Telephony (IVR) Guide

Telephony Clock-in

To clock in with telephony,

- Arrive at the client's residence
- Report arrival via telephony from the client's phone number (example call below)
  - Please enter your user ID followed by # sign.
  - Please enter your PIN followed by # sign (if you have one).
  - To select X am arrival, press 1. Press 99 to hear your schedule for tomorrow.
  - Arrival time is X pm. You should complete your visit at X pm.
  - Your arrival has been reported. Thank you.
- Complete your visit
- Report departure, including care plan items, via telephony from the client's phone number (example call below)
  1. Please enter your user ID followed by # sign.
  2. Please enter your PIN followed by # sign.
  3. To select departure, press 1. Press 99 to hear your schedule for tomorrow.
  4. Departure time is X pm.
  5. Please report the value or status of the following items:
  6. [Item] is complete, press 1; if not needed today, press 2; if client refused, press 3
     - Repeat as needed
  7. If care plan item status are acceptable, press 1; to re-enter care plan item status, press 2.
  8. Are there any concerns you'd like to share with the office about the patient's condition? Press 1 for yes or 2 for no.
  9. Your departure has been successfully reported. Thank you.
- Depart the client visit location (do not leave until departure is reported)