afterwards, press (#).
4. If you see any major changes in your client's condition, press (8) to leave a voicemail for the office about it.
5. If you drove your client *during* your shift, press (7) to report the number of miles you drove.
6. Press (9) to clock out at the end of your shift. Please wait to hear the voice confirmation that you have been clocked out before you hang up.

In addition, you will begin receiving shift information and reminders by email and text message. You will also be able to receive shift offers on your phone as soon as they are available.

We are evaluating the portal module, which would allow you to log in to a personalized web page and see your schedule and driving directions. We will send a separate announcement if we implement this module.

If you have any questions, please let me know. Thank you very much for your support during this transition!

All the best,

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