Caregiver Mobile App Guide

Download the WellSky Personal Care App

On an Apple Device:

1. Go to the App Store.
2. Search for "WellSky Personal Care."
3. Tap "GET" and wait for the app to download.
4. Open the app.

On an Android Device:

1. Go to the Google Play Store.
2. Search for "WellSky Personal Care"
3. Tap "Install" and wait for the app to download.
4. Open the app.

Logging in

1. Enter your Username (email address) and tap **Continue to Login.**
2. Enter in your Password and tap **Login.** For security reasons, WellSky® Personal Care will not remember passwords.
3. If you work for more than one agency, tap the agency you wish to use to sign in.
4. Ensure that you have enabled location services on your device and choose to share your location with the mobile app.

Fingerprint/Face ID

- You must first enable Fingerprint/Face ID on your mobile device then enable Fingerprint/Face ID from your profile in the mobile app.
- Once you have configured Finerprint/Face ID, you can tap **Log in with Face ID/Fingerprint** going forward.

Important! Do not use Fingerprint/Face ID on shared devices.

Notes:

- Your agency will send you a Portal Invite email to create your password.
- Usernames & Passwords are case sensitive.
- If you forgot your password, tap **Forgot Password?** then enter your email address and tap **Reset** to send an email to reset your password.
- The version number of the app displays on the lower-right corner of the log in screen. Enable automatic updates to ensure that your app version is always the most up to date.
- Decide if you would like WellSky® Personal Care to remember your username for your next login.

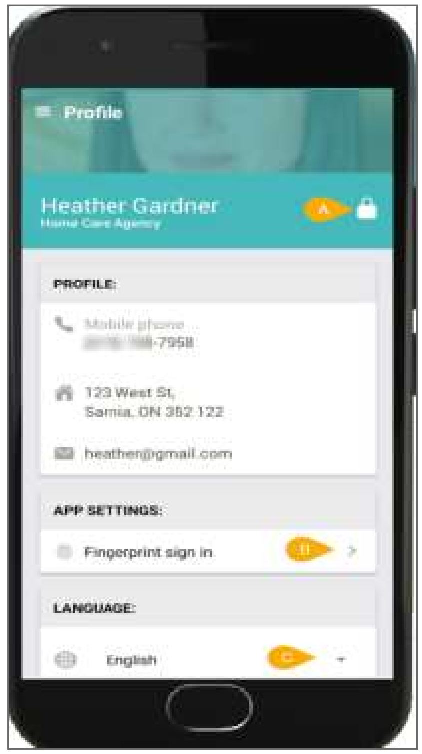
Important! Information is confidential and must always be protected. As a security precaution, you will be automatically logged out of the app after 20 minutes.

Your Profile

1. In the upper-left corner, tap the mobile app main menu.
2. In the upper-left corner, tap your name/agency name to open your profile.
   A. **Change password:**
      - Tap the lock icon next to your name.
      - Enter your current password.
      - Enter a new password.
      - Enter your new password again to confirm.
      - In the upper-right corner, tap **SAVE**.

   B. **Enable Fingerprint/Face ID Sign In:**
      - You must first enable Fingerprint/Face Id on your mobile device. Refer to your mobile device user manual for direction
      - Toggle Fingerprint or Face ID sign in on then tap the back button in the upper left-hand corner to save.
      - Now, when logging in, you can tap the option to use "Login with Face ID/Fingerprint."

   C. **Language Preference:**
      - From your profile, scroll down to "LANGUAGE" and tap the selected language.
      - Tap your preferred language, options include English or Spanish.
      - Mobile app text will be translated to your selected language.
      - Pre-shift messages, tasks and forms will remain in English.



Getting Directions

On an Apple device:

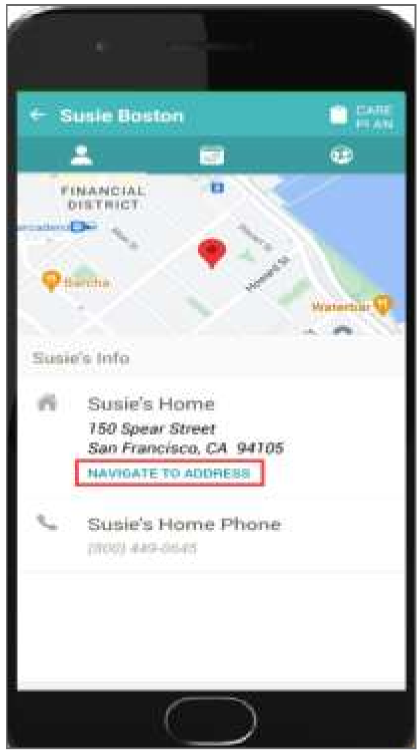
NOTE – Apple will default to Apple Maps unless you change it to use Google Maps.

1. On the Shifts page, tap the client's address.
2. Select the route and tap "GO."
3. To see details such as apartment number, go to the mobile app main menu and tap **Clients**. Tap the client's name to view their profile information.

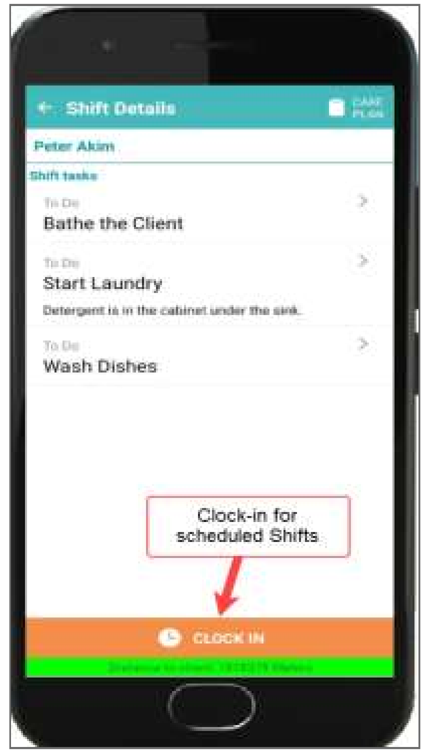
On an Android Device:

NOTE – Android lets you select your navigation application. Google Maps should be the default.

1. On the Shifts page, tap the client's address.
2. Select which Mapping app to use (if you have more than one installed).
3. Select the route and tap "Start."
4. To see details such as apartment number, go to the mobile app main menu and tap **Clients**. Tap the client's name to view their profile information.

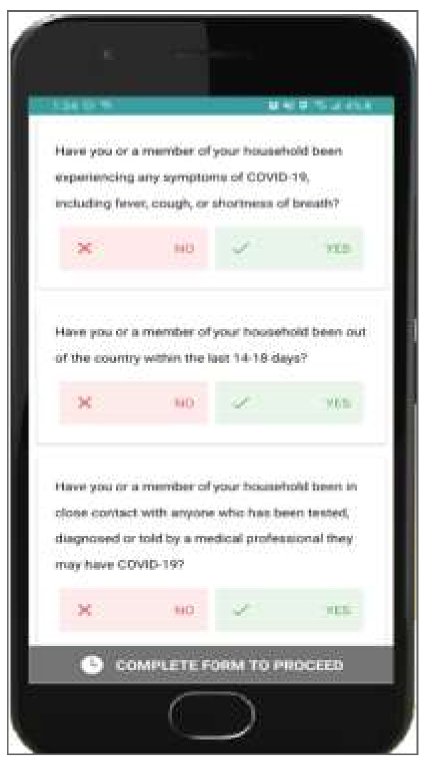


Clock in for a Shift



1. From the Shifts screen, tap the shift you wish to clock-in to.
2. Review the tasks assigned to the shift.
3. Tap the orange **Clock-in** bottom at the bottom of the screen.
    - If you are too far away, you many not be able to clock in. Note the distance in the green bar at the bottom.
    - If you are early, you may not be able to clock in yet.
4. If enabled, a pre-shift message will display. Read the message then tap **Ok**.
5. If enabled, answer the COVID-19 caregiver questionnaire.
    - Read and answer each of the questions honestly.
    - Any yes response will trigger an alert to your agency so they can follow up accordingly.
    - When finished, tap **Submit Form** to submit your responses and clock-in for your shift.

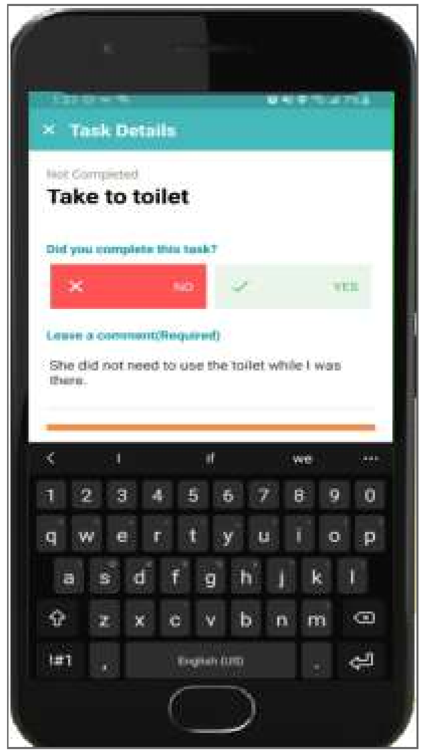
Complete the COVID-19 Client/Client Contact Questionnaire



If enabled:

1. After clock-in, you will see the COVID-19 Client Questionnaire.
2. Ask the client of a family member each COVID-19 screening question about the client and record the answer. Any yes responses will trigger an alert to your agency so that they may follow up accordingly.
3. When finsihed, tap **Submit** to submit the client's responses.
4. Repeat for Client Contact Questionnaire(s) if applicable.

Recording Complete or Incomplete Tasks

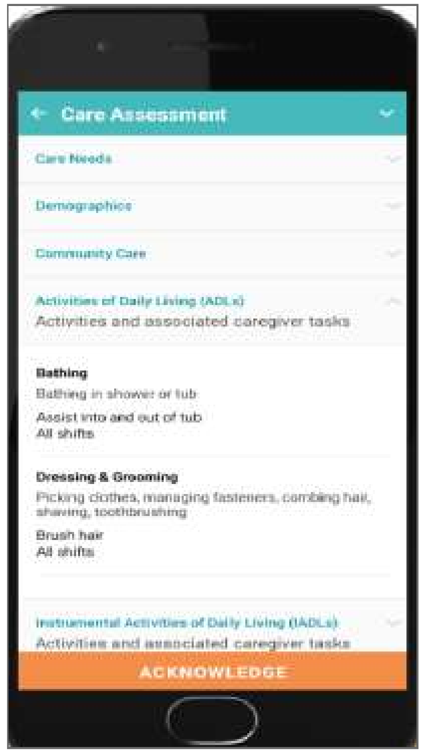


1. To clock out, you must indicate the status of all shift tasks.
2. If a task *was complete*, tap **yes**. Follow your agency's best practices regarding comments for completed tasks.
3. If a task was *not complete*, tap **no**.
   - You will be required to enter a reason why the task was not complete.
   - After entering your comment, tap **Submit** to save.
   - Tap the X to close and return to your shift details.

Access Client Information

1. From the main menu, tap **Clients**.
2. Tap on the client's name to open their profile and view:
   - Location and map to the client's address.
   - Contact Information
   - Upcoming Shifts
   - Care plan
   - Emergency Contacts

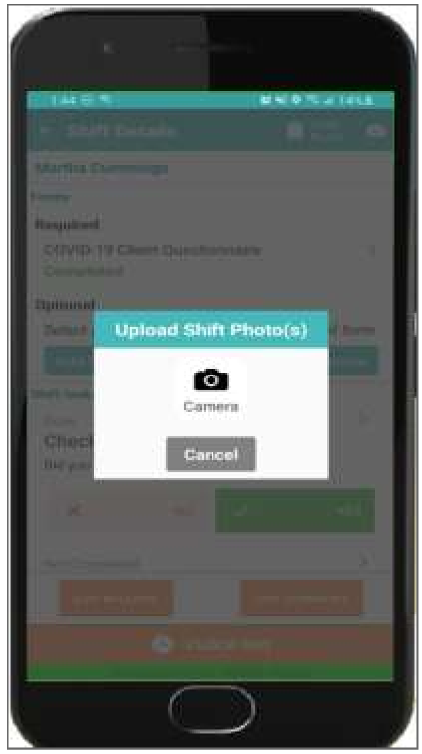
Accessing the Care Plan



1. From the client profile or the shift details, tap **Care Plan**.
2. Tap on the arrows next to the Care Plan sections to expand and view more details.
3. If the Care Plan is updated you may be required to read and acknowledge the updated Care Plan.
    - Read through the Care Plan then sign or tap "Acknowledge" to acknowledge that you have read the updated Care Plan.
    - A record is made for your agency that you have acknowledged the updated Care Plan.

Uploading HIPAA-Compliant Photos

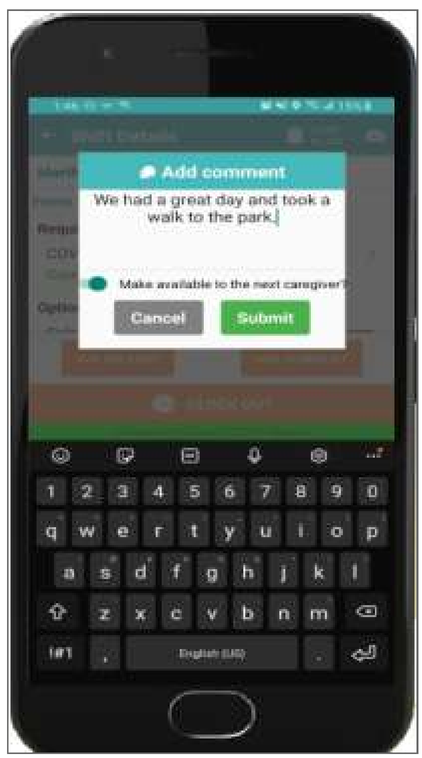
Important! Only take photos using the app and do not take pictures using your camera outside of the mobile app.



1. From the shift, tap the Camera icon twice.
2. Tap the circle at the bottom to take a photo.
3. Add a comment to explain the photo
4. To upload the photo, tap **Upload**.
5. You will not be able to see the photo after it is uploaded. The office and people with access to the client's online Family Room portal will be able to see the photo.

TIP – Focus on ways you are helping the client and show positive experiences and engagement in the photo you upload.

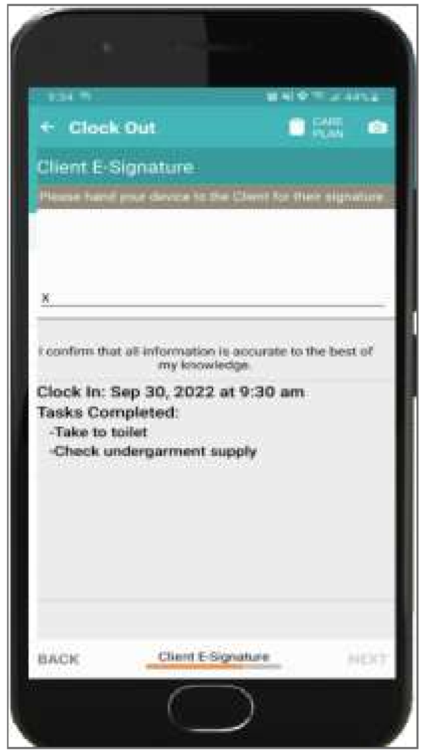
Add Mileage & Comments



1. Tap **Add Comment** to add a general comment about your shift.
2. If enabled, you will have the option to allow the next caregiver to read your comment.
3. Messages left by a previous caregiver are closed when the message is marked as "Read."
4. Tap **Add Mileage** to record any mileage that occurred during your shift. Leave a reason for the mileage added. *Mileage must be entered as whole number.*

NOTE – Comments & Mileage can be added during the clock-out process.

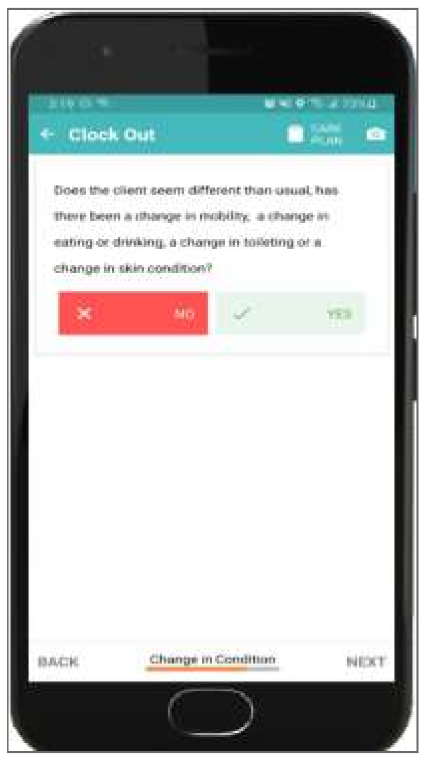
Electronic Signatures



Electronic signatures occur during the clock-out process. Your agency may require a client signature, caregiver signature or both.

1. If prompted for the client's signature, hand the phone to the client, ask them to review the shifts details such as clock in time and task status and ask them to sign to confirm the information is correct.
2. After the client has signed, tap **Next**.
3. If prompted for your signature, review the shift details and sign to confirm.
4. Tap **Next** to continue the clock-out process.

Report a Change in Condition



During the clock-out process, you may be asked yes/no questions and if your client's condition has changed.

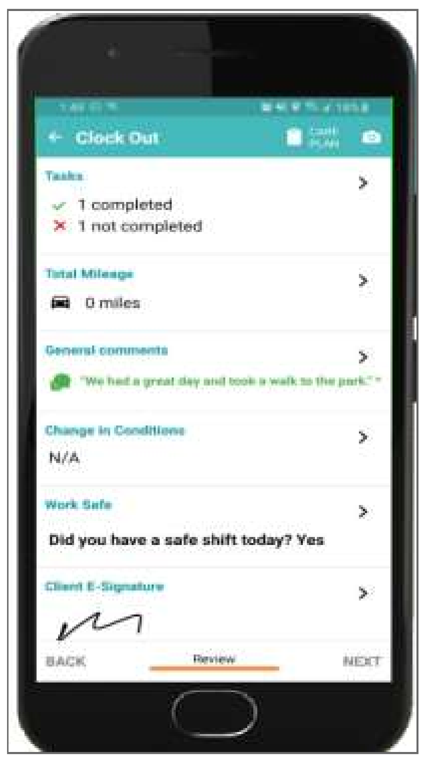
1. If you answer yes to any of the questions, you will be asked more details. .
2. "Yes" responses will trigger an alert to your office so that they may follow up accordingly.

Safety at Work: WorkSafe

During the clock-out process, you may be asked if you had a safe shift.

1. If you had a safe shift, tap **Yes** and continue clocking out.
2. If not, tap **No** and explain why your shift was not safe.
3. If may also be asked if you were injured. If so, response with **Yes** and explain what happened.
4. Tap **Next** to continue the clock-out process.

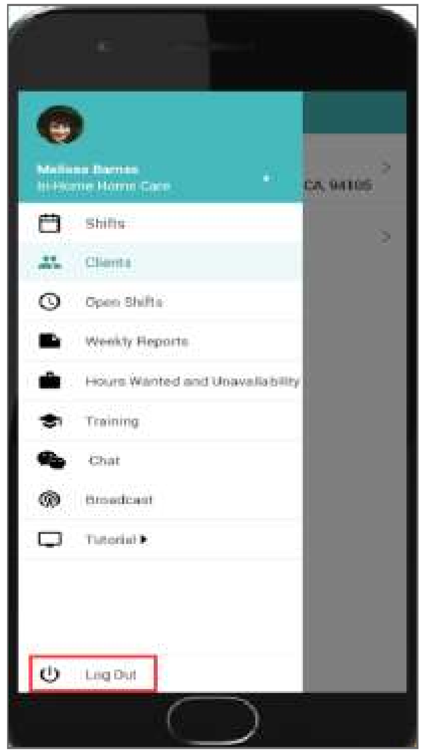
Clock Out of Your Shift



1. Tap **Clock Out**.
2. Update or confirm all task statuses, general comments, Change in Condition, or Work Safe responses.
3. Tap next to advance through the clock-out process.
4. Tap **Confirm** to confirm shift details and clock-out of your shift.
5. Wait to exit the app until you see the "Great Job!" screen to ensure that your clock-out has been recorded.

NOTE – If your shift started on the previous day (overnight shift), you must go back to the day the shift started, locate the shift and clock-out.

Logging Out



Logging out of the mobile app helps secure the system and protect client information. The app automatically logs you out after 20 minutes of inactivity.

1. Tap the main menu in the upper-left hand corner.
2. Tap **Log out**.

> Important! Logging out of the app will NOT clock you out of your shift.

Open Shifts

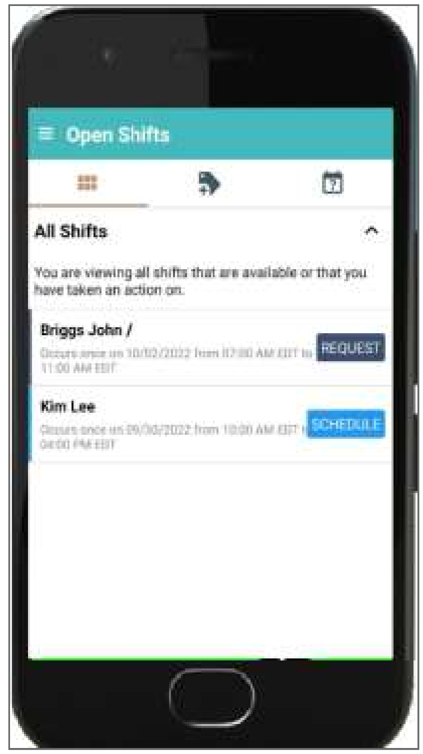
Schedule or request "open shifts" from the mobile app.

1. From the mobile app main menu, tap **Open Shifts**.
2. Under the "All Shifts" section, a list of available open shifts displays. There are two types of open shifts:

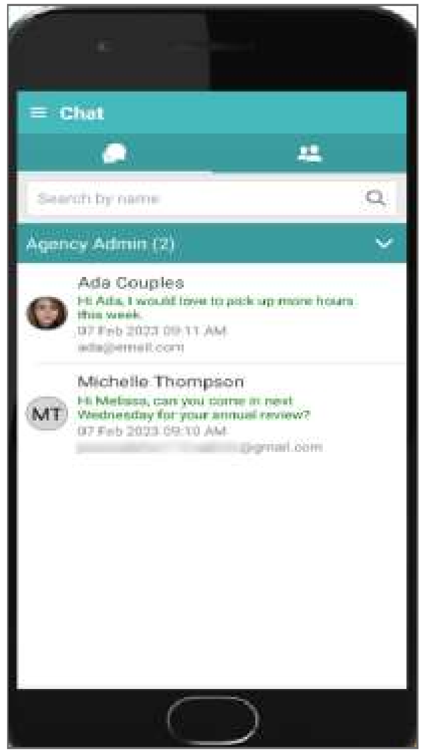
- Pre-approved shifts will have the action to Schedule
    1. Next to the shift tap "Schedule" then tap "Yes" to confirm you want to work. If you do not want to work the shift, tap "No."
    2. If you respond "yes" to a pre-approved shift, you will receive immediate confirmation that you were scheduled.
- Needs Approval shifts will have the action to Request
    1. Next to the shift tap "Request," then tap "Yes" to confirm you want to work the shift. If you do not want to work the shift, no action is needed.
    2. The status of the shift will change to "Requested." Once an admin schedules a caregiver to the shift, the status of the shift will update:
        - If you were scheduled to the shift, the shift is no longer visible in the Open Shifts section and can be viewed from the Shifts section.
        - If you were not scheduled to the shift, the status of the shift will changed to Denied and will remain visible from the Open Shifts section for 24 hours.

Notes:

- If your agency has not enabled the ability to offer Needs Approval shifts, the Open Shifts interface will appear differently than the screen shot and:
    - You will only be able to schedule Pre-approved shifts by tapping "Accept."
    - The first caregiver to accept a pre-approved shift will be scheduled to the shift so it is important to respond promptly.



Chat & Broadcast Messages



1. From the mobile app main menu, tap **Chat**.
   - View your message history and reply or send a message to individual administrators.
2. From the mobile app main menu, tap **Broadcast**.
   - View group messages sent by your office. Please note that you will not be able to send or reply all to a group message.
   - Tap the arrow in the upper right-hand corner of the message to respond to the individual administrator.
   - You may not be able to respond from the broadcast message itself. To send a message to an administrator use the Chat menu.

Hours Wanted and Unavailability

Hours Wanted:

1. From the mobile app main menu, tap **Hours Wanted and Unavailability**. Please note that if "Request Unavailability is disabled" the menu option is called "Hours Wanted."
2. Enter the number of desired hours you wish to work weekly and tap **Submit**.
3. To enter your unavailability, tap **Request Unavailability**.
4. Enter in the From/To details, if it Repeats, and a Reason (Note required).

Request Unavailability: (if enabled)

> Important! You may only request unavailability which does not conflict with existing shifts. If you would like to cancel a shift, please contact your agency.

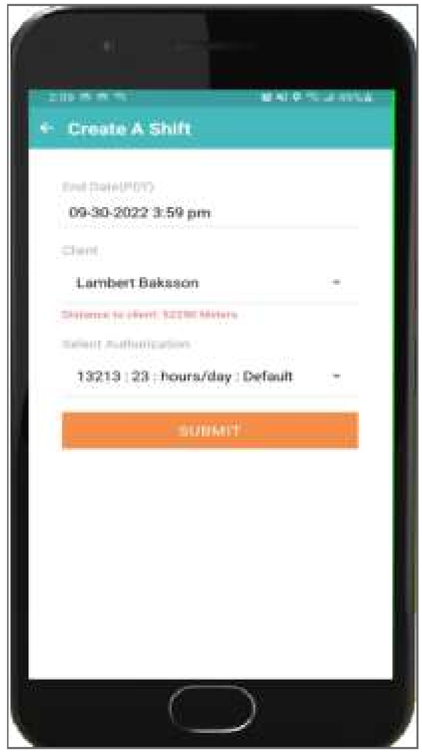
1. From the mobile app main menu, tap **Hours Wanted and Unavailability**.
2. Tap **Request Unavailability.**
3. Acknowledge the unavailability warning.
4. Enter details of your unavailability including dates, times, repeat cycle (optional), reason and note. All fields are required unless otherwise noted.
5. When finished, tap **Submit**.If the unavailability conflicts with a shift, you will receive an error message and prompted to call your agency.
6. If the unavailability request does not create a conflict, you will receive confirmation that your request was submitted. An administrator will need to review your request. Once it is reviewed, you will receive an email to confirm if it was approved or not.

Ad-Hoc Shifts

If enabled, your agency will allow you to create your own shifts.

1. From the Shifts screen, tap **Create A Shift**.
2. Fill in the shift end date/time and select the client.
3. If applicable, choose the corresponding authorization for the shift. Contact your agency if you are unsure what to select.
4. Your ad-hoc shift will start when you tap "Submit."
5. Complete and clock-out of your shift as normal.

NOTE – You are unable to create a shift if it exceeds the client's authorized hours.



Tips & Tricks

Mobile Settings

1. Make sure that Location is enabled.
2. Set the Location to "Always Allow" or "While Using for WellSky® Personal Care & Maps."
3. Enable automatic updates to keep from having to manually install updates.
4. Make sure Maps is installed and working. You should have cellular data and location enabled for Maps.

Other Tips

- **Right Time:** Make sure you aren't trying to clock-in too early for your scheduled shift or after it has ended.
- **Right Place:** Make sure you are at the right location and not too far away.
- **Confirm:** When clocking out, make sure you see the "Great Job" screen as confirmation that you successfully clocked out of your shift.

Thank you for choosing WellSky® Personal Care!