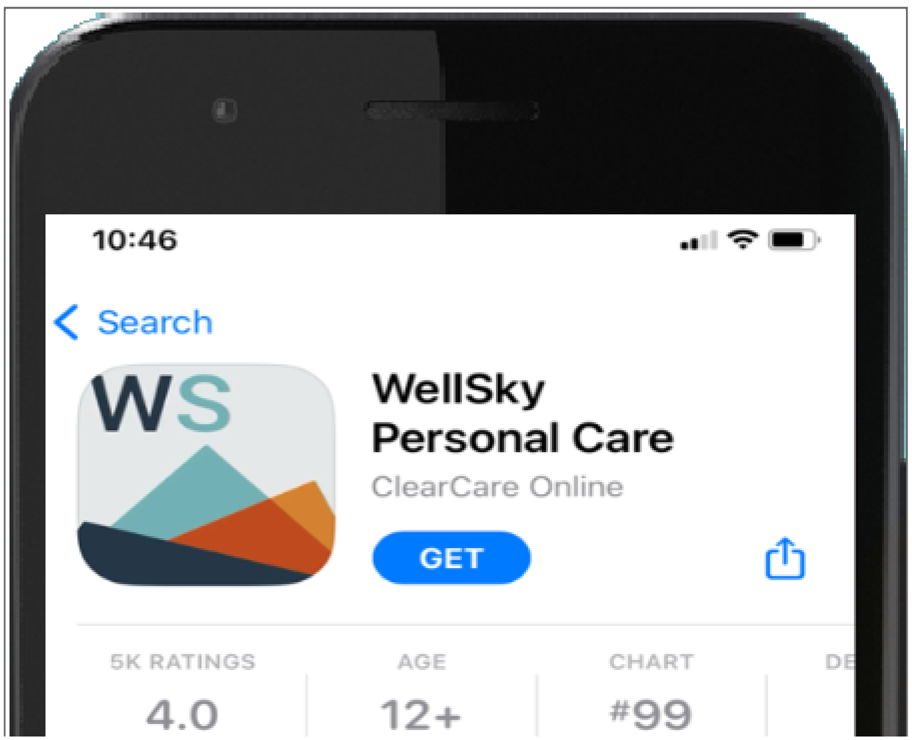
WellSky®

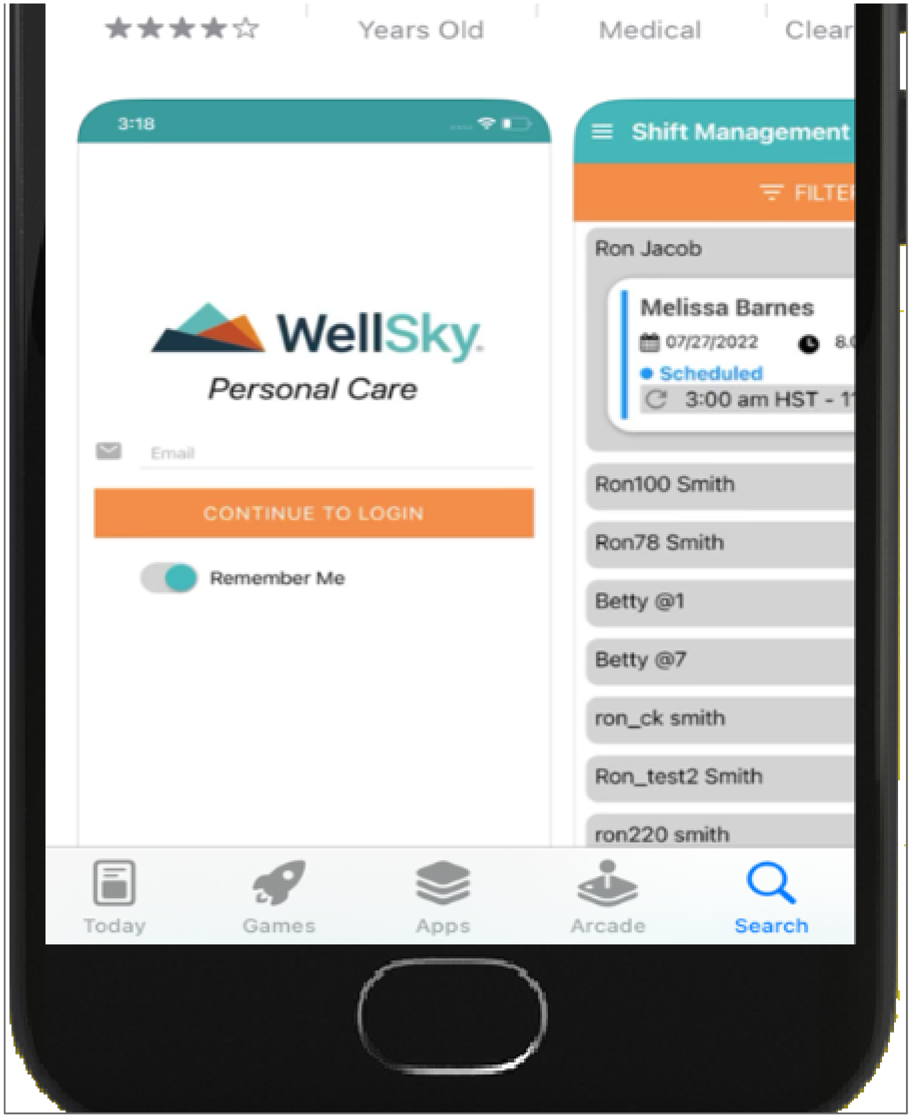
WellSky Personal Care Mobile App - Caregiver Tutorial

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.



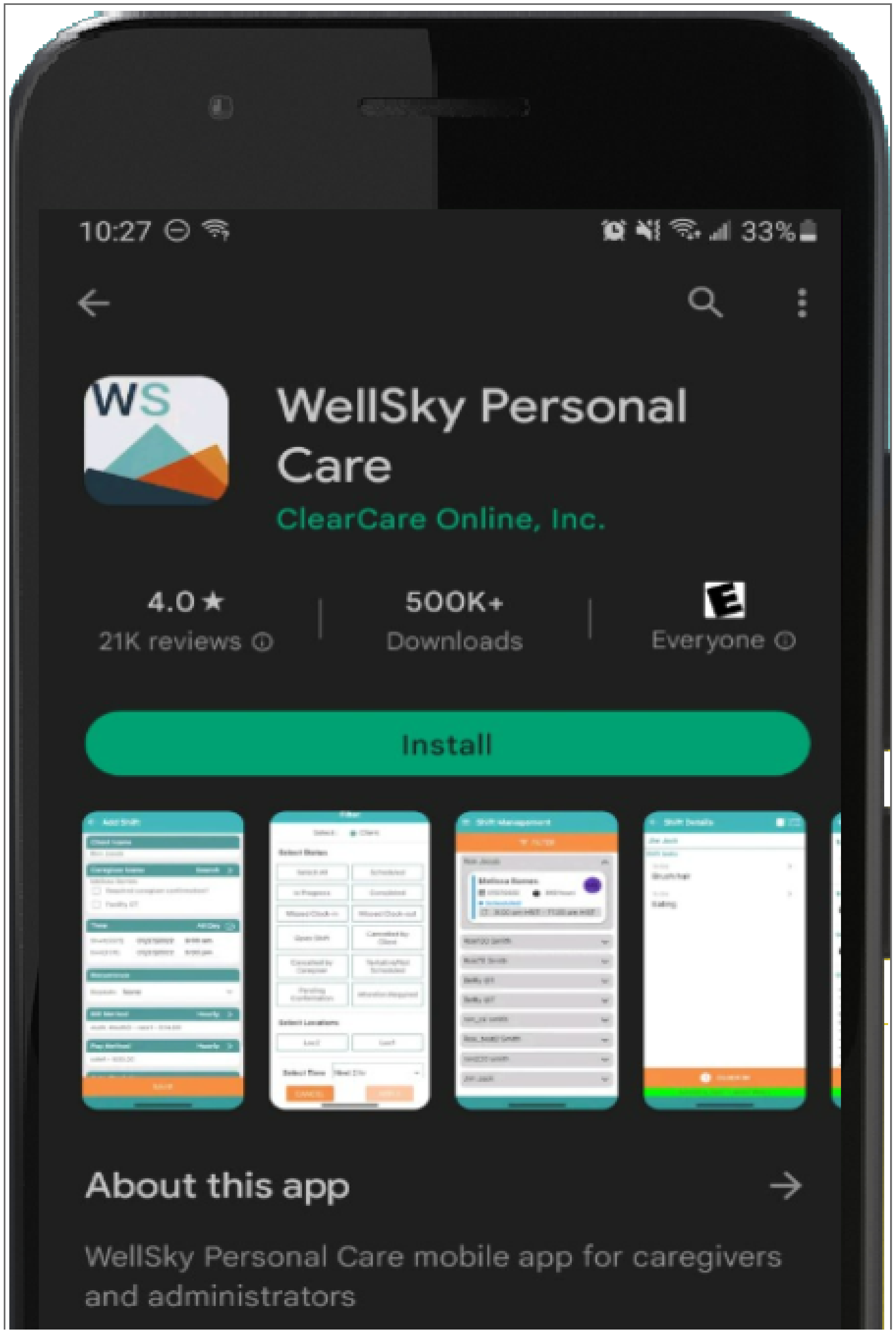


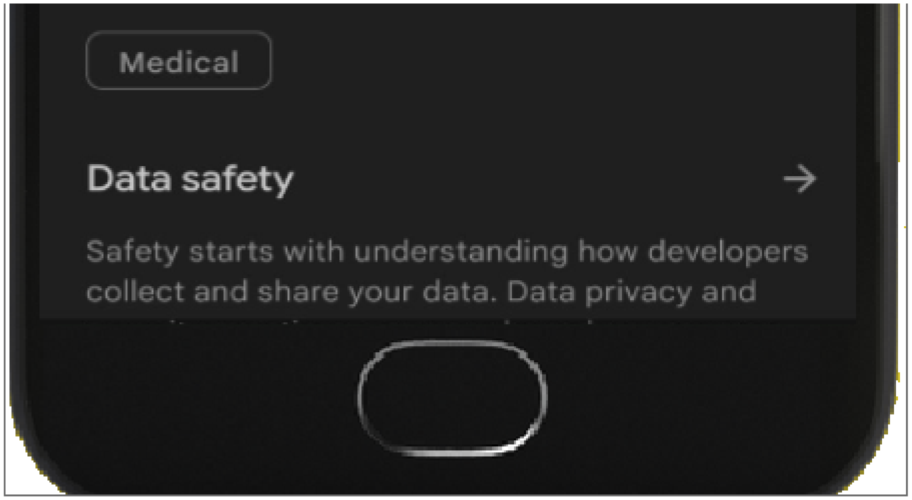
GET IT ON Google Play

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.

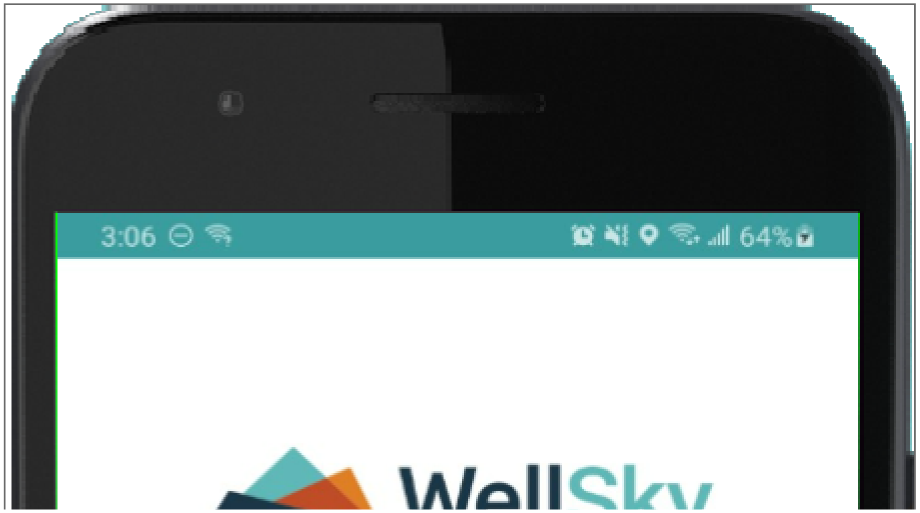


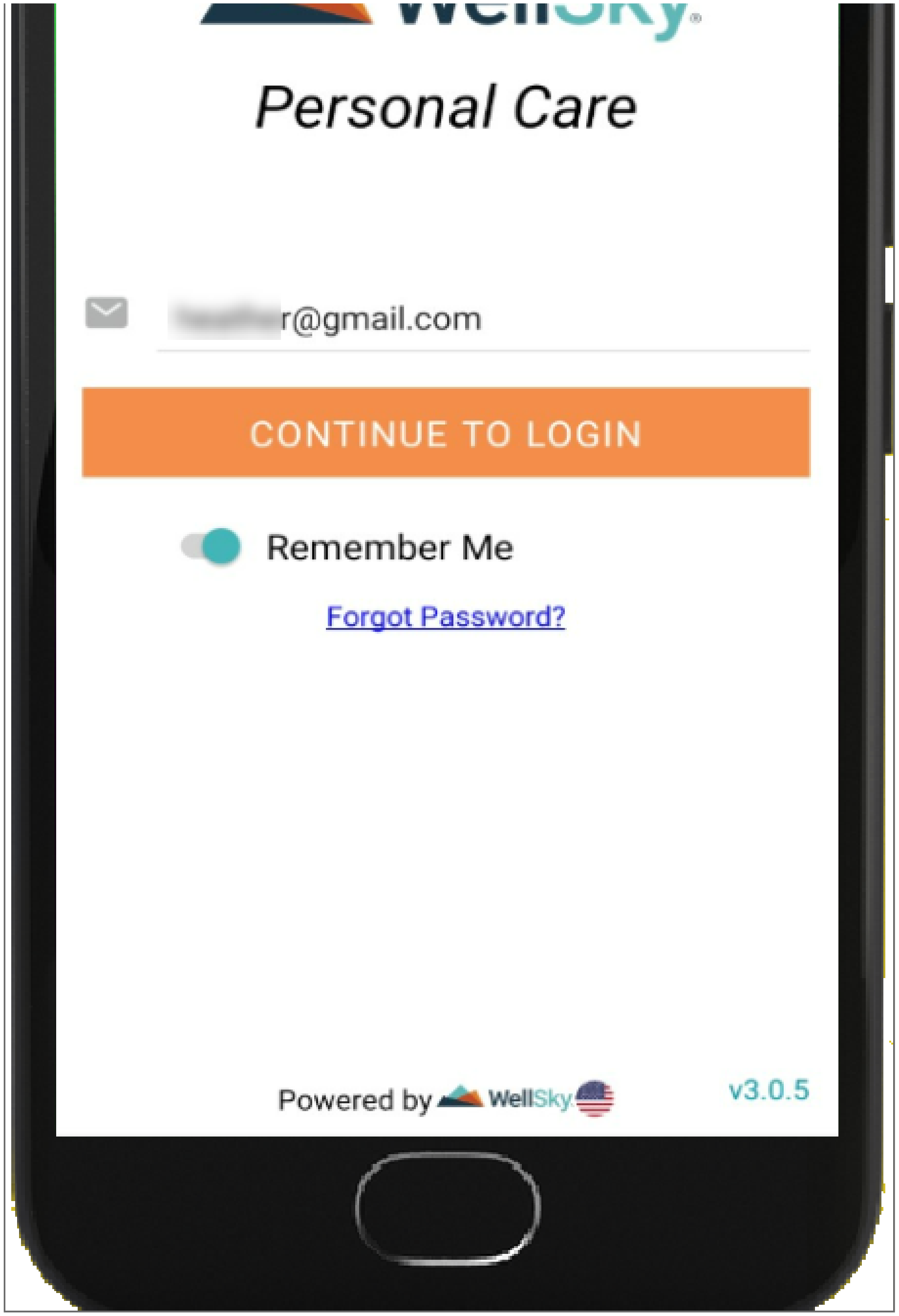


Log In

Login using your email and password (case sensitive).

1. Enter your email address.
2. Tap "Continue to Login."
3. Enter your password.
4. Tap "Log in" or "Log in with Face ID/Fingerprint."
5. If you work for more than one agency, tap the agency you wish to use to sign in.





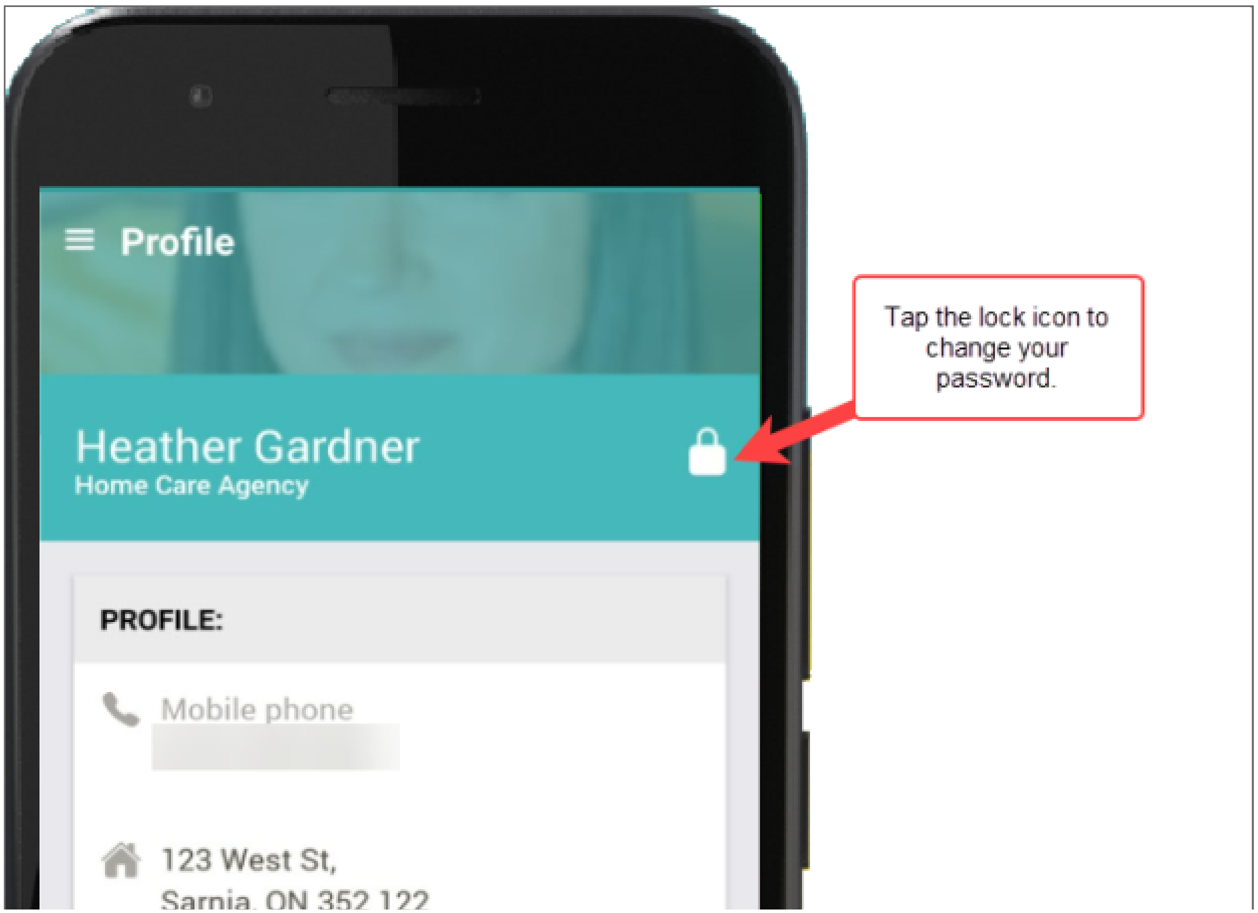
Caregiver Profile

Go to your profile to:

- Change your password
- Set up Face ID (Apple) or Fingerprint ID (Android)
- Change your preferred language

> NOTE – All text that is part of the mobile app (such as screen titles or field labels) will be translated to the chosen (or default – English) language. This does NOT include text coming from WellSky® Personal Care (e.g. pre-shift messages, tasks) or Custom Forms (e.g. COVID-19 questionnaires).

1. Tap the mobile app main menu () at the top left of the screen.
2. Tap your name.



Get Directions to your Client's Location

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:

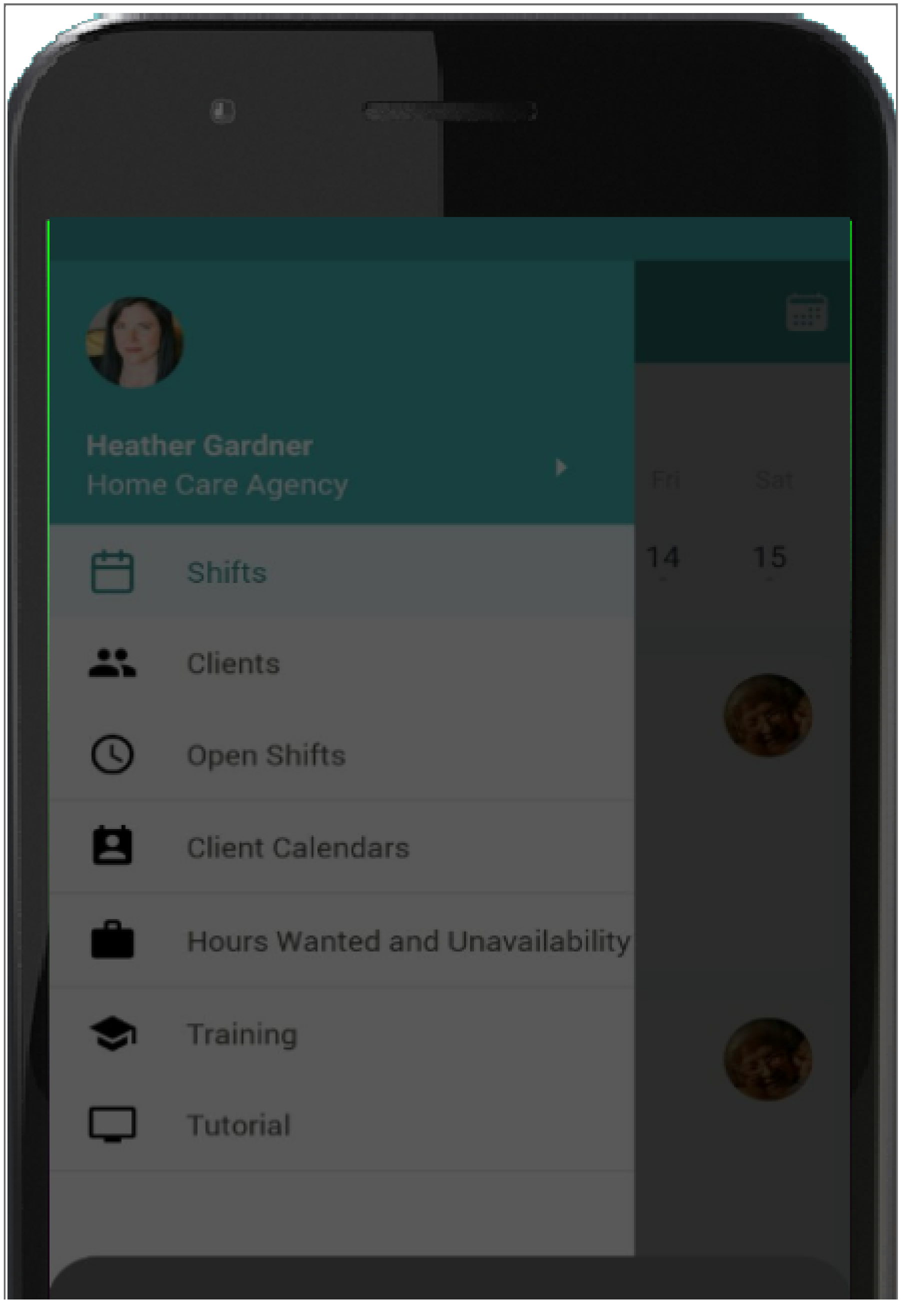
> NOTE – Android lets you select your navigation application. Google Maps should be the default.

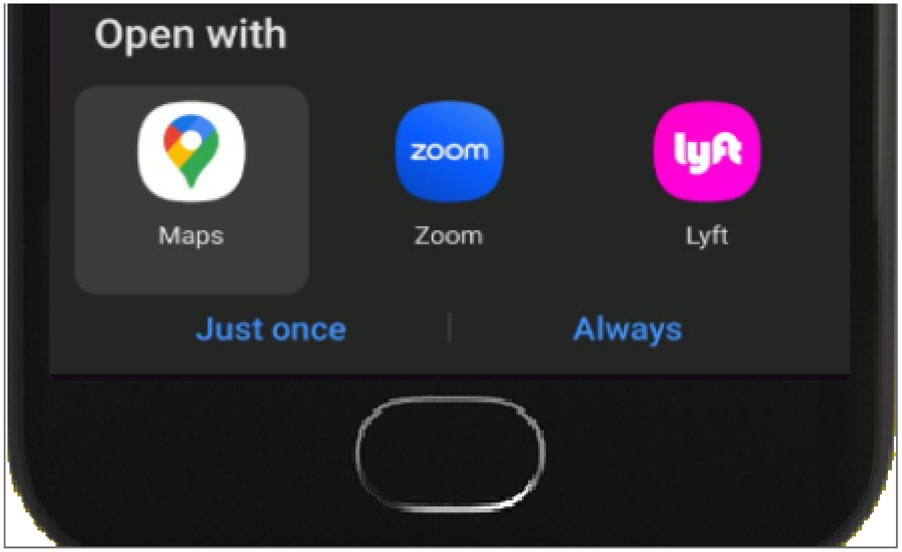
1. On the Shifts page, tap the client's address.

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.

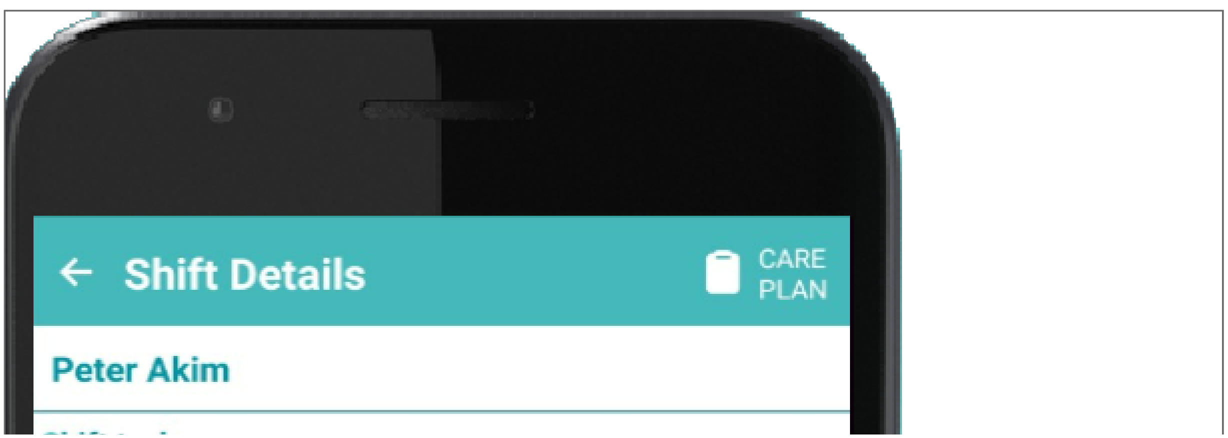


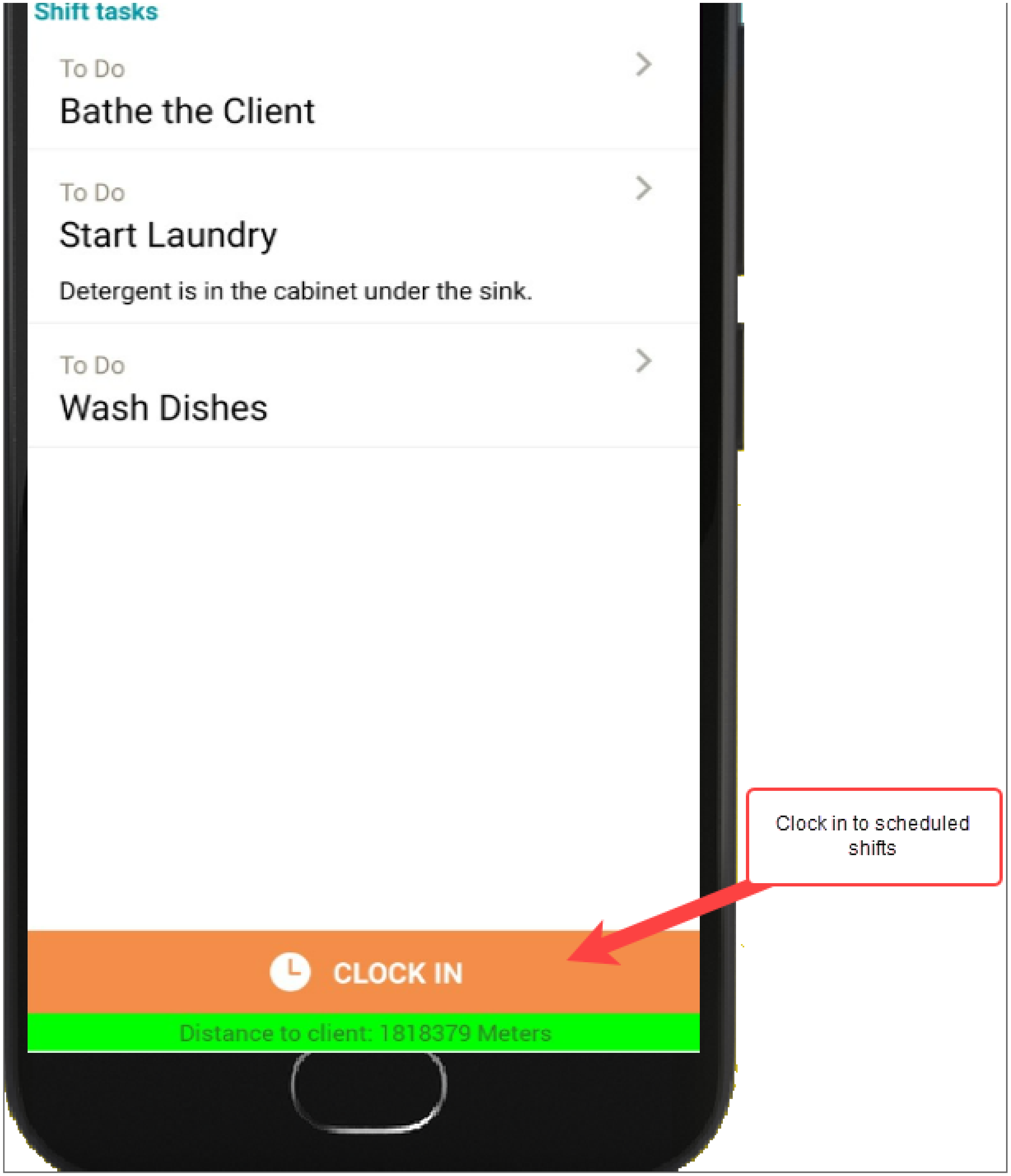


Clock Into a Shift

1. Log in to the mobile app.
2. From the Shifts screen, tap the shift.
3. Review the tasks that are assigned for the shift.
4. At the bottom of the screen, tap the orange "Clock In" button.

> NOTE – If you are too far away from the shift location, you may not be able to clock in. Note that information in the green bar at the bottom of the screen.

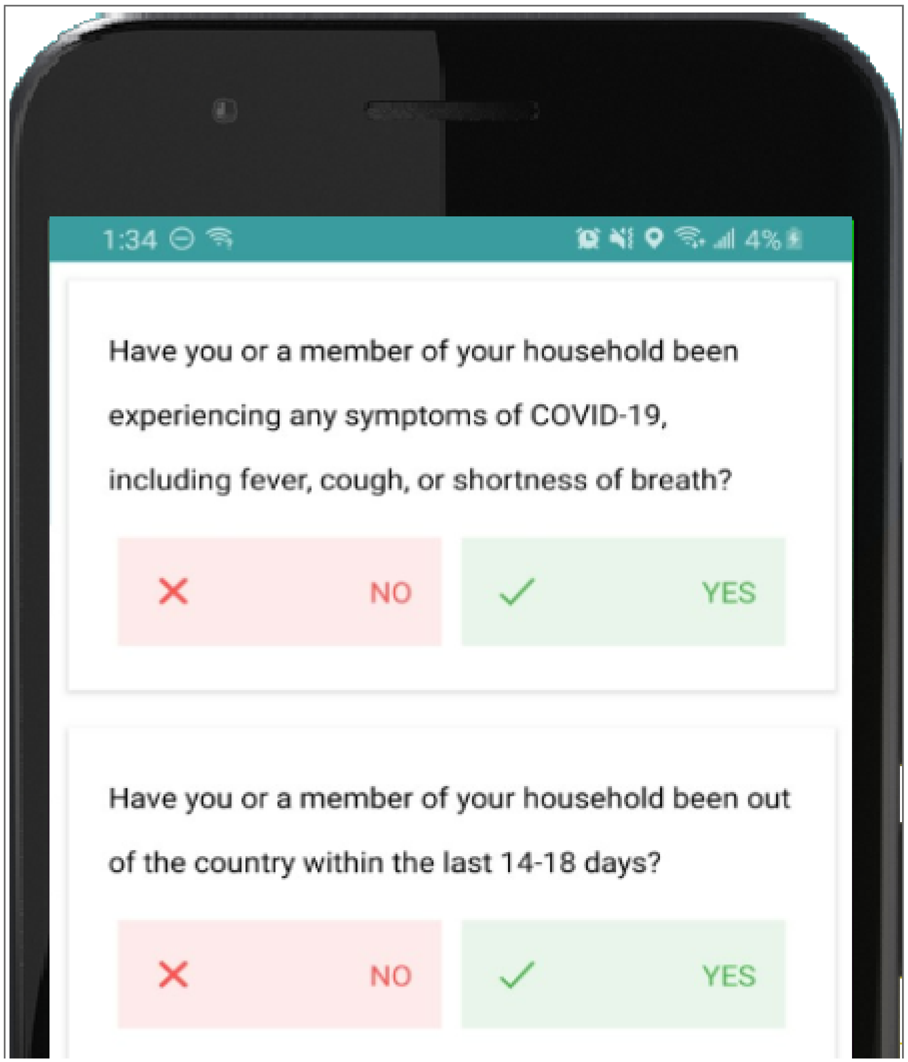


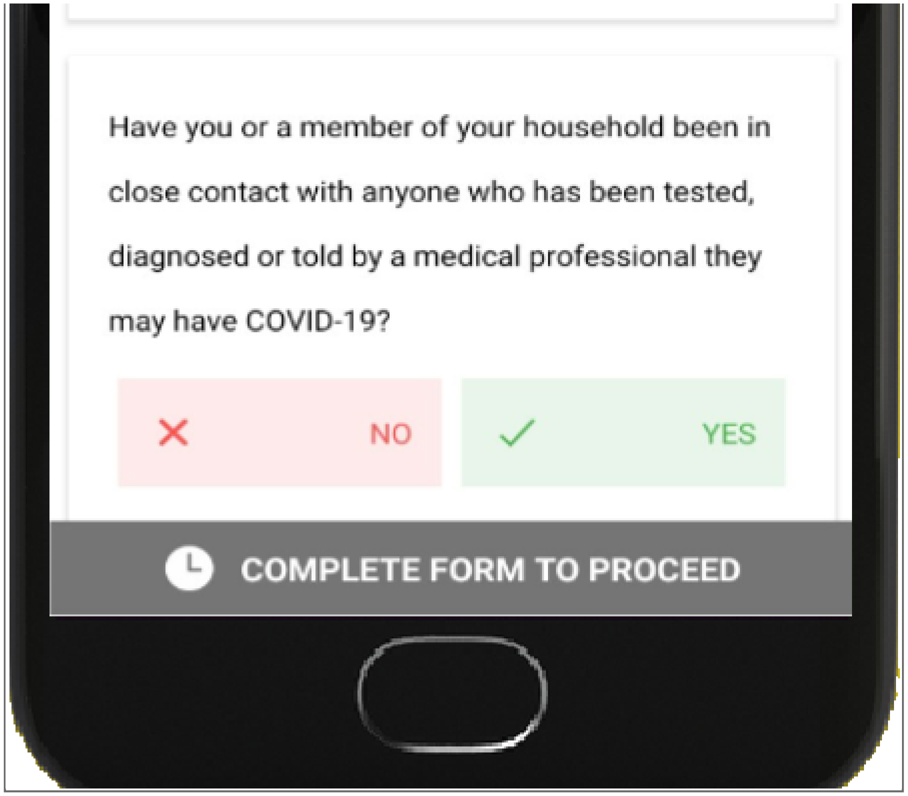

Shift tasks
To Do
Bathe the Client
To Do
Start Laundry
Detergent is in the cabinet under the sink.
To Do
Wash Dishes
CLOCK IN
Distance to client: 1818379 Meters
Clock in to scheduled shifts

Complete the COVID-19 Caregiver Questionnaire

NOTE – If your phone's font is set too large, you may not see all the questions or the button to continue.

1. If enabled, the COVID-19 Caregiver Screening Questionnaire opens. Read and honestly answer each screening question. If you answer Yes to any question, your agency will be notified.
2. When finished, tap the orange "Submit Form" button.
3. If enabled, a pre-shift message will display. Read the message then tap "Ok" to continue with your shift.





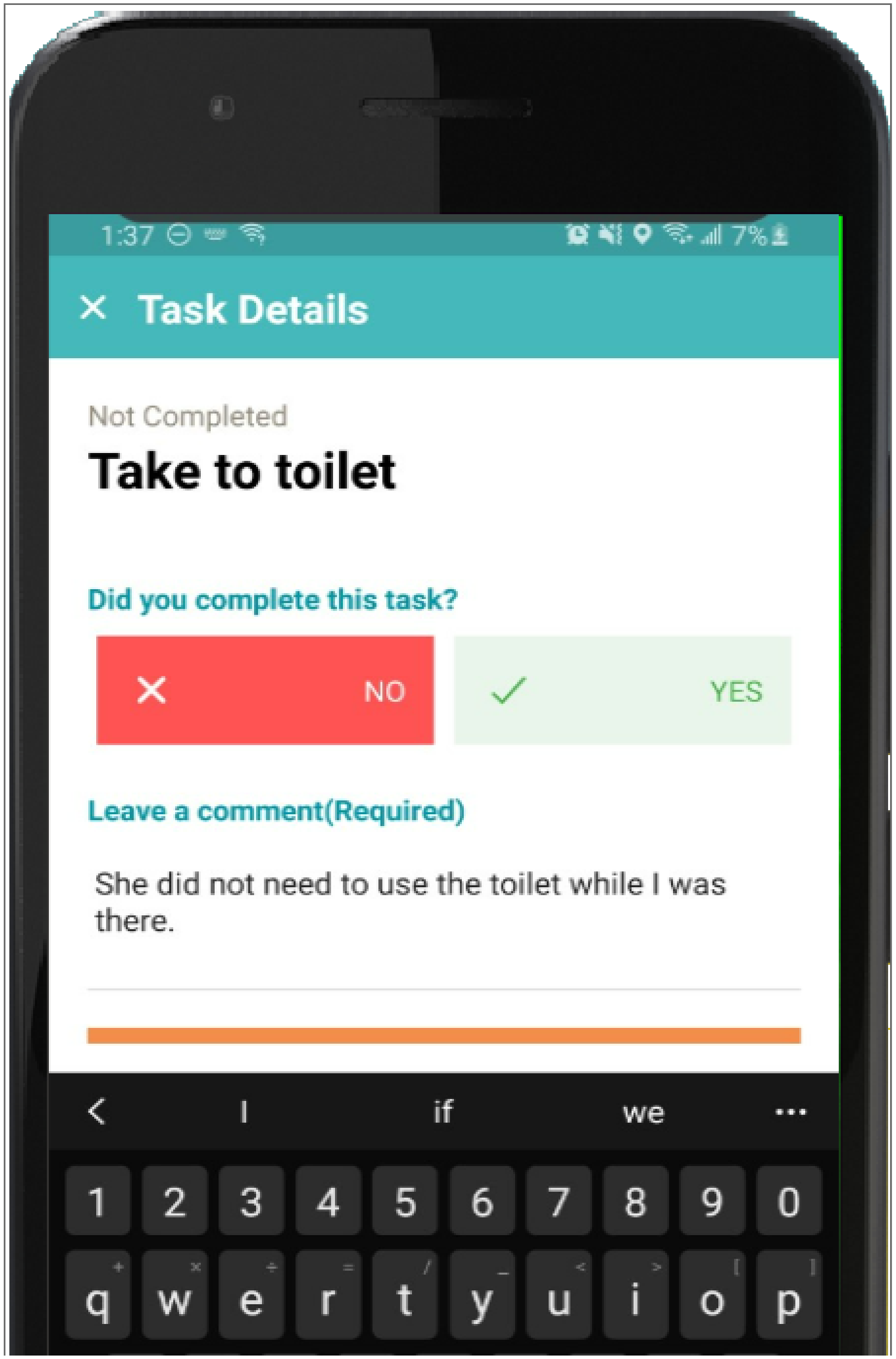
Complete the COVID-19 Client/Client Contact Questionnaires

1. After you clock-in for your shift, you will see the COVID-19 Client and/or Client Contact Questionnaire, if enabled.
2. Ask the client or client contact each COVID-19 screening question and record their answers. If they answer Yes to any question, your agency will be notified.
3. When finished, tap the orange "Submit" button.
4. Repeat with for Client Contact Questionnaire(s) if applicable.

Record Task Status

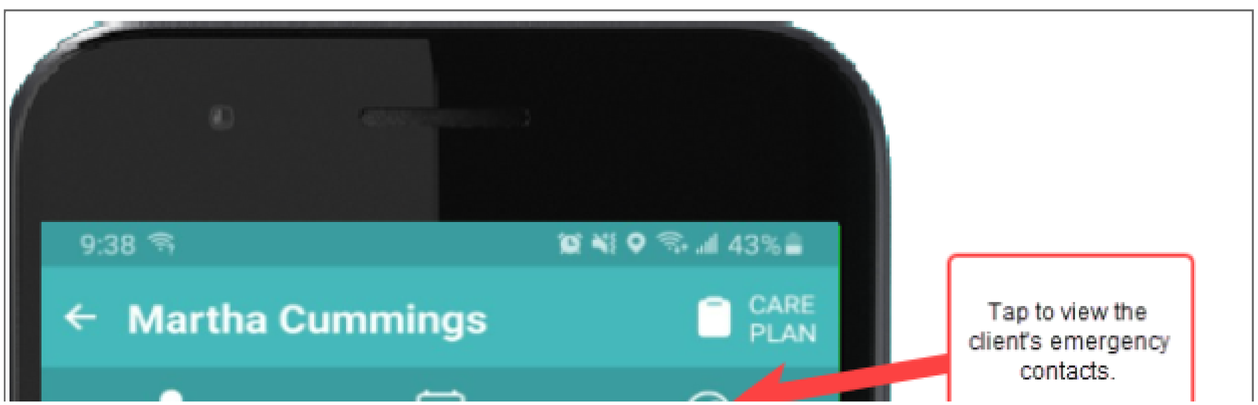
1. Prior to clocking out of your shift, you must mark all tasks as complete or incomplete by selecting "Yes" or "No."
2. If a task is marked as incomplete (No) you must enter a comment why the task was not completed. Leaving a comment on completed tasks is optional.
3. After you enter a comment, tap the orange "Submit" button.

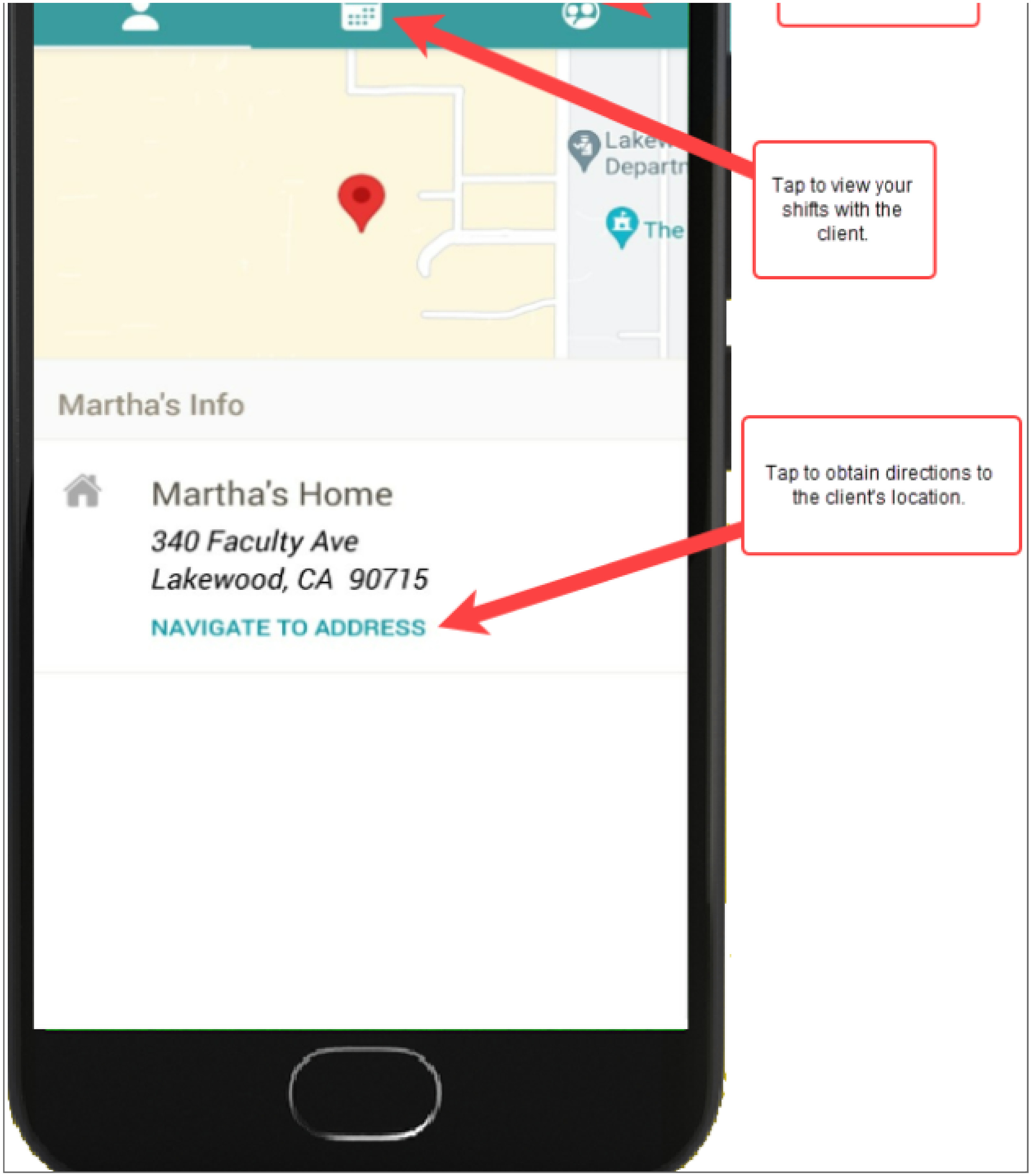
4. Tap X next to Task Details () to return to the task list and continue to record task statuses and clock-out.



Access Client Information

1. Go to the mobile app main menu ( ) at the top left-hand side of the mobile app.
2. Tap on "Clients"
3. Tap a client's name to view more information such as:
    - Location and map to the client's address.
    - Contact information.
    - View your shifts with the client.
    - The client's emergency contacts.
    - The Care Plan (Care Assessment).



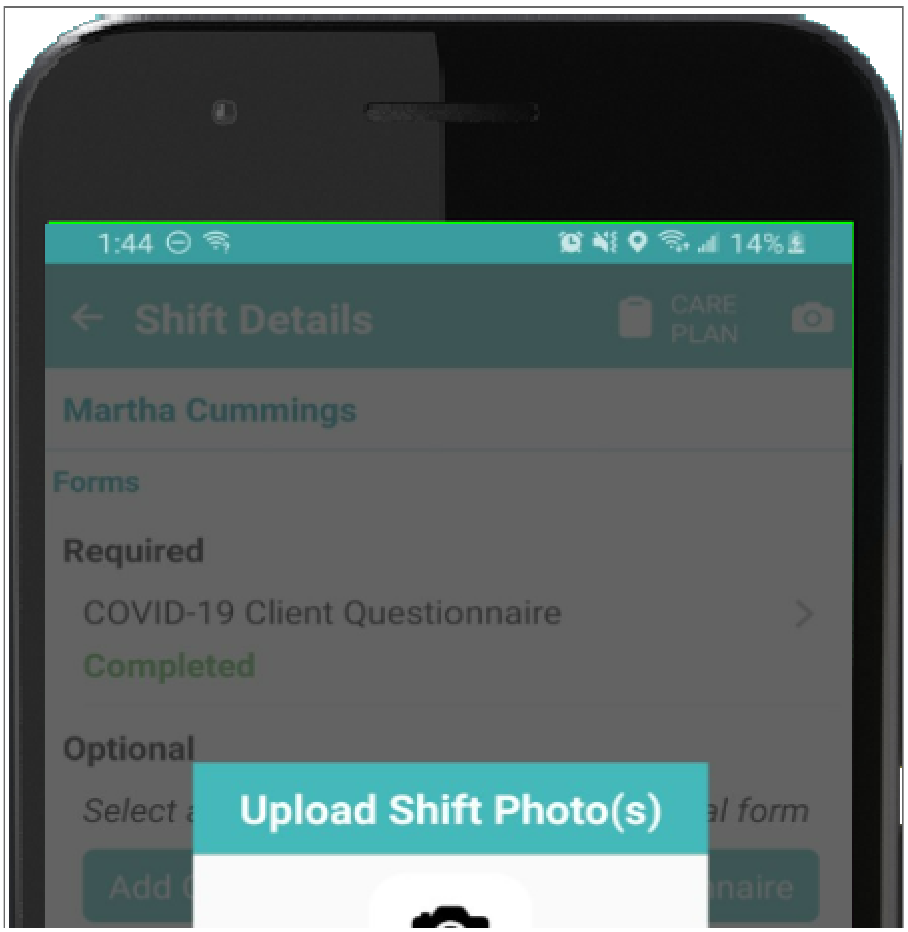


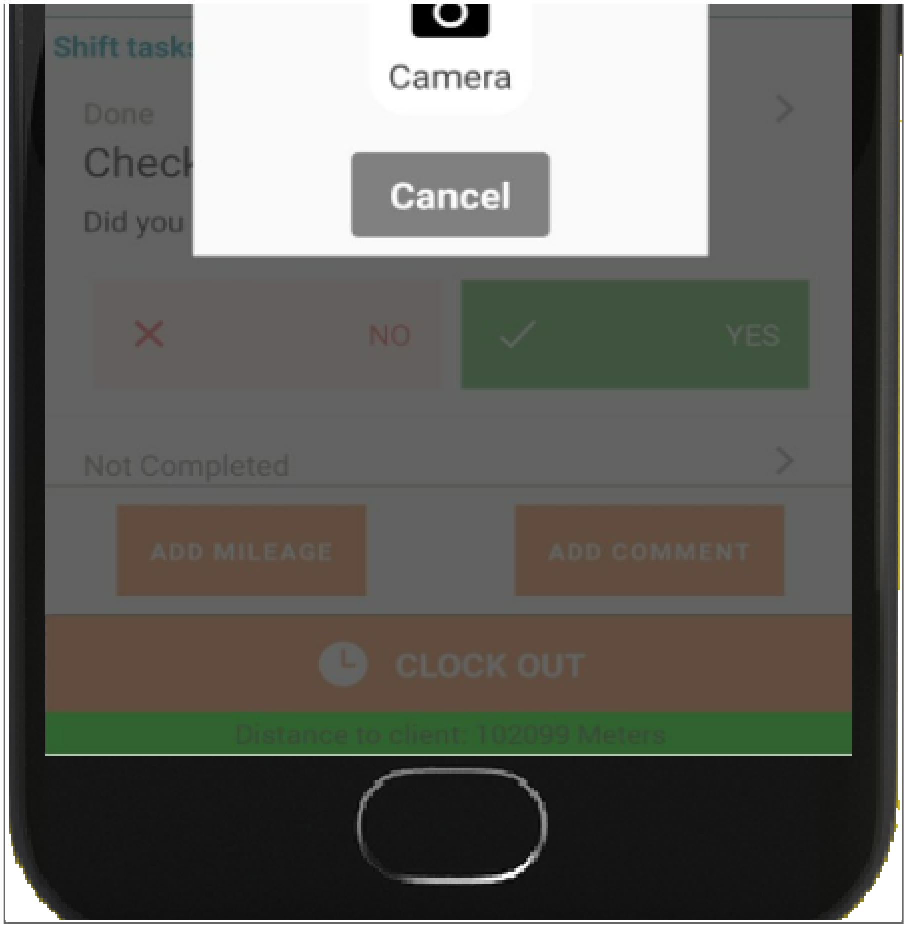
Lake
Departn
The
Martha's Info
Martha's Home
340 Faculty Ave
Lakewood, CA 90715
NAVIGATE TO ADDRESS
Tap to view your shifts with the client.
Tap to obtain directions to the client's location.

Upload HIPAA Compliant Photos

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

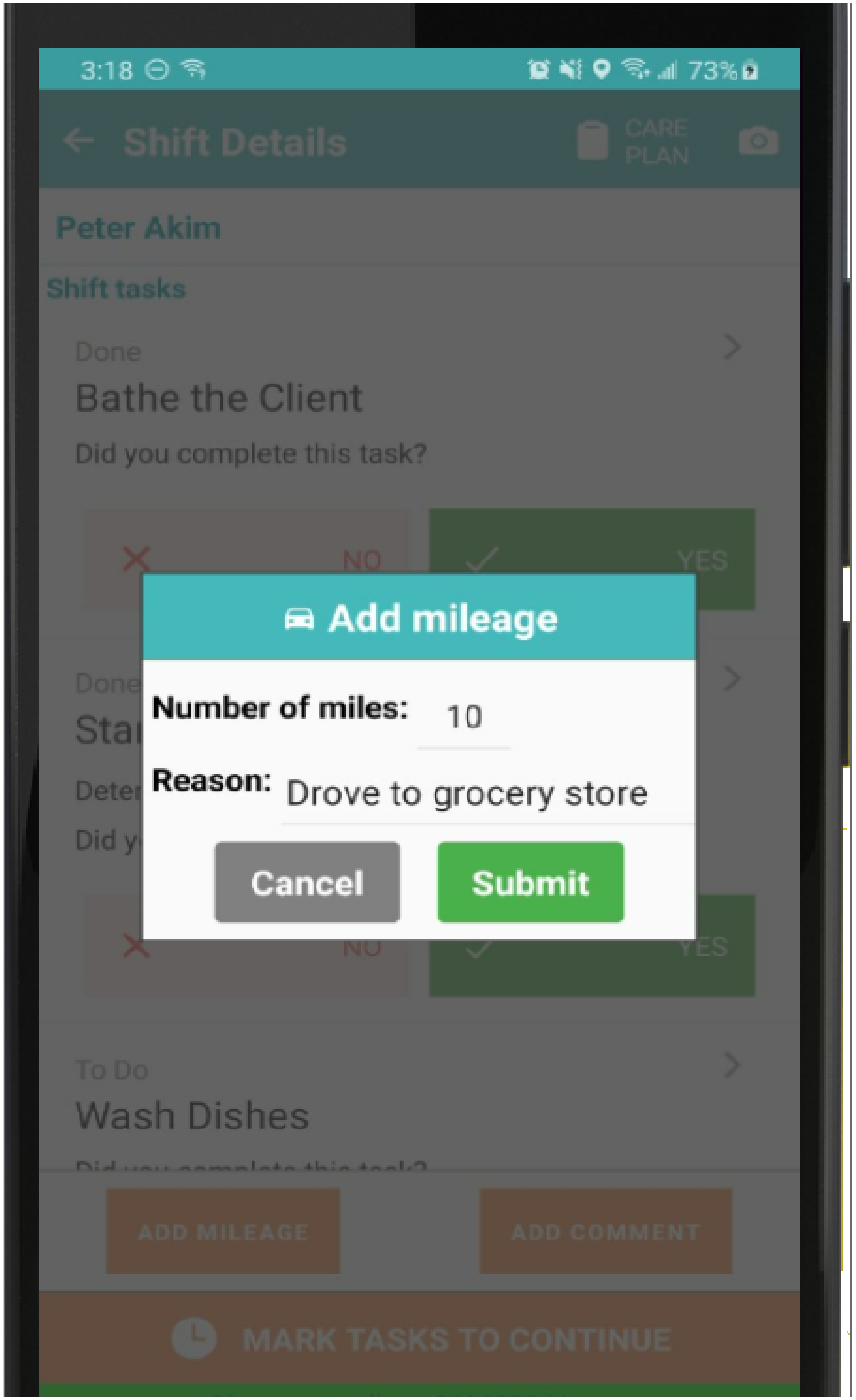
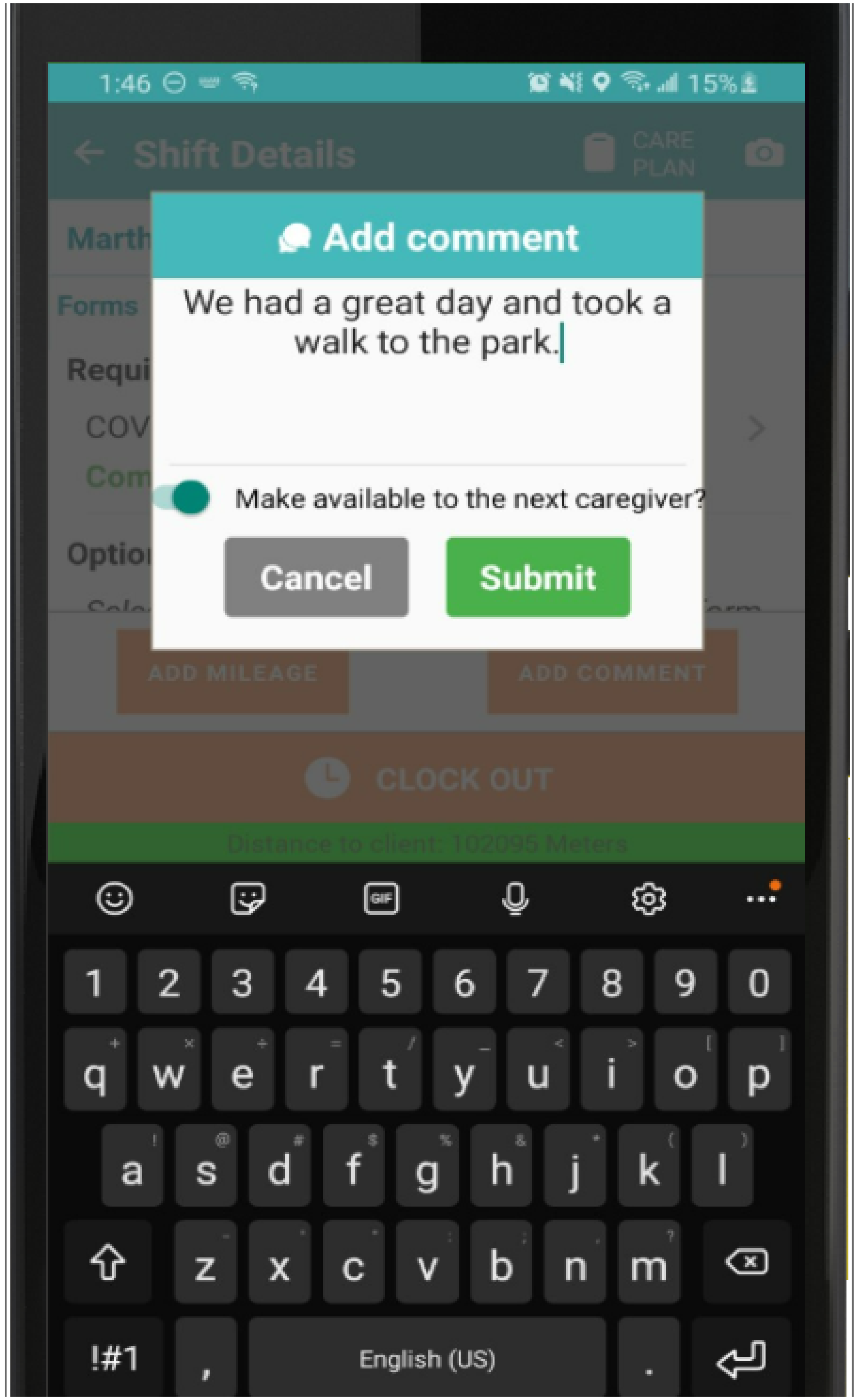
1. Only take photos using the WellSky Personal Care mobile app. Do NOT take pictures using your phone camera outside of the app.
2. Tap the camera icon.
3. Once the camera opens, click the circle at the bottom to take a photo.
4. Add a comment about the photo before clicking "Upload."
5. Use the "Cancel" button to cancel the process. Use the "Retake" button to retake the photo before you upload it.
6. You will NOT be able to see the photo you uploaded. The office and people with access to the Family Room will be able to see the photo.





Add Mileage & Comments

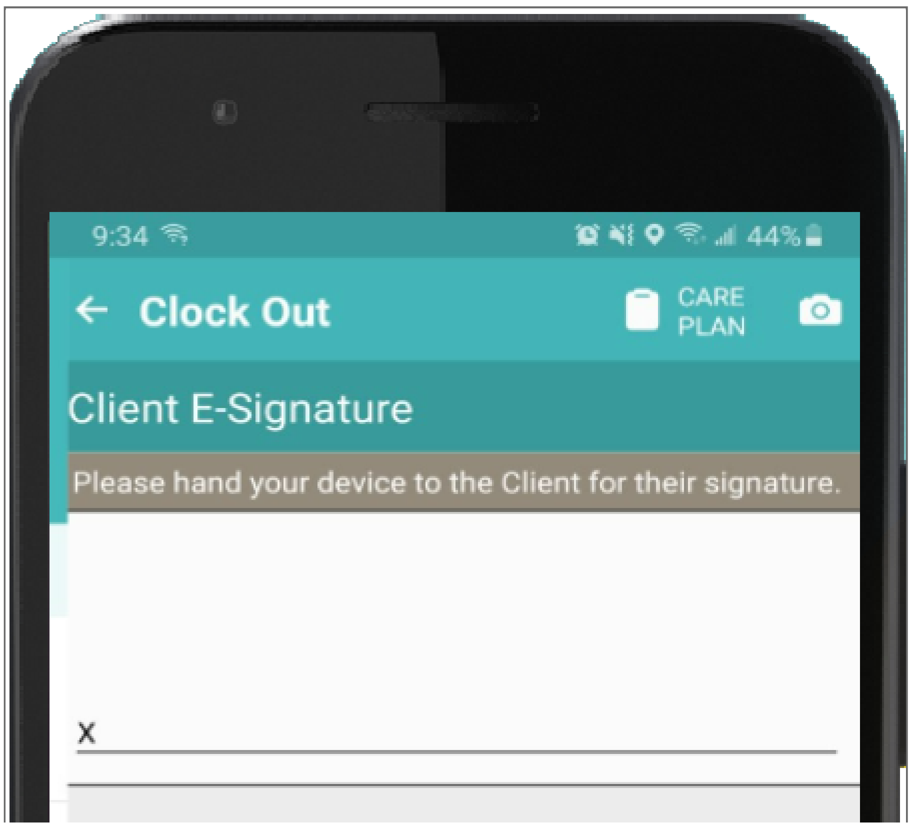
1. Tap "Add Comment" to leave a comment.
2. If the comment is for the next caregiver, turn on "Make Available to next Caregiver?"
3. Message left by the previous caregiver are closed by marking them "Read."
4. Click the "Add Mileage" button to record any mileage that occurred during your shift. You should leave a reason for any mileage added during your shift. Mileage must be entered as a whole number.

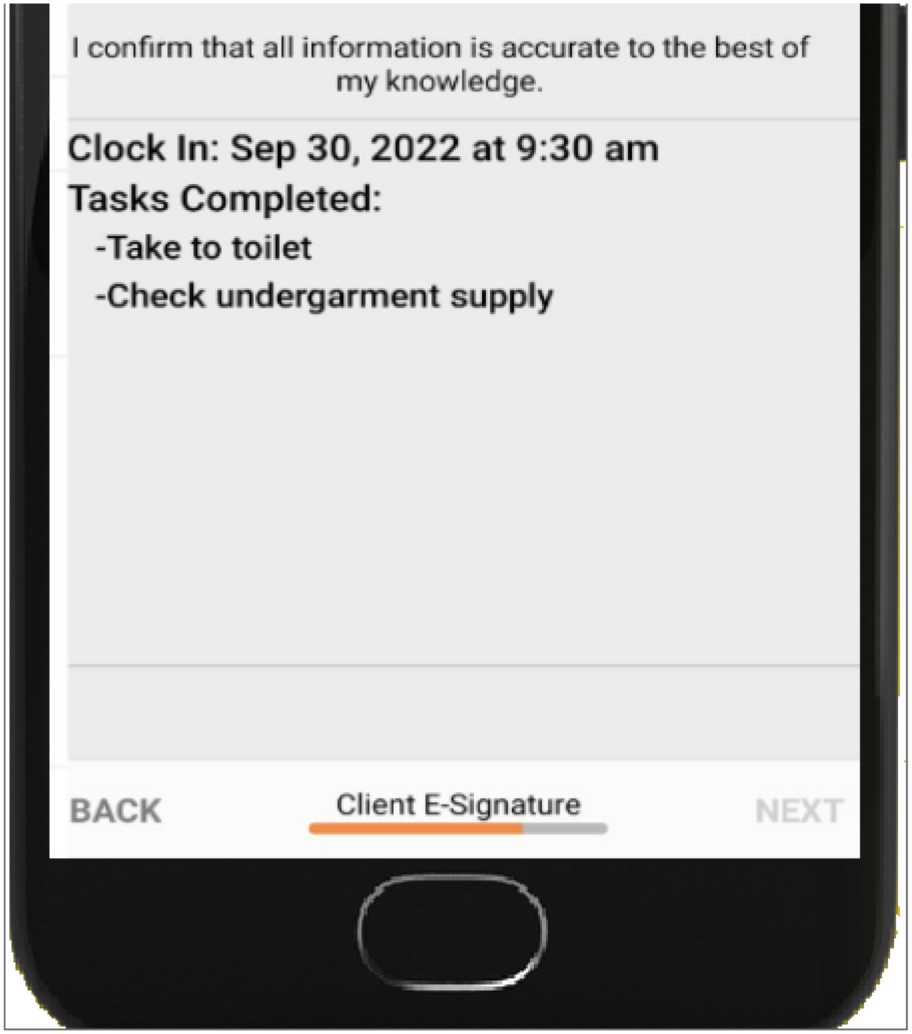

3:18
73%
Shift Details
CARE PLAN
Peter Akim
Shift tasks
Done
Bathe the Client
Did you complete this task?
NO
YES
Add mileage
Number of miles:
10
Reason:
Drove to grocery store
Cancel
Submit
To Do
Wash Dishes
ADD MILEAGE
ADD COMMENT
MARK TASKS TO CONTINUE

1:46
15%
Shift Details
CARE PLAN
Add comment
We had a great day and took a walk to the park.
Make available to the next caregiver?
Cancel
Submit
ADD MILEAGE
ADD COMMENT
CLOCK OUT
English (US)

E-Signatures

Electronic Signatures occur during the clock-out process. Your agency may require a client signature, a caregiver signature or both. Follow the instructions on the screen.

1. Have the client sign on your phone that you have completed your tasks.
2. Tap "Next."
3. Sign to indicate that you have recorded your tasks and information correctly.
4. Tap "Next" again and continue clocking-out.

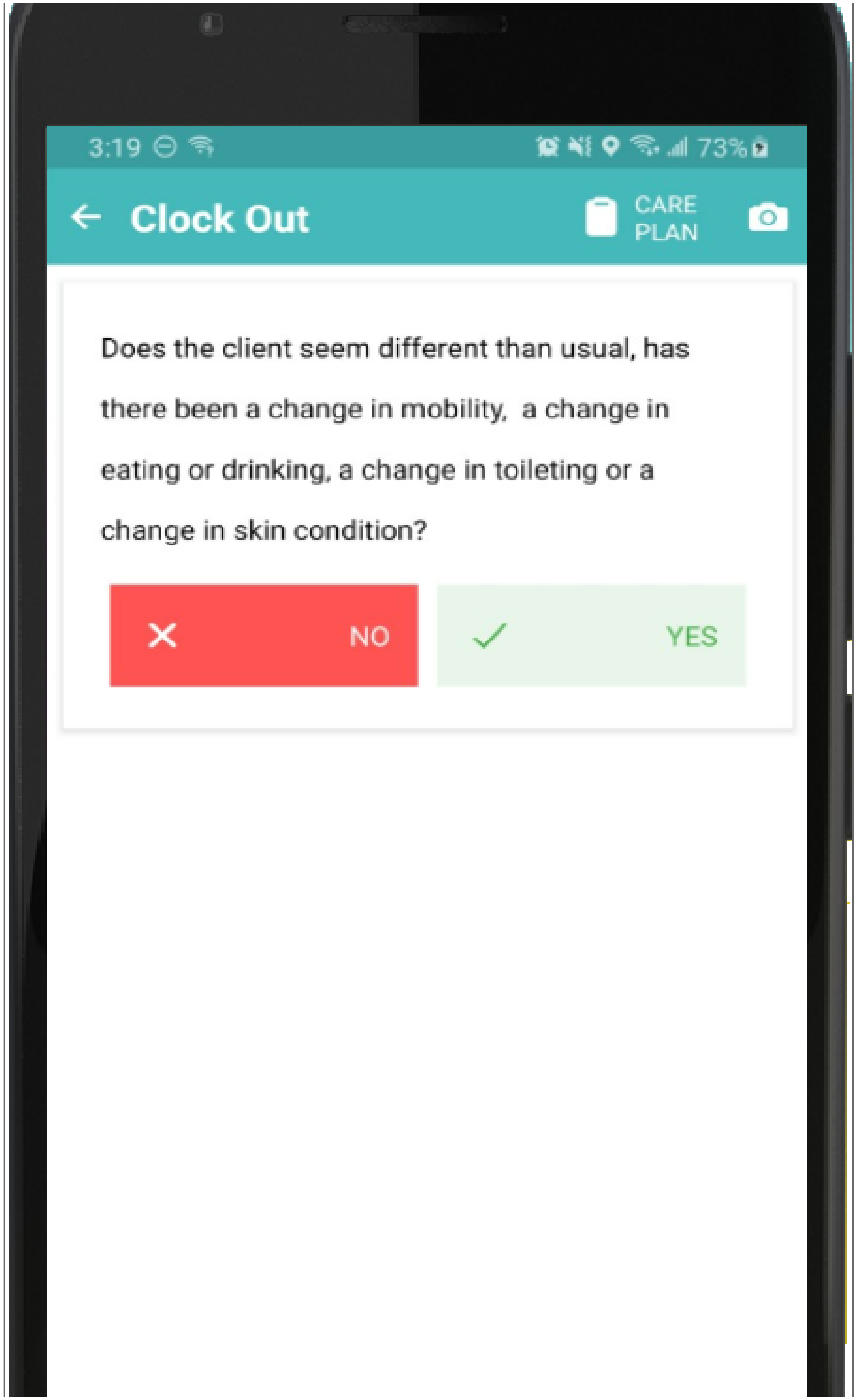


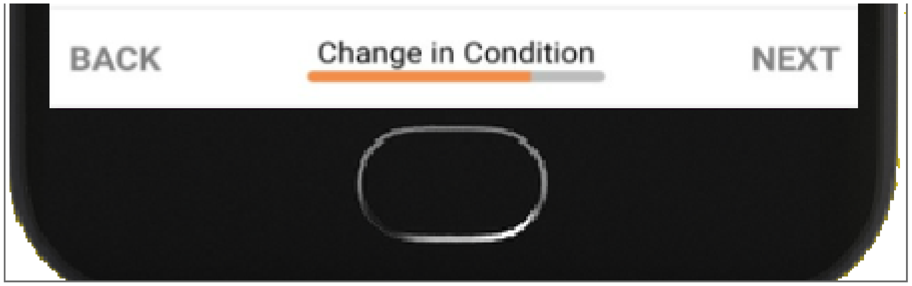


Report a Change in Condition

> Important! During the clock-out process, you may be asked questions about the client's condition and if it has changed.

1. If you answer "Yes" to any of the questions, you will be asked for more details.
2. Your office will be alerted to any "Yes" responses so that they may follow up with the client or take appropriate action.


3:19
73%
Clock Out
CARE PLAN
Does the client seem different than usual, has there been a change in mobility, a change in eating or drinking, a change in toileting or a change in skin condition?
NO
YES

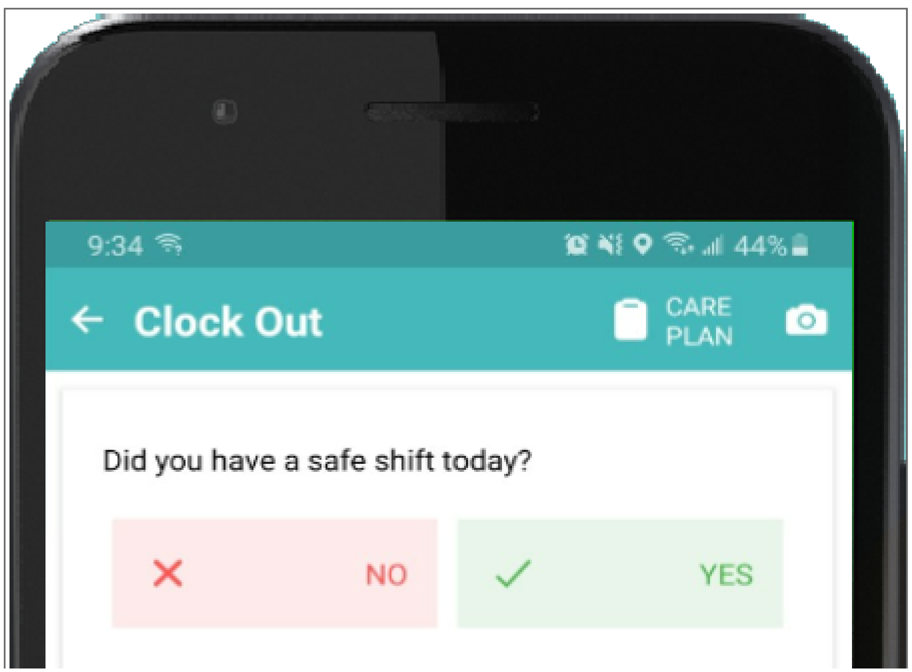


Safety At Work

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

Important! If you are injured during a shift, follow your agency's protocol for reporting to your agency.

1. If you had a safe shift, tap "Yes" and continue clocking-out.
2. If you did not have a safe shift, tap "No" and explain why the shift was not safe.
3. If you were injured, answer "Yes" and explain what happened.
4. Tap "Next"

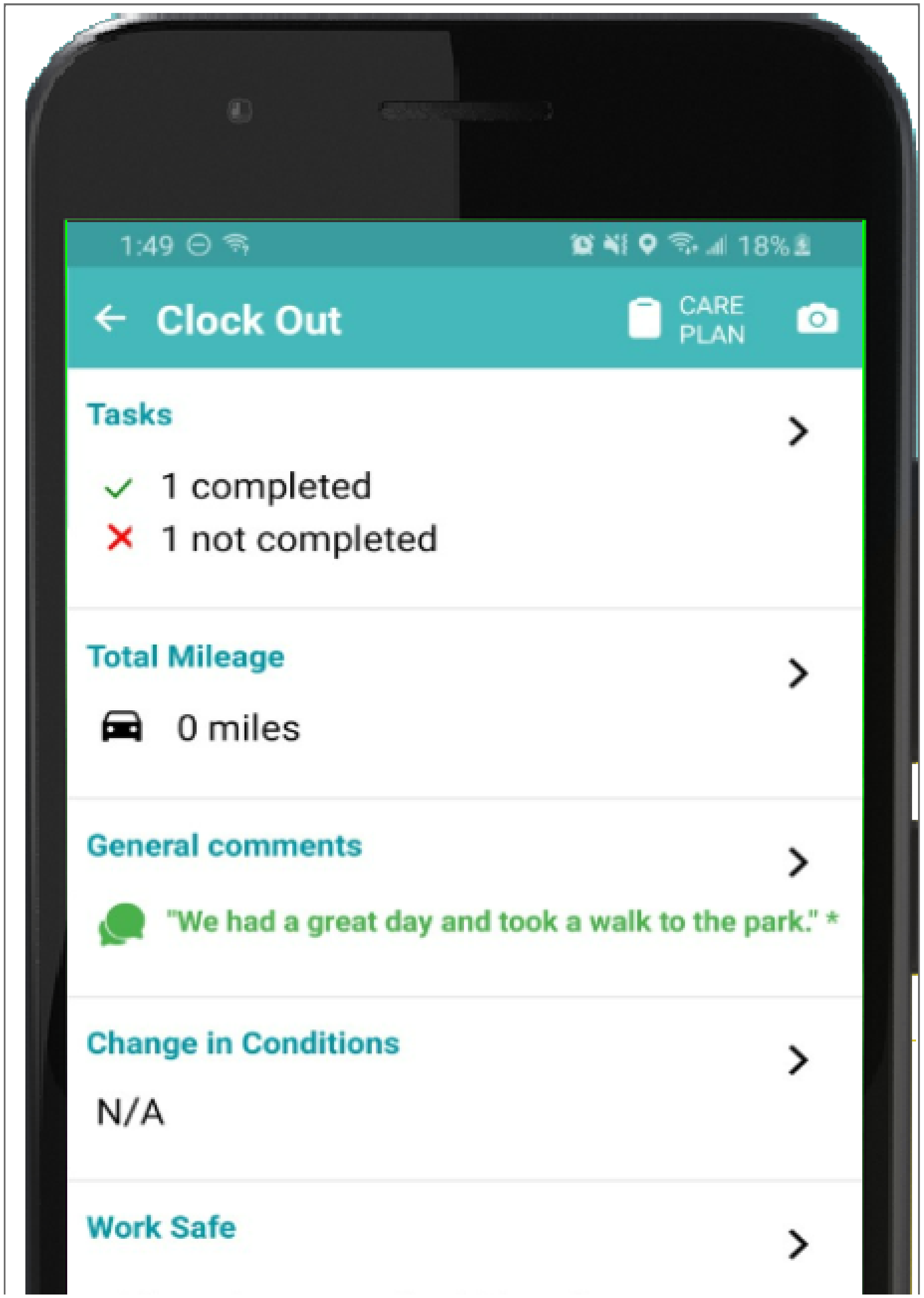


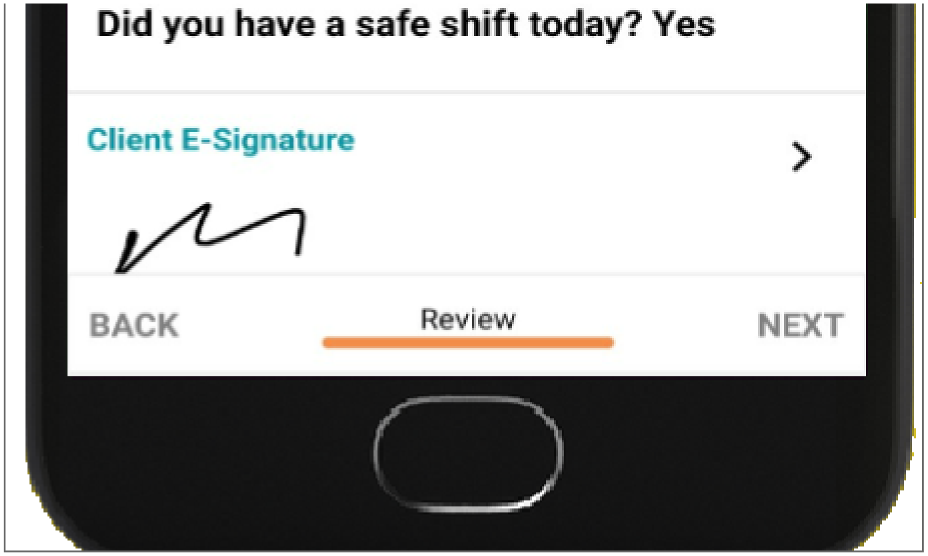
Clock Out

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

1. Tap "Clock Out" to begin the process and review your answers. Be sure that your tasks are marked correctly.

2. Tap "Next" to move through the clock out process.
3. At the end, tap "Confirm" to complete your clock out.
4. A message will confirm your clock out and thank you for your time with the client. Please note that the time displayed is a rounded time.



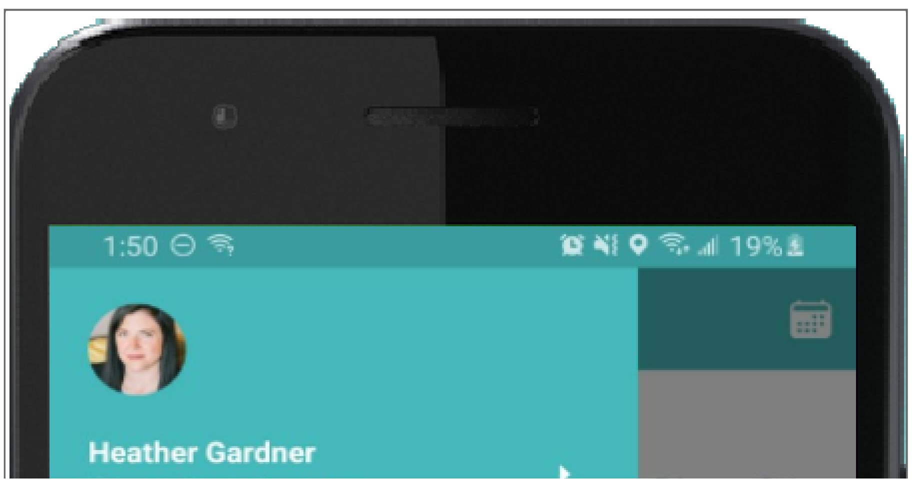


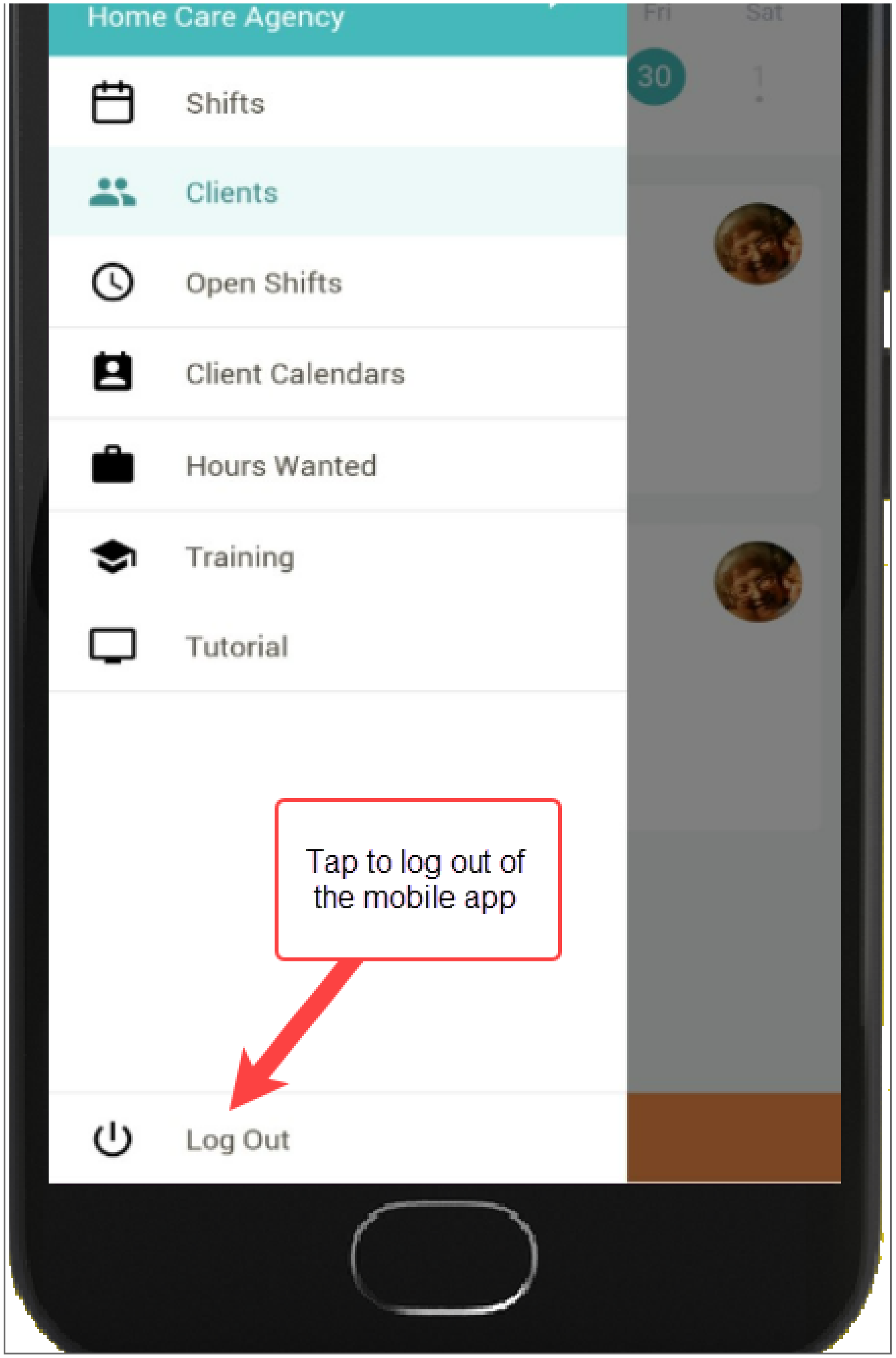
Log Out

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

> NOTE – Logging out of the mobile app will NOT clock you out of your shift.

1. To log out, go to the mobile app main menu.
2. Tap "Log Out" on the bottom left side of your screen.





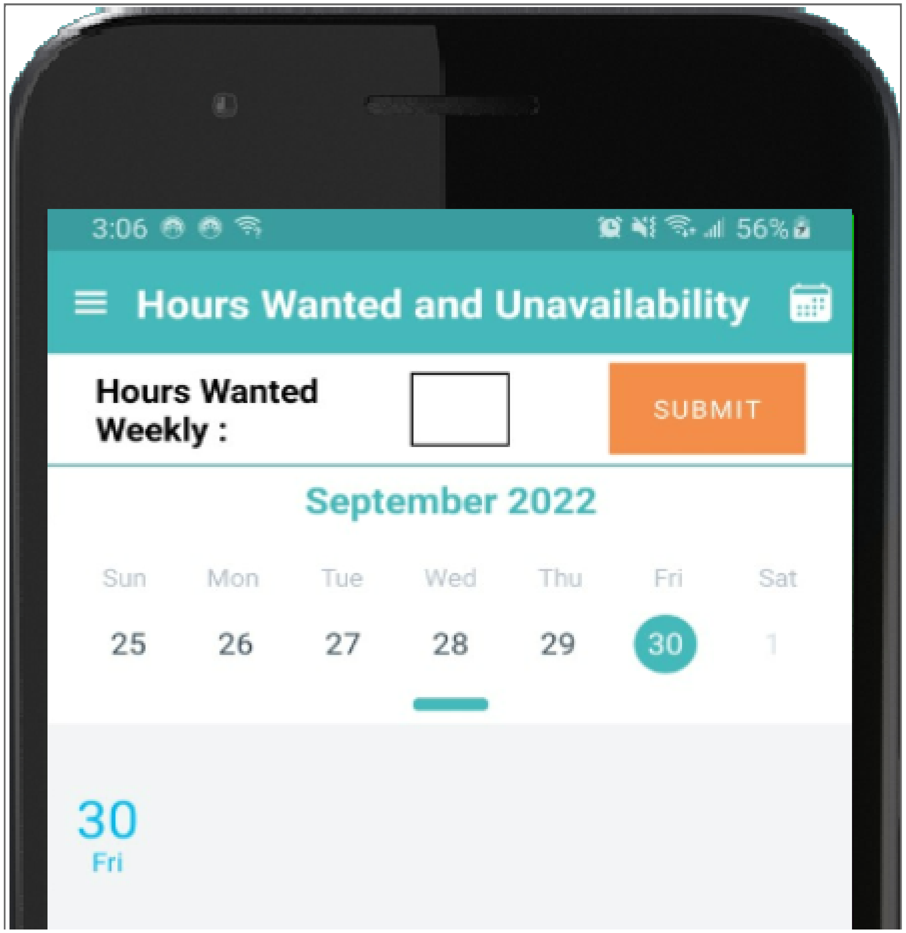
Change Hours Wanted and Request Unavailability

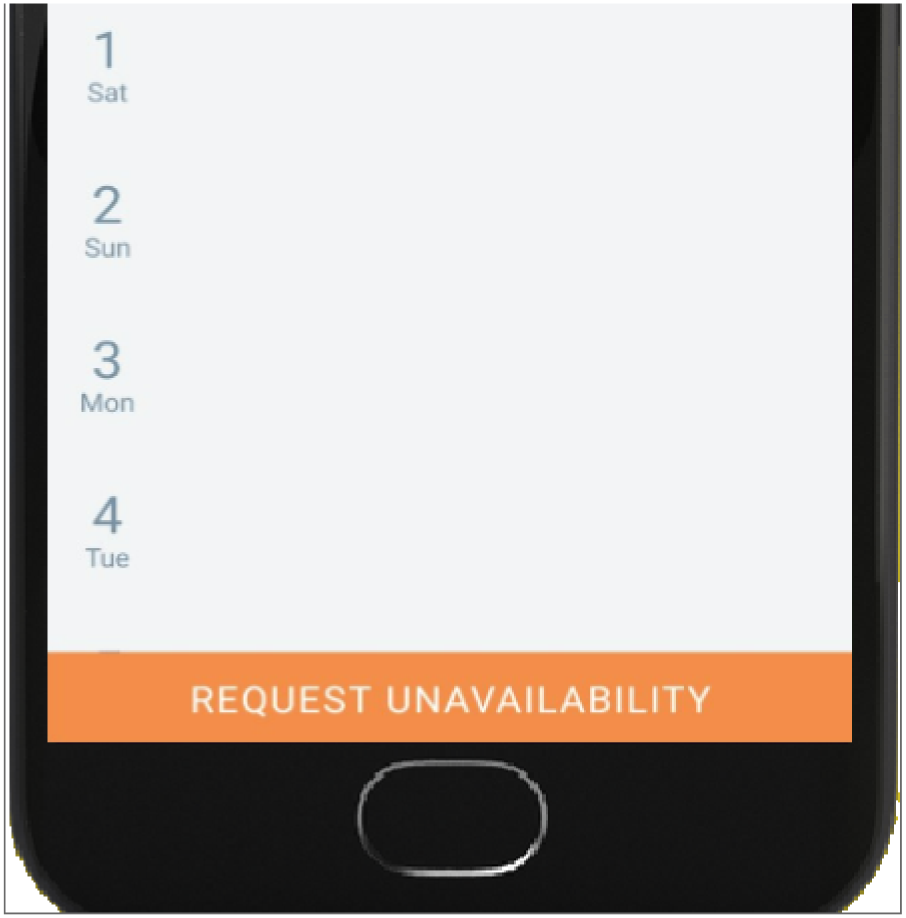
1. From the mobile app main menu, tap "Hours Wanted and Unavailability."
2. To change or updated Hours Wanted, enter a numerical value at the top of the screen.

> Important! This is not a guarantee of hours but it will help your agency better understand your scheduling wishes.

3. To request unavailability, tap "Request Unavailability."
4. Enter information regarding the availability such as times, if it repeats and the reason.
5. You can also view and remove existing availability.

> NOTE – After requesting unavailability, you must wait until your agency approves or denies the request. Once your agency approves or denies, the status of your unavailability will update in the mobile app. You cannot call off a scheduled shift using the mobile app.



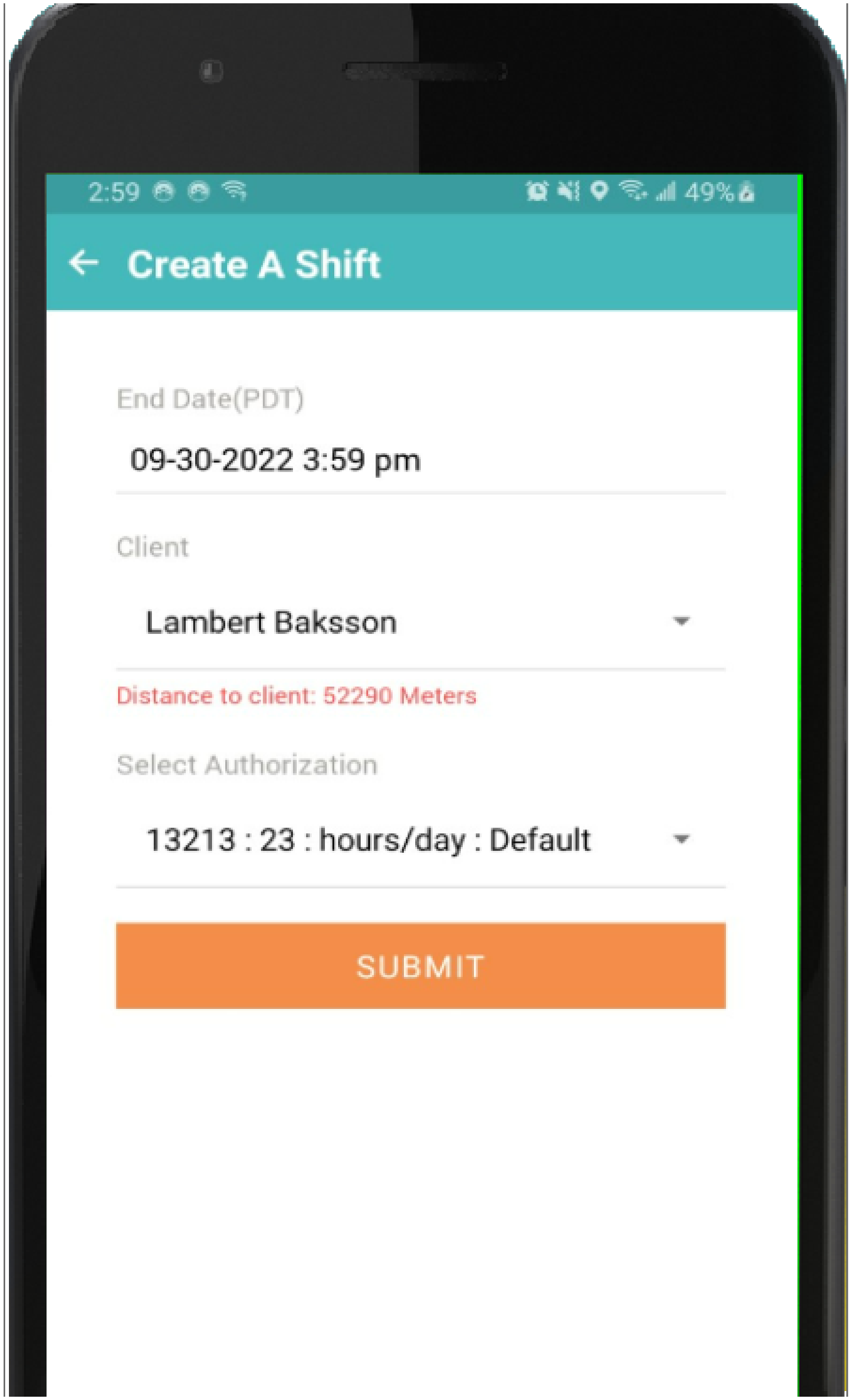


Create an Ad-Hoc Shift

1. On the Shifts screen, tap "Create a Shift."
2. Fill in the shift end date/time and select the client.
3. If enabled, choose the authorization to use for your shift.

> NOTE – You may not be able to create the shift if it exceeds the client's authorized hours.

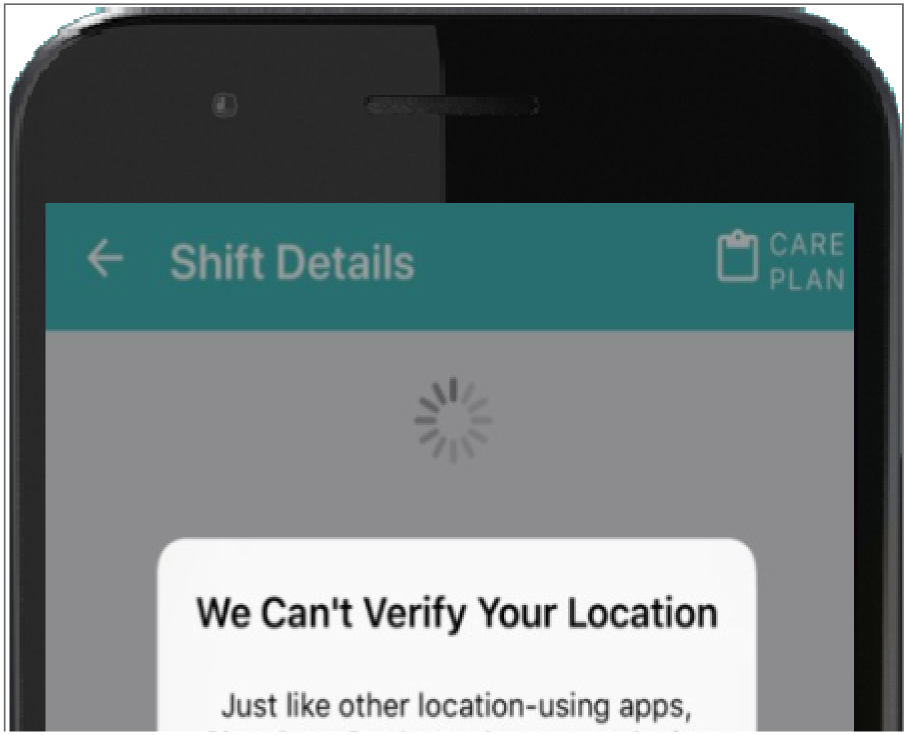
4. Your ad-hoc shift will start when you tap "Submit."
5. Complete your shift as normal.

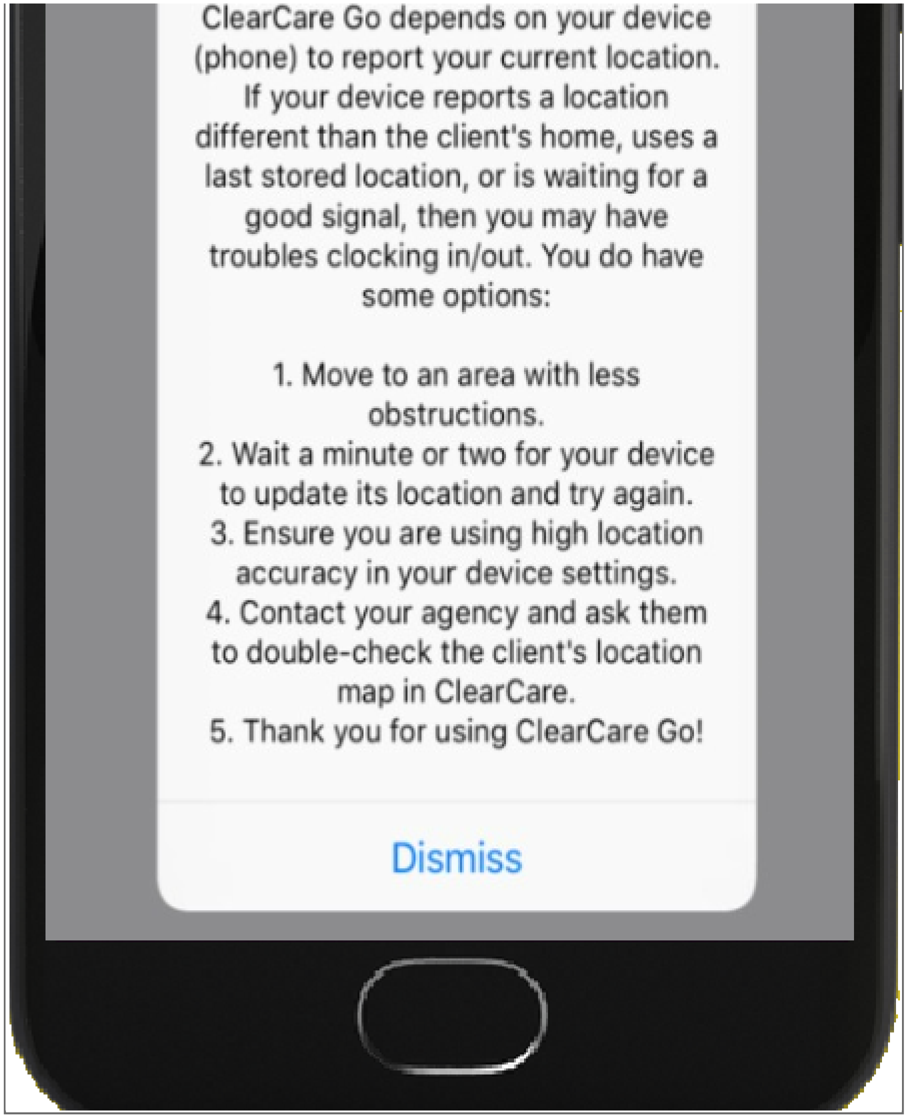

2:59
49%
Create A Shift
End Date(PDT)
09-30-2022 3:59 pm
Client
Lambert Baksson
Distance to client: 52290 Meters
Select Authorization
13213 : 23 : hours/day : Default
SUBMIT

Tips & Tricks

Mobile Phone Settings:

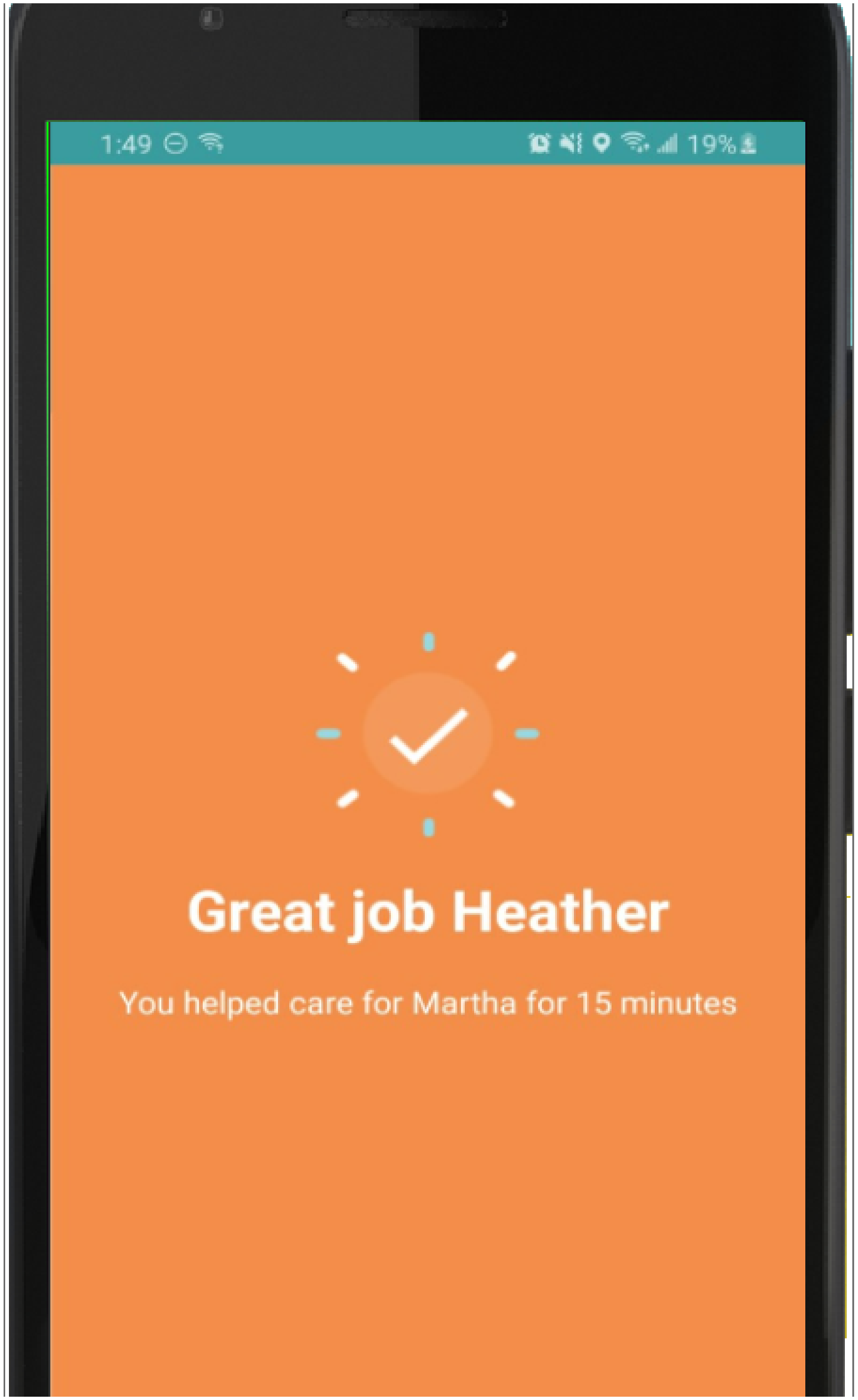
1. Make sure that Location is enabled on your mobile device.
2. Set the location to "Always Allow" or "While Using" for WellSky Personal Care and Maps.
3. Turn on automatic updates to keep from having to manual update the mobile app.
4. Make sure Maps is installed and working. You should have cellular data and Location turned on for Maps.





Other Tips:

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


1:49
19%
Great job Heather
You helped care for Martha for 15 minutes

Thank you for choosing WellSky® Personal Care!