

Call: 1-888-570-7326

## Caregiver Telephony Training

On 11/25/13, Advanced Home Support Inc. will be implementing a new telephony system that will help our agency, our clients, and their families have peace of mind by providing real-time visibility to the point of care. This system allows you to clock in, clock out, update the status of tasks as you complete them, and record the reason when a task is not completed.

This will help all of us improve the quality of care we provide and offer much needed peace of mind to our clients and their families. We realize that any change takes some getting used to, but we're confident you will love this new system and appreciate how easy it is to use.

To use the system and report your hours, please follow the steps below at every shift.

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### 1. Clock in when you arrive at the home.

- a. The first thing to do when you arrive at a client's home is to call our toll-free telephony number: 1-888-5707326
- b. Please remember to do this right when you arrive – don't delay!
- c. By calling immediately upon arrival, you can be sure to be properly paid for all the time you are at the client's home, and the client will be billed correctly.
- d. If there is more than one shift for that day, you will be asked to choose the shift.

For example:

*"We found several available shifts for Joe Smith.*

*Press 1 if you are Jennifer Caregiver and are clocking out of the X shift.*

*Press 2 if you are Ronald Caregiver and are clocking in for the Y shift."*

**Practice:** What number do you need to dial to clock in?  
**Remember:** Press the number of the shift with your name!

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### 2. Update task status.

- a. Your administrator will assign tasks to you, such as "Bathe and dress; Prepare breakfast; Provide medication reminder."
- b. After you clock in, the next time you call our telephony number, you will be asked to update the status of these tasks.
- c. Press 1 to mark a task as complete. If you haven't finished a task yet, *don't press any buttons*. Simply hang up, and you can call later to mark the task as complete.
- d. Press 2 to mark a task as incomplete. You will then be asked to record a reason.

**Practice:** What number do you call to update task status?  
**Remember:** You can mark some tasks as “complete” and others as “incomplete.”

### 3. Clock out.

- a. When you have updated the status of all tasks, you will be asked if you would like to “Press 9 to clock out.”
- b. **Do not clock out until you are just about to leave the home.** If you will be staying at the home longer, simply hang up and call again later to clock out.

**Practice:** What number do you call to clock out?  
**Remember:** Press 9 to clock out.

## CONGRATULATIONS!

It is that easy. Our administrators can now login to our website, see the updated clock in/clock out times, see the status of each task, and hear your voice recording if a task was not complete.

### Our new telephony system has a number of benefits:

- Provides peace of mind to clients and their families
- Helps us grow our business and earn more referrals, which means more shifts available for caregivers
- Improves quality of care
- Delivers helpful reminders and driving directions to caregivers. Every day at 5 pm, our system will send you an email or text message with your **assigned shifts** for the next day as well as the **client's address** and **driving directions**.

Thank you for helping us to make this system a success! And please let me know if you have any questions.

All the best,

Sam Lish ,

Advanced Home Support Inc.  
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