

# CCOR X ALAYACARE: MOBILE GUIDE

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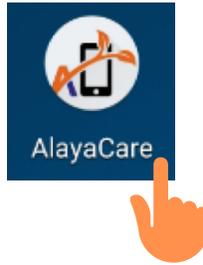


# LOGGING IN AND VIEWING SCHEDULE



1

OPEN APP



Tap the AlayaCare App to Launch it

\*Note: There are two versions of the app in the Google Playstore, please do not download the AlayaCare RPM version.

2

LOG IN



Welcome!  
Please enter your company server name

Next

A. Enter the corresponding address:

The first time you login, please enter the server name under the following address:

ccor.alayacare.com

You will only need to enter this once and it may already be done for you.

B. Enter your email and password:

Your email is your  
FirstName.LastName.LastTwoOfYourSSN@ccorhome.us

For example, Jane Doe would be Jane.Doe.34@ccorhome.us

Your initial password is 8 characters long, it consists of your  
CAPITAL FIRST INITIAL little last initial Last Four of your Social  
Security Number \$!

For example, Jane Doe would be Jd1234\$!

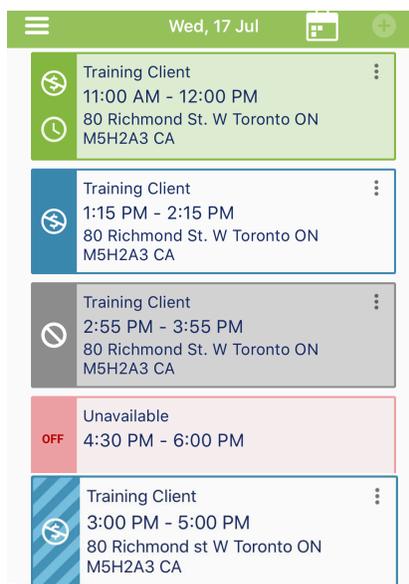




Login with AlayaCare

3

VIEW YOUR SCHEDULE



Click Login with Alayacare.

**Green visit - Clocked in Visit**

**Blue Visit - Scheduled for today**

**Gray visit - Cancelled or visit is on Hold**

**Red visit - Indicated Unavailability**

**Dashed Blue visit - Future Visit (different day)**

This will be the first screen you see when you log in



# CLOCKING INTO VISITS



## Important icons



Menu



Clock-in



Clock-out

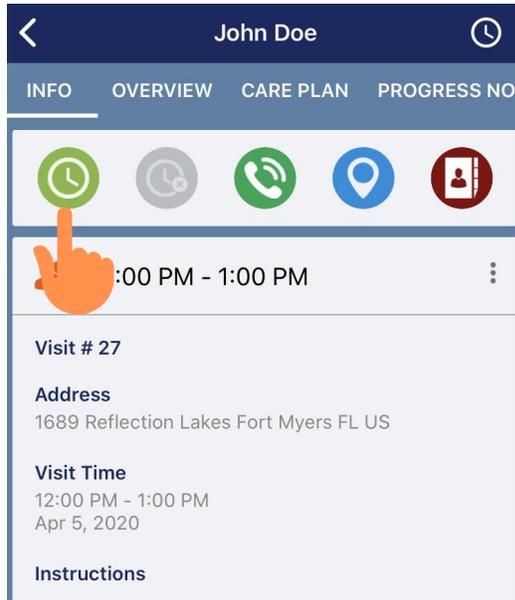


Map of Address

4

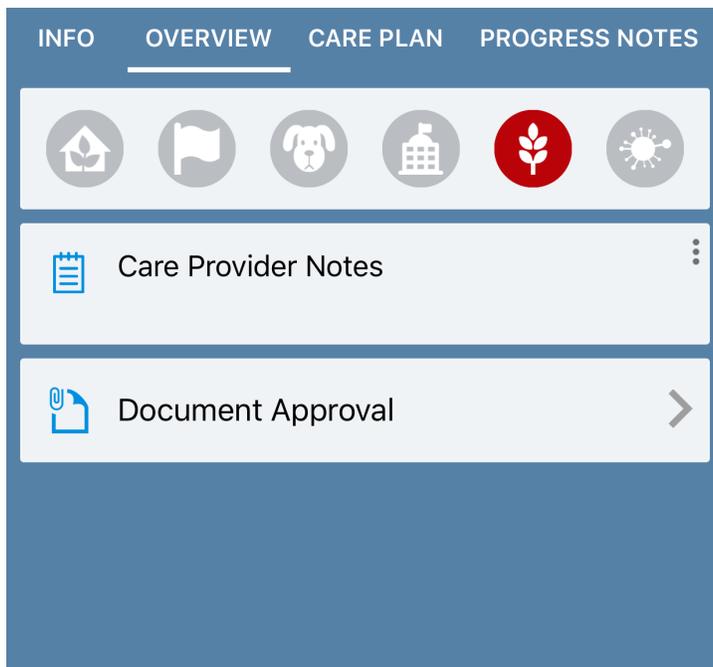
## CLOCK INTO A VISIT

Tap on the green clock to clock in. Visit will turn green indicating you have clocked in.



## Info Tab:

- Clock-in & Out
- Client Address
- Basic Visit Info



## Overview Tab:

- Risks

Gray = No risk

Blue = Low-med risk

Red = Severe risk

- Care Provider Notes

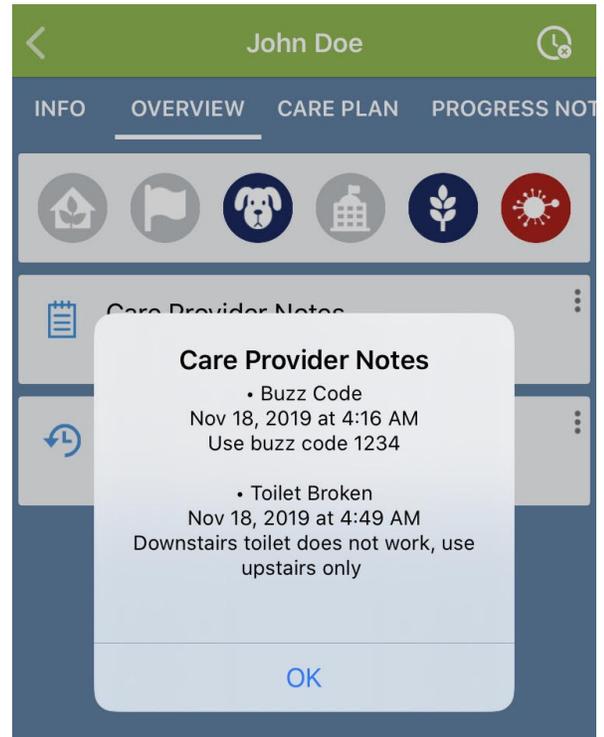
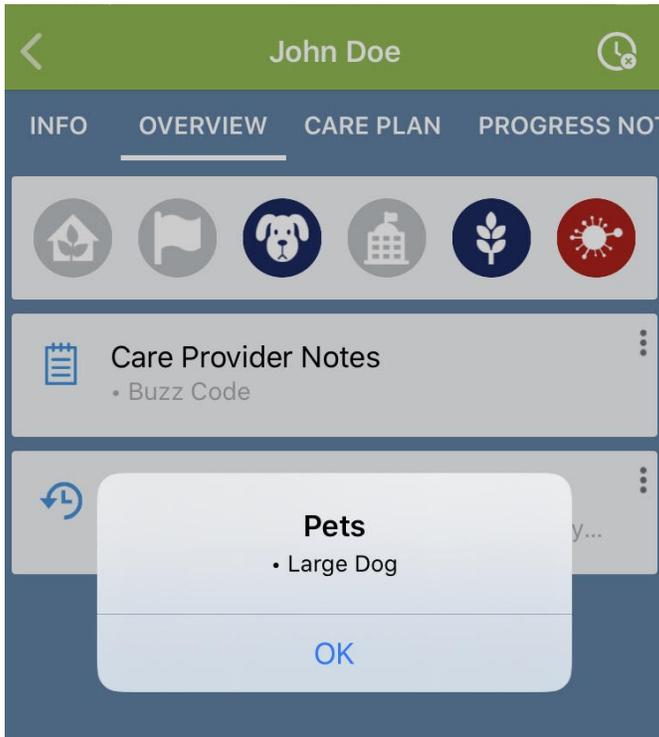
Notes the office would like you to see

- Document Approval

N/A - Ignore this

5

## NAVIGATE A VISIT

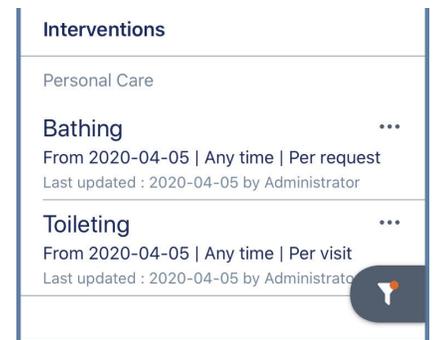
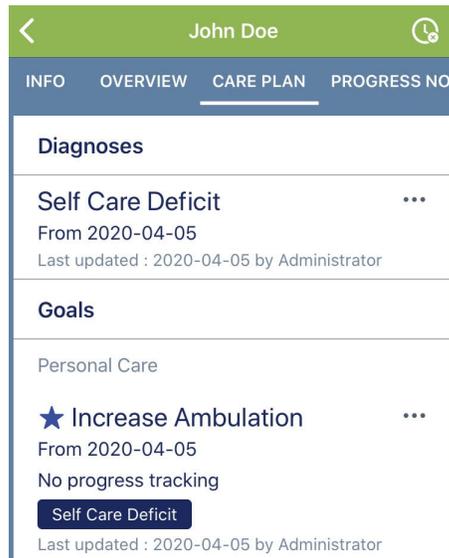


### Overview Tab (Cont'd):

- Simply tap directly onto the risk icon to view more details.
- You can also tap directly onto the Care Provider Notes to view more information.

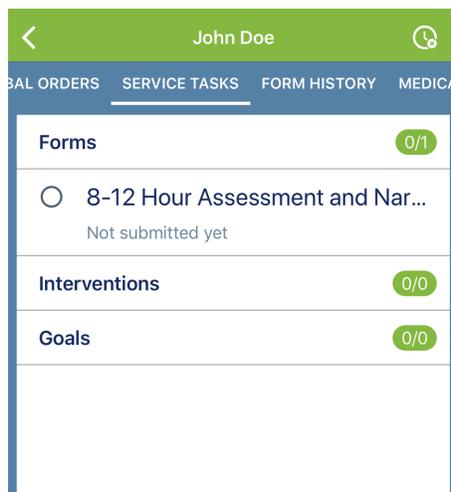
### Care Plan Tab:

- Used to simply view client's **Diagnosis, Objectives and Interventions.**



## Forms (in Service Tasks)

- **Forms are where you will submit information, for example, to HR, such as a Flu Declination, or Annual Self Health Evaluation.**
- **These forms will automatically be uploaded upon completion.**



## Form History Tab:

- **View previously submitted forms.**
- **Tap onto the form name to view the completed form PDF.**

**Tap on 'Next' in the upper right corner of the form on iOS (bottom right for Android) to navigate back and forth between sections. Any fields in stars are mandatory to complete prior to submitting.**

**Navigate to the very end of the form and click 'Submit' when done.**

**To save a draft of the form, on Android hit the "Back" arrow to prompt the Leave Form dialogue. On iOS you will click "back" until you are at the beginning of the form and can then tap "Cancel"**

**Tapping the 'Cancel' icon in the top left corner will prompt leaving the form. You can either Discard the form or Save.**

**Saving the form will allow you to come back later (i.e. even after clocking out of a shift) to finish the form for submission.**

## Service Tasks Tab:

- These are the items to complete during the visit.
- Items include Forms, Interventions and Goals.
- Interventions should be checked off after completion. If an intervention was not completed, click the comment bubble to the right to note that it wasn't done, by typing, "Not Done."
- Goals must be checked and then commented on with a "Done," or "Not Done."

John Doe

PLAN PROGRESS NOTES SERVICE TASKS FORM

Forms 0/1

Assessment  
Not submitted yet

Interventions 0/2

Personal Care

Bathing 0 this visit

Toileting 0/1 this visit

Goals 0/0

+

## Time Verification Sheet:

- At the end of each shift, navigate to this tab to sign-off on total hours worked with the client.
- Click the blue '+' in the bottom right to begin a new form.
- Tap 'Next' to continue filling out sections of the form.
- Tap 'Submit' once complete.

CARE PLAN TIME VERIFICATION FORM SERVICE TASKS

+

Back Time Verification Form Submit

### CCOR Employee Signature

My signature attests that I did in fact work with my client throughout my shift. I did not leave my client (unless instructed by the care plan I follow). I completed tasks on the care plan for the client. I understand that falsification of time records or failure to follow any of CCOR's policies may result in termination of my

CCOR Employee Signature \*

+

Date of Signature for Attestation \*

Aug 31, 2020

+

Time \*

11:51 AM

+

## Reporting Mileage for a Visit:

- To report Mileage if applicable on a visit, navigate to the Info tab of the clocked in visit and scroll down to Premiums
- Tap into the Premiums tab
- Click on the + sign in the top right corner
- Select Mileage
- Enter in the Quantity of reported miles
- Write a Description of the trip
- Submit the mileage to be reviewed for reimbursement.
- **Please Note: You do need approval for mileage before you claim it and if you don't claim it in the app, you will not be reimbursed.**

INFO OVERVIEW CARE PLAN TIME VERIFICATION

Visit Time  
12:00 AM - 1:00 AM  
Sep 23, 2020

Instructions

Visit Notes

TBI-HCSS : TBI-HCSS 07/27/...

Service Code  
TBI-HCSS

Service Name  
TBI-HCSS 07/27/2020-07/27/2021

Activity Codes

Forms

Projected End Date  
2021-07-27

Address

Premiums

Cancel Premium Select

Mileage

< Add Premium Submit

Premium \*

Mileage

Quantity \*

12

Description

Drove John to doctor's appointment

< Premiums +

Sep 23, 2020 at 6:55 PM  
Mileage  
Qty: 12

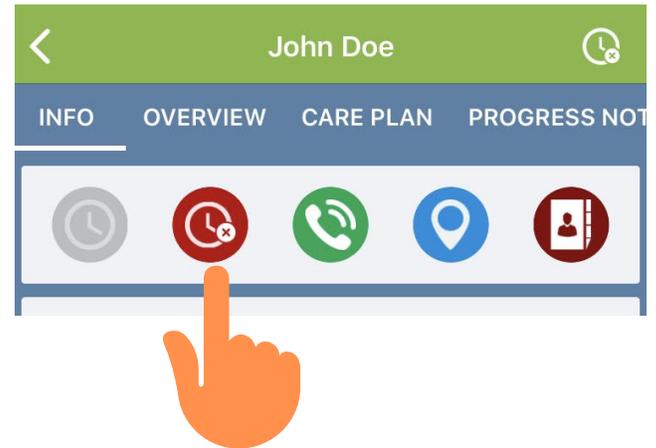


# CLOCKING OUT



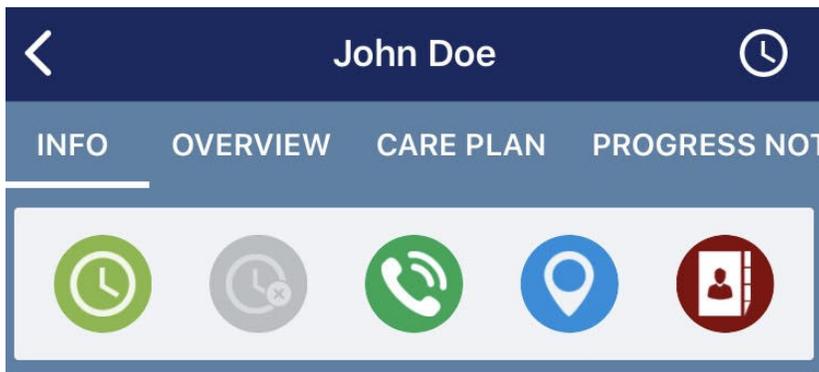
6

## CLOCK OUT



### Clock-out:

- Once you have completed your shift and the proper signature was obtained, you can clock out using the clock out icon in the upper right corner.
- You can also clock out by navigating back to the INFO tab using the red clock.



### Clock-out:

- The visit will turn from green to blue, indicating you have clocked out.

### Signing out of your profile via in the upper left corner:

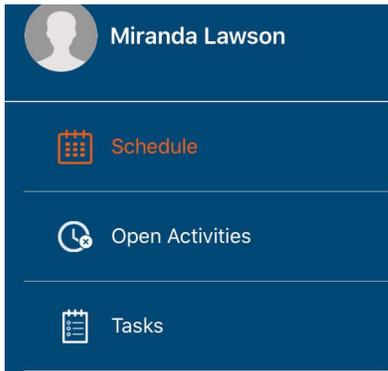
- Signing out of your profile will ensure that the next staff person can log in for their shift, as well as ensures the next staff person doesn't accidentally affect your hours in your profile.



# TASKS AND SETTINGS

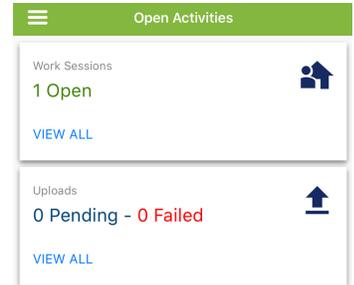


Menu ( button in the upper left)



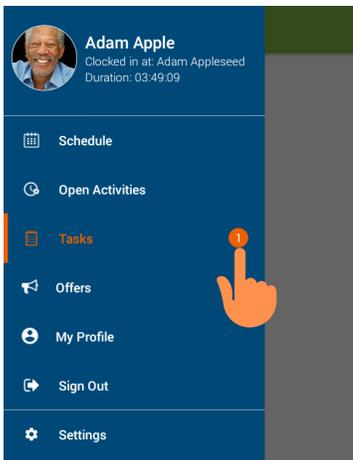
## OPEN ACTIVITIES

- If you have forgotten to clock out of a shift, you can find the open shift in this section to clock out.

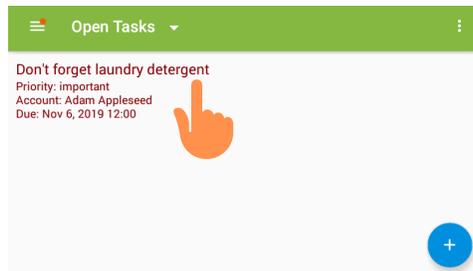


## TASKS

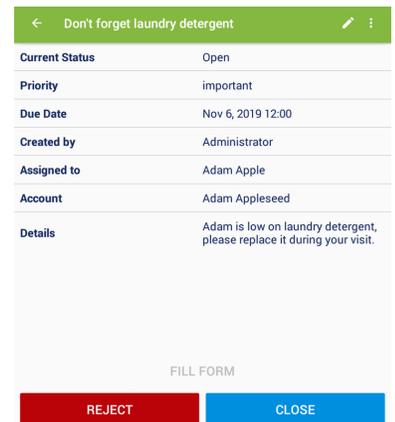
Tasks will show you if you have any forms that are due soon (for example, to HR)



Tasks due today will appear with an orange icon

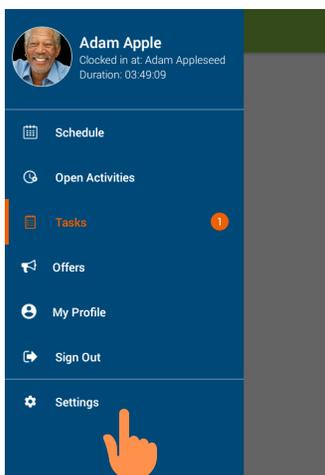


Tap on the task to view more details

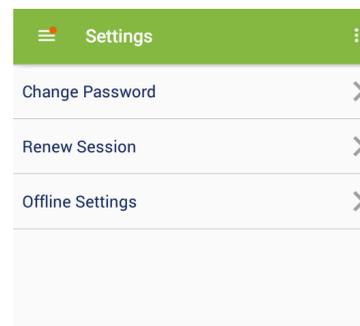


Once the task is complete, select Close 

## SETTINGS



In Settings, you will have the option to change your password or renew the session.



You are free to use AlayaCare on a personal device, but you do need an internet connection for it to work. If you choose not to use your own device, there is a tablet in every client's home for you to use instead. Please note that the app does not use much data, but CCOR will not be covering your costs if you choose to use your own device.

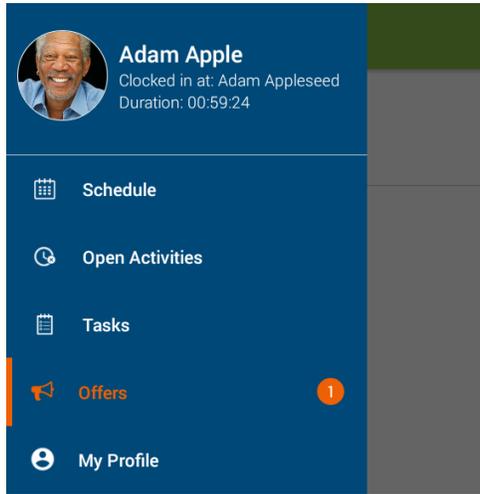


# VISIT OFFERS



## HOW TO ACCEPT/DECLINE AN OFFER

1

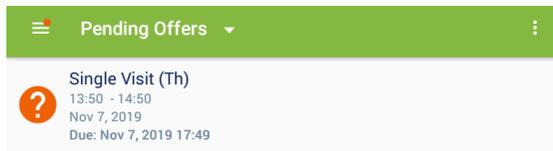


Shift offers will appear as an orange icon on your menu

After clicking on the offer, you will be able to view the following information:

- Offer due date
- Risks associated with the visit
- Required skills
- Schedule information
- General location (map) Town and Postal code only\*

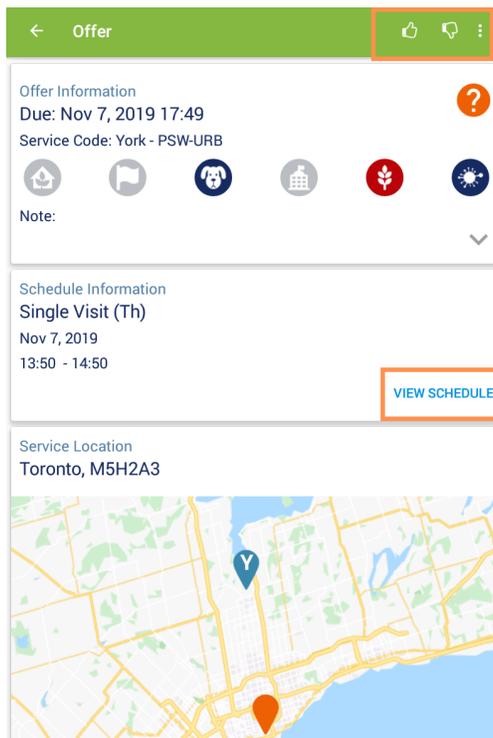
2



Tapping on the shift offer will show visit information, risks, and general location.

Accept or decline using the thumbs icons

3



Offers may be sent as a single visit or a visit that repeats. You cannot accept a portion of a repeating offer, if you are only available for 2 out of 3 shifts offered please decline and note which portion you are available for.

**NOTE: If you have been ASSIGNED to the visit, it will appear on the schedule. Accepting an offer does not automatically mean that it will be assigned to you.**

**If you have any questions about offers, please contact the Staffing Department.**