

# Electronic Notes

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## *Getting Started*

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
### **How do I log in?**


The link can be found on <https://rcevv.com/#/login> You do not need to download anything – it’s a website link.

First time logging in? Choose: **Create/Forgot Password**

### **Create a shortcut on your device**

First, go to the site, then

*for Android:* Click the  menu in the upper right of the screen and choose “Add to Home Screen”.


*for iOS:* Click  icon at the bottom and choose "Add to Home Screen".

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## *Frequently Asked Questions*

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### **How do I enter more than 1 location?**

Enter all locations visited during the shift. You can add more locations by selecting the  symbol.

### **How do I enter more than 1 activity?**

You’ll want to enter all the support and care and activities during the shift. To add more activities, simply click the  symbol.

### **How many activities do I need to enter?**

It’s always important to document ALL activities you performed with the individual you’re working with each shift. Like all documentation, you will need to justify the length of time you worked with activities. **Most shifts will include “General Supervision” in the “Activities” section.**

## **I'm busy with a client, can I add more detail to the note later? Yes!**

Once you end the shift, you'll have the option to choose "Finish Note Later" or "Note Complete, Submit to Supervisor". If you decided to finish the note later, you can go to "Edit/View Past Shifts" on your home dashboard and choose the shift to add more detail.

## **Why is mileage required if I don't get reimbursed for mileage?**

A mileage log is an HCBS provider requirement (IAC 441, Ch.79) for transportation provided during services.

## **I'm providing Group Respite care. How do I add a client? What if someone leaves?**

If you are providing respite to 2 or more Respite Connection clients at the same time, you are providing Group respite and each individual needs to have Group respite services authorized. Even when providing group, each person has their own note. Start a group respite shift for Client #1. You'll then have the option to choose "Add Clients to Group". Then choose Client #2. When you are adding to the note, you will document an electronic note for each client in the group. You can switch between clients. The client selected at the time will be listed at the top of the screen. If a client leaves, you will enter the end time of the shift with that client. If there is only 1 client remaining, they are no longer in group respite and so you will end the group shift and switch to individual respite at that time for that client.

## **How is the shift verified at the end?**

Previously, the parent, guardian, or clients who are their own guardian would sign the note to verify. Now, staff have two options to get electronic notes verified:

### **1. Verify now**

- ⇒ Select "Verify Now" when the guardian/parent is present at the end of the shift
- ⇒ Staff will confirm that the names, service, date, and times are correct and the parent/guardian will receive a code to verify they agree with the name, service, date, & times. You'll enter that code on your device.

### **2. Verify later**

- ⇒ Select "Verify Later" only when the guardian/parent is not present at the end of the shift.
- ⇒ Staff will confirm that the names, service, date, and times are correct and the parent/guardian will get an email to verify the names, service, date, and times at their earliest convenience.

## **Do I need to fill out a timecard? No**

When you enter shifts, they will automatically be added to your timecard within the app. This will allow you to check your hours for the week and for the pay period. No need to complete a paper timecard for service documented electronically in the app. From the dashboard, you can click the timecard button to see your hours by week or by pay period.

## **Do I need to fill out a Medication form? Yes - in the app**

Any medications you help administer will be documented as part of the electronic note in the shift. Please include all medications; both prescription and over-the-counter medications. Be clear about the quantity and strength of the dosage.

### How do I enter my trainings and/or meetings?

From your home dashboard you'll select "Enter Training". This will replace the Training Note and allows you to enter client related meetings, meetings with your supervisor, trainings you've done, client no-shows, and approved time spent assisting and Respite Connection activities/events.

### Why do we ask if there are injuries/illness present at start of shift?

It is an HCBS provider requirement (IAC 441, Ch.77) that Respite Connection staff document any illness or injury already present, *prior* to providing care. Additionally, it is Respite Connection's responsibility to notify the primary caregiver of any injuries or illnesses that occur *during* service provision.

### How do I submit an Incident report?







Choose "Enter Incident Report" from your home dashboard.

Staff are responsible for reporting incidents as soon as possible and no longer than 24 hours for Major incidents. When an incident is reported electronically, it will be routed to the Respite Connection Supervisor and Director for follow-up.

### I am done with my note, now what?

When you've ended your shift, the parent, guardian, or client (if they are their own guardian) will verify the date and times of the shift. When the Respite Connection Direct Care Provider completes the note, it will be sent to the Respite Connection Supervisor for approval. The RC Supervisor will either approve the note or send it back to the staff for corrections. The note will be available for the parent/guardian, staff, and Supervisor to review in the app.

### Key:

	An item needs your attention
	Option to delete entry
	Edit response
	Add response
	This response is required
	Home dashboard

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## *Troubleshooting*

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### **Site is not working (spinning too long, grayed out, not available). What can I try?**

2. Refresh
  - ⇒ Close out and log in again
3. Check internet connection
  - ⇒ If internet is not available, you can take notes and enter the visit when internet connection resumes

### **My client is not available to select. What now?**

1. Be sure you have been introduced, have service notes, and your supervisor is aware that you are beginning to provide care.
2. Select “Client not listed” button & type in the name
  - ⇒ Your supervisor will get a notification & will follow up



### **The GPS Location is not working. What should I do?**

1. Be sure Location is enabled on your device
  - ⇒ Go to ‘Settings’ and then ‘Location’
2. Could be too far away from location (i.e. large parking lot or in area of multiple addresses)
  - ⇒ Try again OR add a note as to why location was not found

### **Overtime/client hours warnings**

If your shift goes into overtime (more than 40 hours Sunday 12am - Saturday 11:59pm) you will be notified and your supervisor will be notified. All overtime must be approved in advance by your supervisor. If the client is running low or out of approved hours, you will receive a notification and your supervisor will be notified. If you feel like you have received a notification in error, please contact your supervisor.

### **I made a mistake, how do I delete?**

To delete a portion of a note, click on the  icon in that section. For example, if you choose the wrong activity and would like to delete it. To delete the entire note, click  “Entire Shift” at the top of the note.

### **How do I correct a note?**

Your supervisor may review a note and ask that you make a correction. You should receive a notification of the change that needs to be made. You will access your past shifts and can sort by the Status: “Needs Correction”. Once you’ve made the necessary corrections, it can be resubmitted to your supervisor.