HCPlus

User Manual

Client ↔ Employee

Scheduling and Compliance

Software

SANDATA TECHNOLOGIES, INC.

26 Harbor Park Dr.

Port Washington, NY 11050

516-484-4400

www.sandata.com

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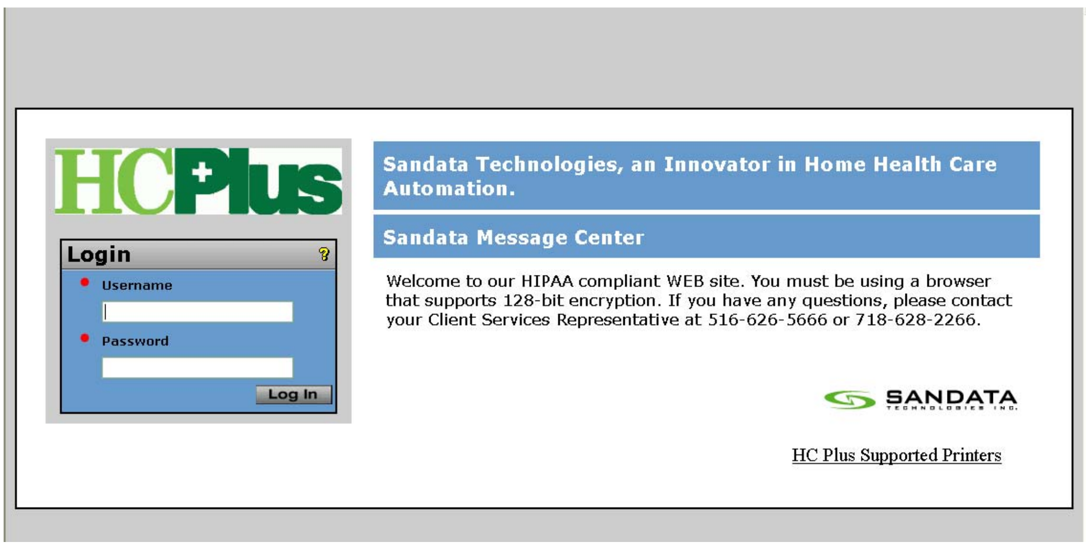
Chapter 1 The Scheduling and Compliance system

The HC Plus System comprises both scheduling and compliance functions. Scheduling enables you to maintain client and employee information, enter orders, schedule care by matching clients to employees, produce reports, and verify employee's schedules for payroll purposes. The Compliance Reporting System maintains all aspects of employee compliance in regard to training, certification, evaluations, and adherence to contract requirements. This manual will explain how you can perform the various tasks the Scheduling and Compliance System provides.

1.1 Start HC Plus

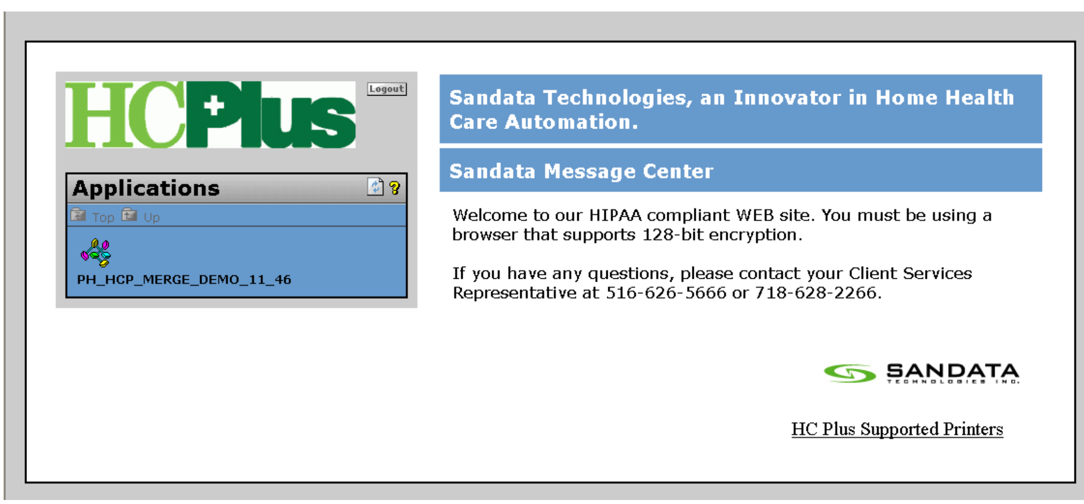
1. If you have an HC Plus Shortcut on your desktop, 

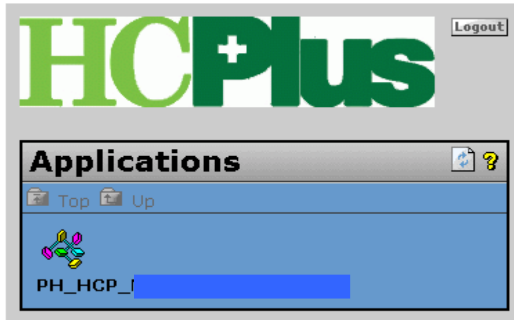
click on it. Or open a browser window and type http://access.hcplus.com in the address bar.
2. The HC Plus Login screen appears.

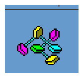


a) Enter your username and password in lower case letters, then press **Log In**

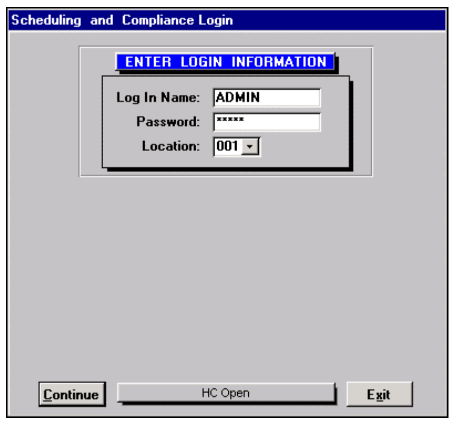
b) The Applications screen will now be displayed





c) Click on the Icon 

d) The Scheduling and Compliance login screen appears.



c) Fill in the Log In Name and Password and click **Continue**

1.2 Log In Features

When the Scheduling and Compliance login screen appears. You will need to enter your Login Name, first. A blinking cursor will be in the password text box waiting for entry of the password that matches your login name. Your system administrator (or your HC Plus technical support) will supply you with your password.

If you need to log in as a different user, press the up arrow on your keyboard or click in the **Log-In-Name** text box with the mouse.

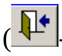
If you have keyed your login id, press the **Tab** key on the keyboard to position the cursor in the Password text box. (In general, use the **Tab** key for moving around from field to field on a screen.)

If your scheduling system is made up of more than one location, select the correct location.

Press the **Enter** key, click on the **Continue** button, or press **Alt + C** to continue to the Main Menu.

1.3 The Scheduling System Main Menu

The **Scheduling System** main menu contains eight buttons used to access scheduling or compliance functions. Each is described in detail in this manual. You may select any function button by clicking the mouse or by pressing the Alt key plus the underscored character (e.g., Exit).

You must enter and exit the system through this menu. When you finish processing a particular form always exit your current screen through the Exit Door (--save and exit icon) or the **Exit** button—until you backtrack to the main menu. Upon completion of your HC Plus work, select the **Exit Scheduling** button to exit the system.

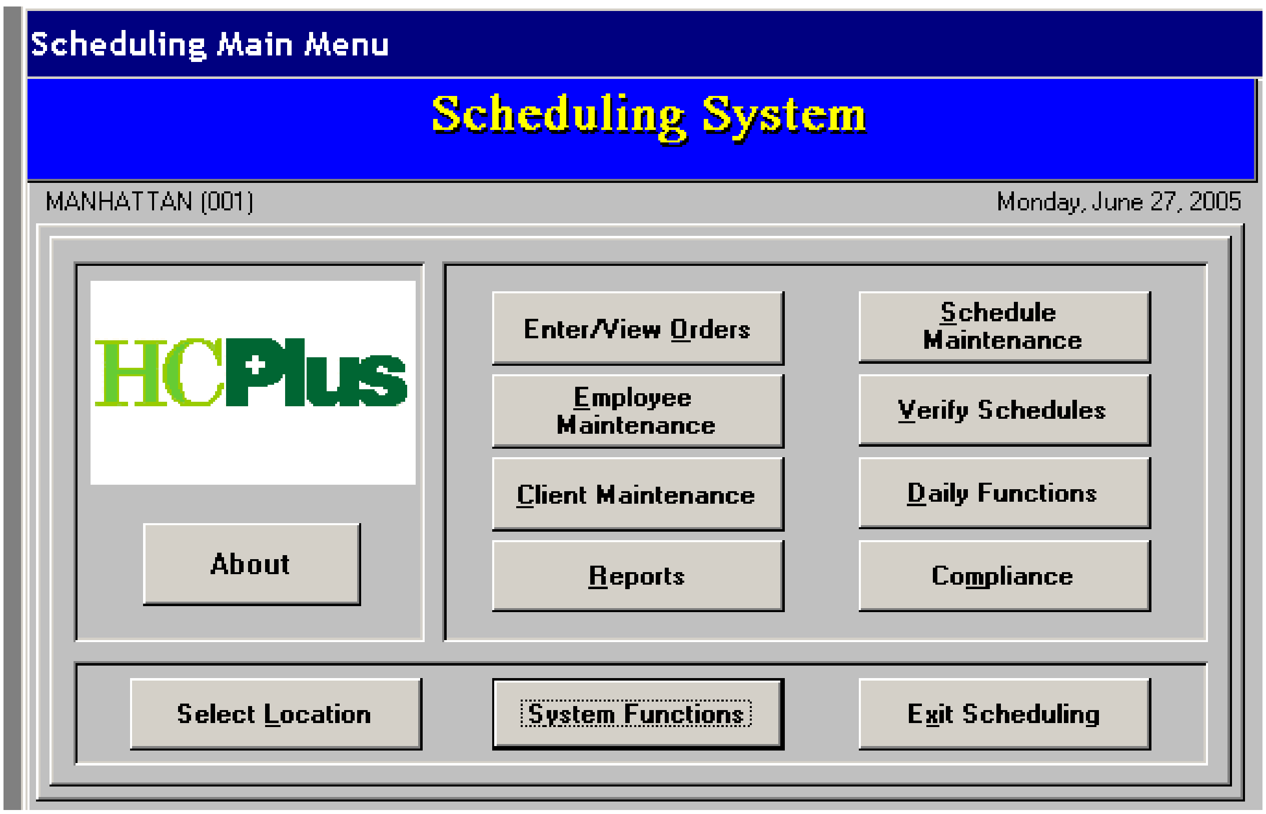


Figure 1-1 Scheduling System Main Menu

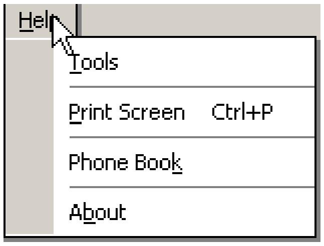
1.4 Scheduling System Functions

Function/Button	Description
Enter/View Orders	Includes the functions related to client orders. You may enter new client orders or view or modify existing client orders including their scheduling requirements. Orders must exist before you can set up a schedule.
Employee Maintenance	Enter new employees into the system or modify existing employee information. Some of this information includes defining skills, availability, and training. It also enables you to assign employees to clients and create schedules.
Client Maintenance	Enter new clients into the system or modify existing client information. The client information includes care plans, special requirements, diagnosis, contacts, contracts, and billing. It also allows you to assign employees to Clients schedule.
Reports	Includes all reporting including Client Reports, Employee Reports, Notes, Expiring Care Plans, Contract Reports and more.
Schedule Maintenance	Includes the functions necessary for maintaining client and employee schedules, open orders, and copying schedules.
Verify Schedules	Use to verify that schedules have been kept, and to generate time slips and verification reports.
Daily Functions	Includes various functions needed to support other maintenance and scheduling tasks. Some of the daily functions include: call tracking; find open orders; plan of treatment; transportation list; doctor’s orders tracking; referral tracking; client/service interface; plan of treatment table; maintenance training; and cluster care. Where applicable, you can print Santrax reports.
Compliance	Functions used to establish and maintain employee compliance requirements.
Select Location	When your agency has multiple locations, select the location whose data you want to access.
System Functions	Accesses functions needed to set system defaults, and fix values for various codes. It also includes utilities for creating and maintaining contracts, locations, and coordinators. In addition, use this button to access all HC Plus security features.
Exit Scheduling	Press this button to exit HC Plus.

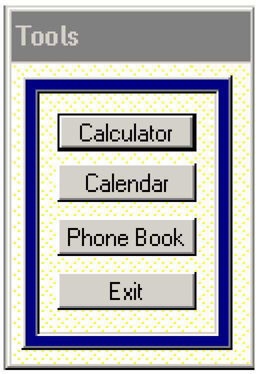
Note: HC Plus automatically times out after 45 consecutive minutes of inactivity for all non-Admin personnel. The following screens are exempt from timing out: Employee Payroll Info (in add mode only), Contract Assignment (in add mode only), Create Work Sheet, and Daily Update and EOM.

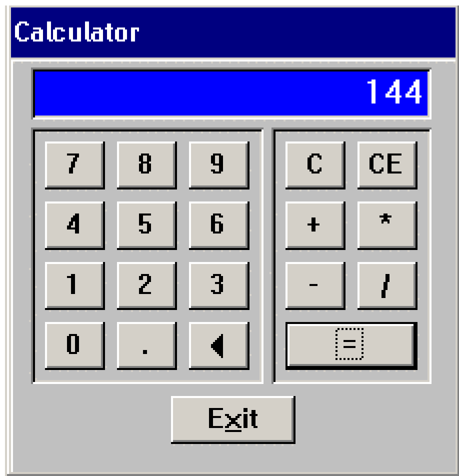
1.5 Help

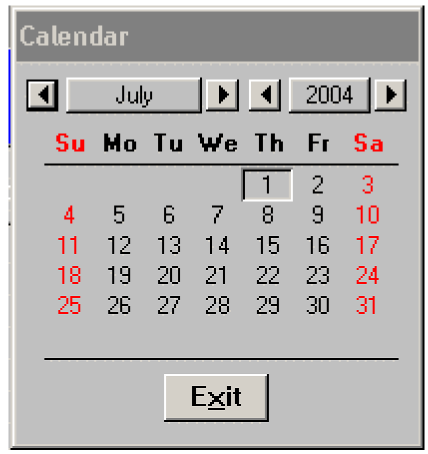
When you click on the **Help** button located on the screen toolbar, several options, listed below, appear.



Hitting **Tools** opens a submenu: giving you access to a calculator and a calendar.







Click on the **Print Screen** option to print an image of the contents of a current screen in Landscape mode.

The **Phone Book** option displays a searchable list of client or employees providing their current telephone numbers.

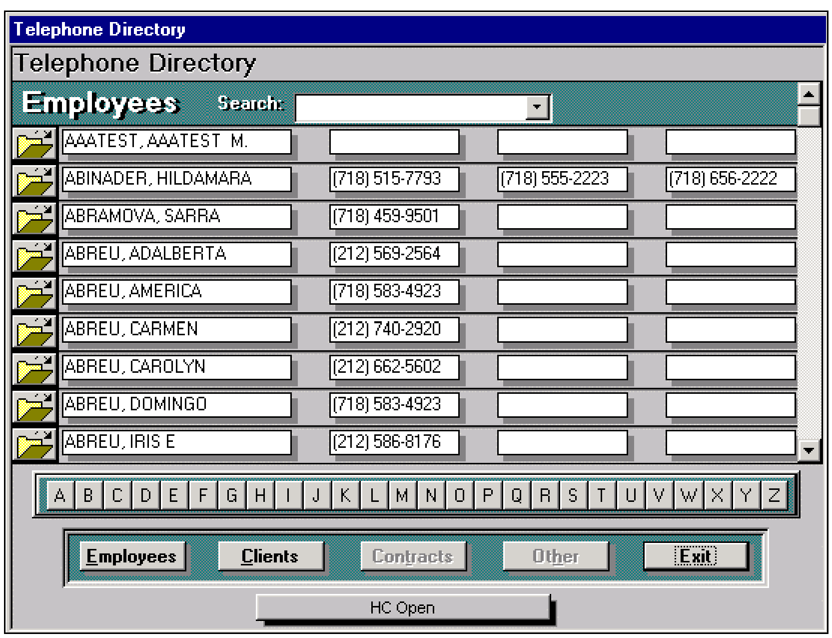
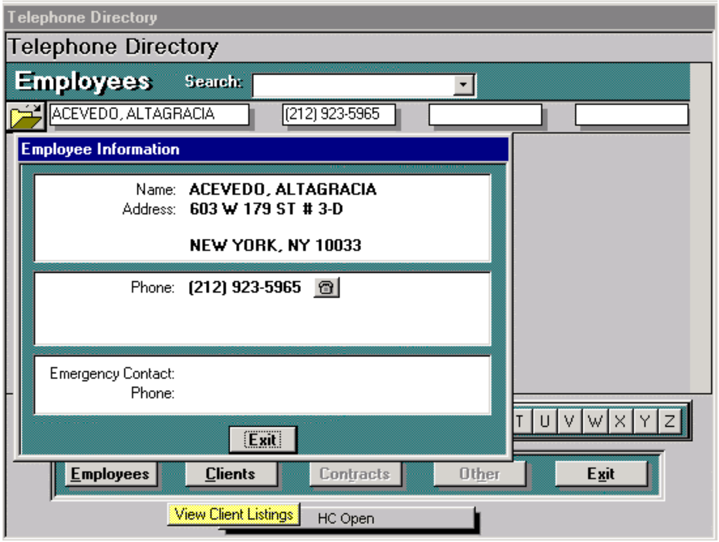


Figure 1-2 Telephone Directories

When you click on the **Open Folder**  button, the detail of the client or employee appears.



Chapter 2 Client Maintenance

This chapter will show you how to:

1. Access a client record.
2. Create a new client record.
3. Maintain current records.

2.1 Access the Client Maintenance Screen

From the Main menu (Figure 1-1), select the 

button. The **Find Clients** Screen appears.

2.2 Locate a client's record

1. Enter client data in any of the fields shown below and press **Find** to retrieve his/her record.
2. To access the list of all your clients, press **Find** leaving all fields blank.

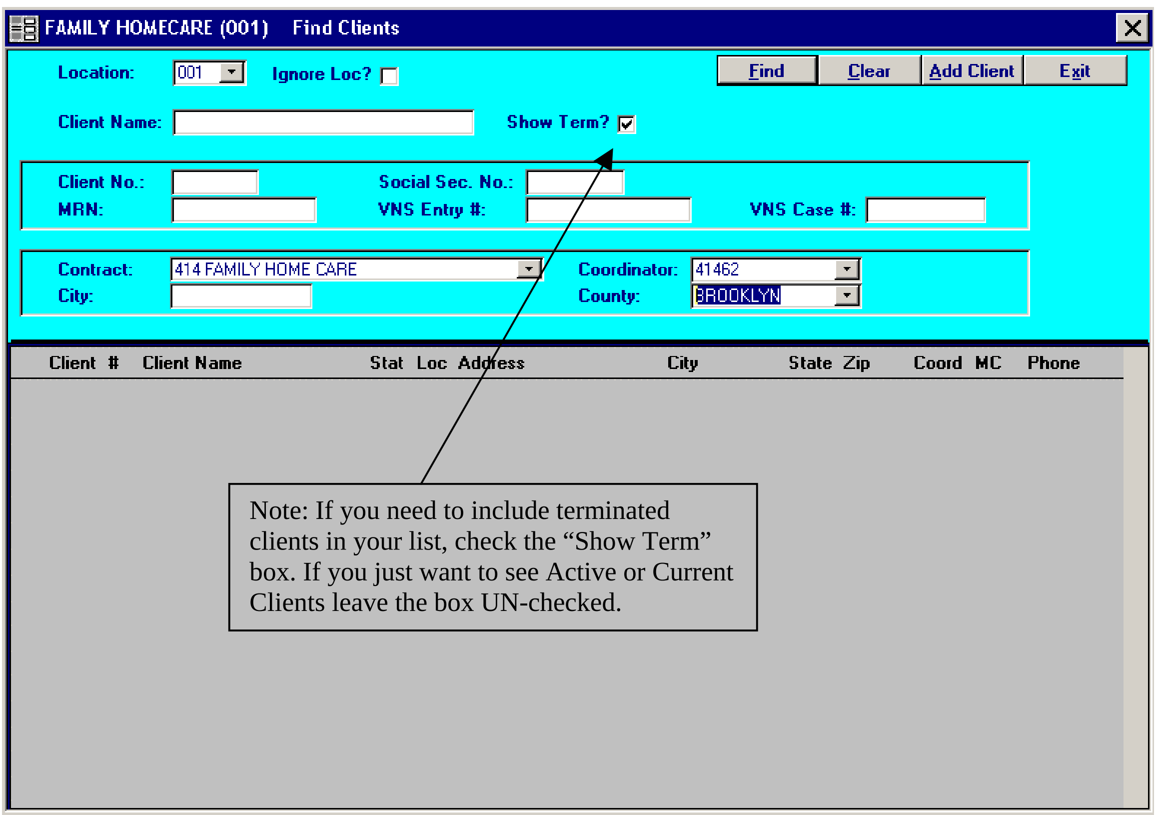


Figure 2-1: Find Clients screen

Search Fields	Description
Location	Use the dropdown to select the agency's location.
Ignore Location	Access clients without regard to location.
Client Name	Enter the name or part of a name.
Show Term?	Include terminated clients in your list. (see note)
Client No	Retrieve a client using the client number.
Social Security	Find a client record using the social security number

MRN	Find clients using their Medical Record number
VNS Entry/Case	Find clients using their VNS entry or case number.
Contract	Limit clients to a specific contract
City	Enter the city
Coordinator	Use the dropdown to select a specific coordinator
County	Enter the county or borough.

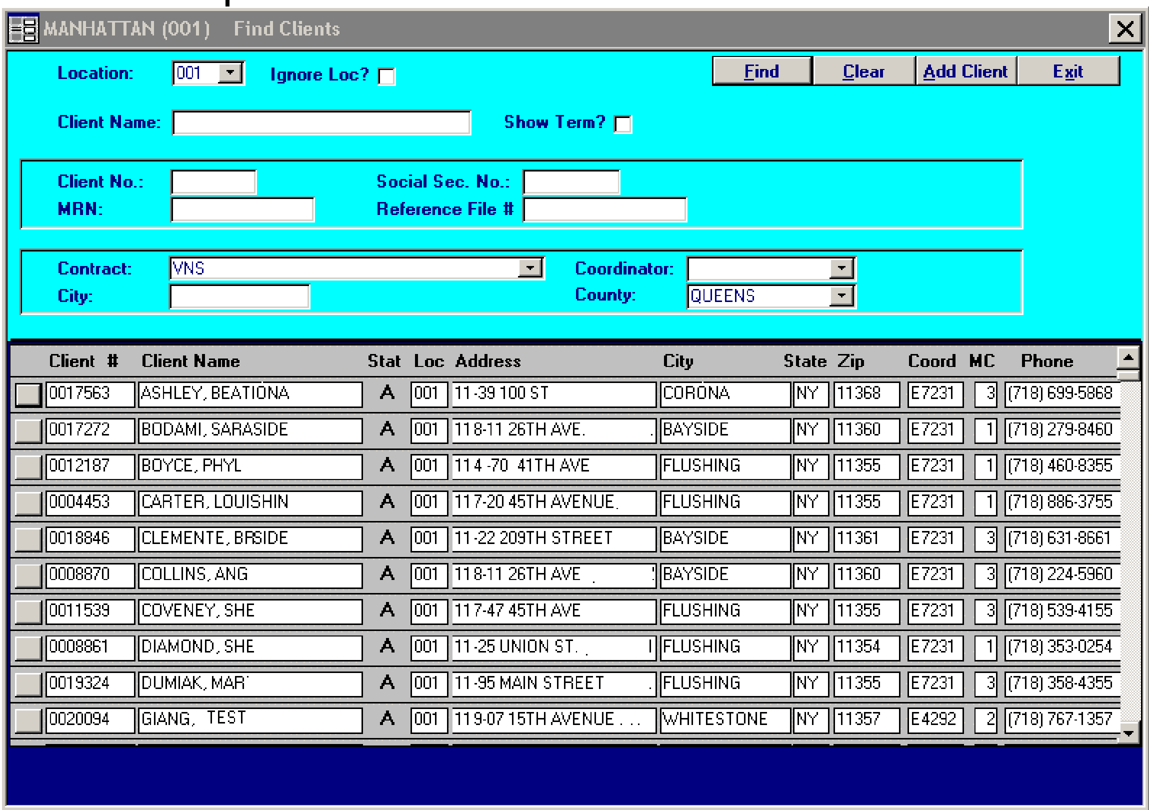


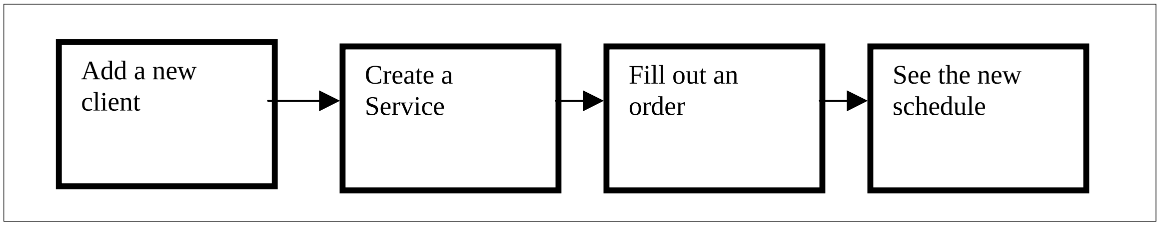
Figure 2-2: Client Roster

NOTE:

Left click on the scroll handle  to display a record count of the clients found in the search.  The roster shows the code of the coordinator (**Coord**) assigned to each client; the **MC** column shows the 'Must Cover' rating for the client.	Right click on the scroll bar to carry out any of the operations listed below. 

2.3 Process a new client

Processing a new client into HC PLUS involves carrying out the steps outlined below.



2.3.1 Add a new client

Click on Client Maintenance button 

Press the **Add Client** button on the **Find Clients** screen and a blank **Add New Client** screen appears. Most text boxes are empty with the exception of fields that contain default values, notably **Client No**, **Location**, **Status** and **Start Date**. **All Mandatory Fields** are outlined in black**.** (i.e. Last name, first name, etc.)

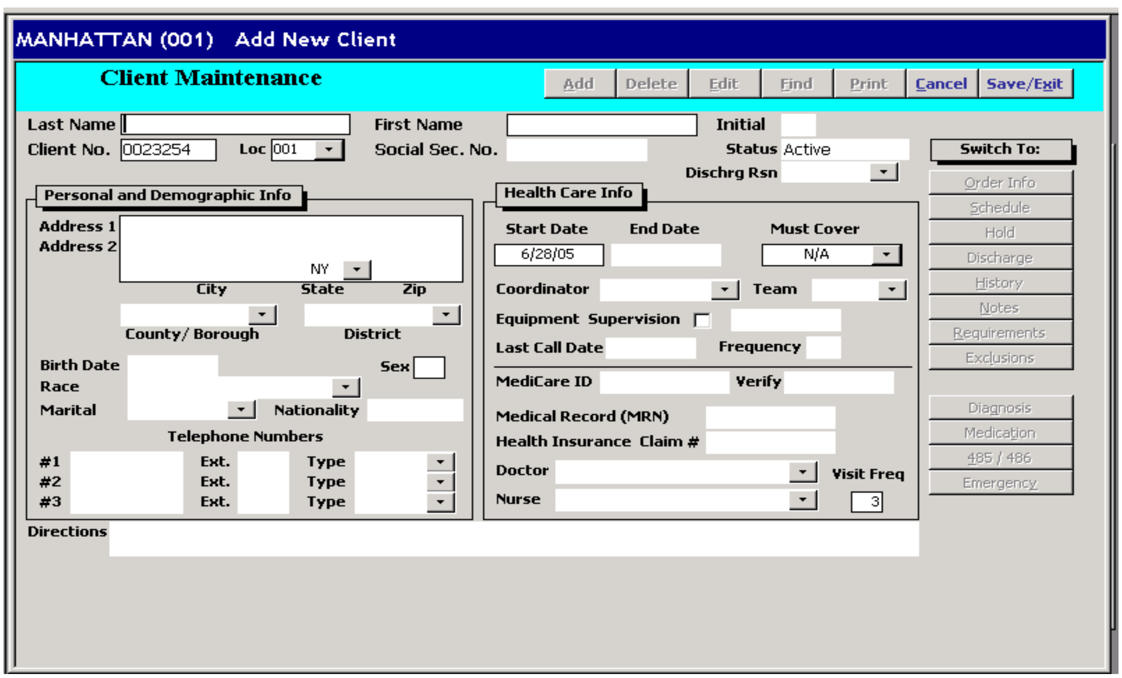


Figure 2-3: Blank Client Screen

2.3.2 Complete the Client Screen

1. Proceed to fill in the client's name.
2. The program assigns the Client an ID number. (If you prefer to enter the **Client No** manually, please contact Client Services to make this option available.)
3. The **Location** code may be chosen from the dropdown box, if you have multiple locations.
4. Enter the **Social Security** number.
5. The default for the **Status** drop-down is "Active." The "Hold" and "Terminated" options come into play when *editing* the record of an existing client. (In that case, the **Discharge Reason** will also be operative.)

6. Use the **Tab** key to navigate from field to field within the **Personal and Demographic Info** section. Enter the pertinent address, including the state, city and zip.

7. The **County** field is next. Use the drop-down selections that were established when your system was set up

8. Use the drop-down menu to fill in the **District**. A district is any type or size of geographic area that your agency wishes to define. (Districts are established in the District Code Maintenance function via the Codes Maintenance menu.) Your system administrator has probably created appropriate choices that are available in the drop-down menu. .

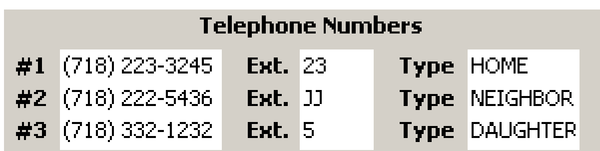
9. For the client's **Birth Date**, enter both the month and date in 2-digit format, and the year with four digits (for example: 01/15/1953).

10. For **Sex**, enter "M," "F" or "N" for Not Applicable. "NA" is used in situations where the *Client* is a group, such as a nursing home unit or some other Cluster Care site.

11. For **Race** categories, use the dropdown.

12. For **Marital** status, use the dropdown.

13. Use the **Telephone Numbers** fields to enter the client's phone numbers. The system creates the appropriate parentheses and dashes to format the number properly with an area code. Enter an **Extension** if appropriate. The **Type** drop-down contains options describing the phone's use.



The client phone number is *mandatory* if the client has a Santrax effective date. (See Service Maintenance)

14. Enter a **Nationality,** if applicable.

Enter data into the **Health Care Information** section

1. The **Start Date** defaults to the current date when you are establishing a new Client. If you wish to modify this date, be sure to input two digits each for month, date, and year (for example: 06/05/04).

2. **End Date** cannot be edited in this screen; the date for terminating service is defined by other functions in the HC Plus system such as using the discharge button (See section 3.4).

3. The **Must Cover** drop-down is used to quantify the necessity of making a scheduled visit in the event of staffing problems or inclement weather. Higher ratings in this field indicate that the client may be able to miss a visit without adverse effects. Lower ratings point out that the agency must take whatever measures are necessary to supply an employee at the scheduled time. Once a **Must Cover** is specified, that client's schedule must be filled by the coordinator.

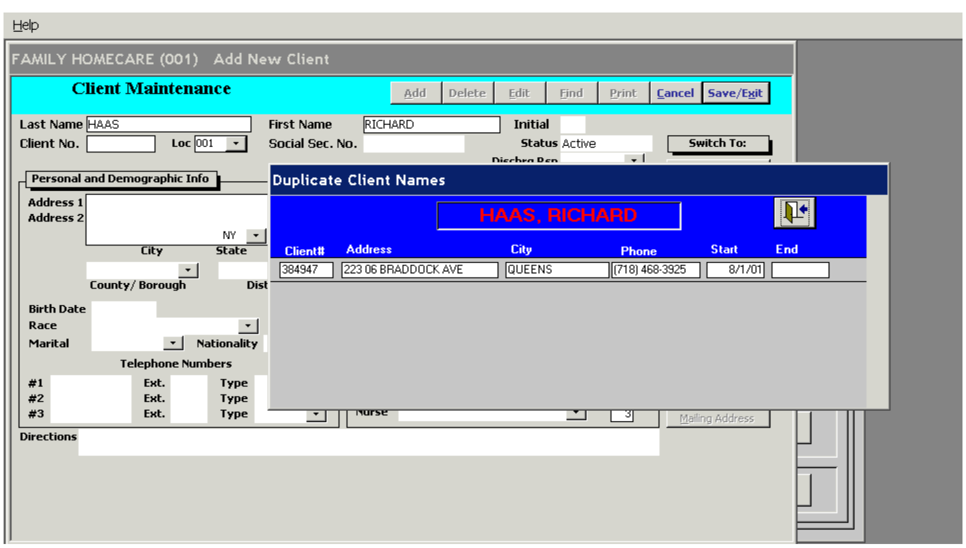
4. The **Coordinator** drop-down shows the codes and names of Coordinators currently in the system.

   **A coordinator code contains the contract ID in the first three digits and the coordinator's ID in the last two.

5. Select or establish a **Team**. A team is any grouping of employees within your agency selected for particular skills or needs. Add new teams by accessing *System Functions* ➔ *Codes Maintenance* ➔ *Coordinator Team Codes*.
6. Click the **Equipment Supervision** checkbox when the agency is required to handle oversight/maintenance of special equipment (such as oxygen) in the client's home. If equipment supervision is designated for a client, enter the start date in the field next to the checkbox.
7. Enter the **Last Call Date**, the most recent date the client had been contacted by the agency.
8. The call **Frequency** field can be used for your agency to indicate how often they should contact the client.
9. Where appropriate, enter the Client's **Medicare ID**. Together with the ID, enter the date this Medicare ID number was **Verified**.
10. The **Medical Record (MRN)** is for use with your agency's internal system of managing client medical records, if applicable.
11. Record the Client's health insurance claim number, if applicable, in the **Health Insurance Claim #** field.
12. The **Doctor** Field uses a drop-down menu for physicians who are already entered in the HC Plus system.
13. **Nurse** is a drop-down field where you may select a nurse to be assigned to the client.
14. **Visit Frequency** of the nurse allows the entry of values 1-12. (A default value can be set on an agency level using the Systems Functions ➔ Scheduling defaults ➔ Global module.)
15. Use the **Directions** field to provide directions for an employee regarding the client, e.g., how to get to the client's home.

NOTE: FOR AGENCIES THAT HAVE AUTO CLIENT NUMBERING TURNED ON…

If you are entering a new client into the system and the client's name already exists a prompt will be displayed (as below) to help reduced duplicate entries. You can then pull up the existing Client record.



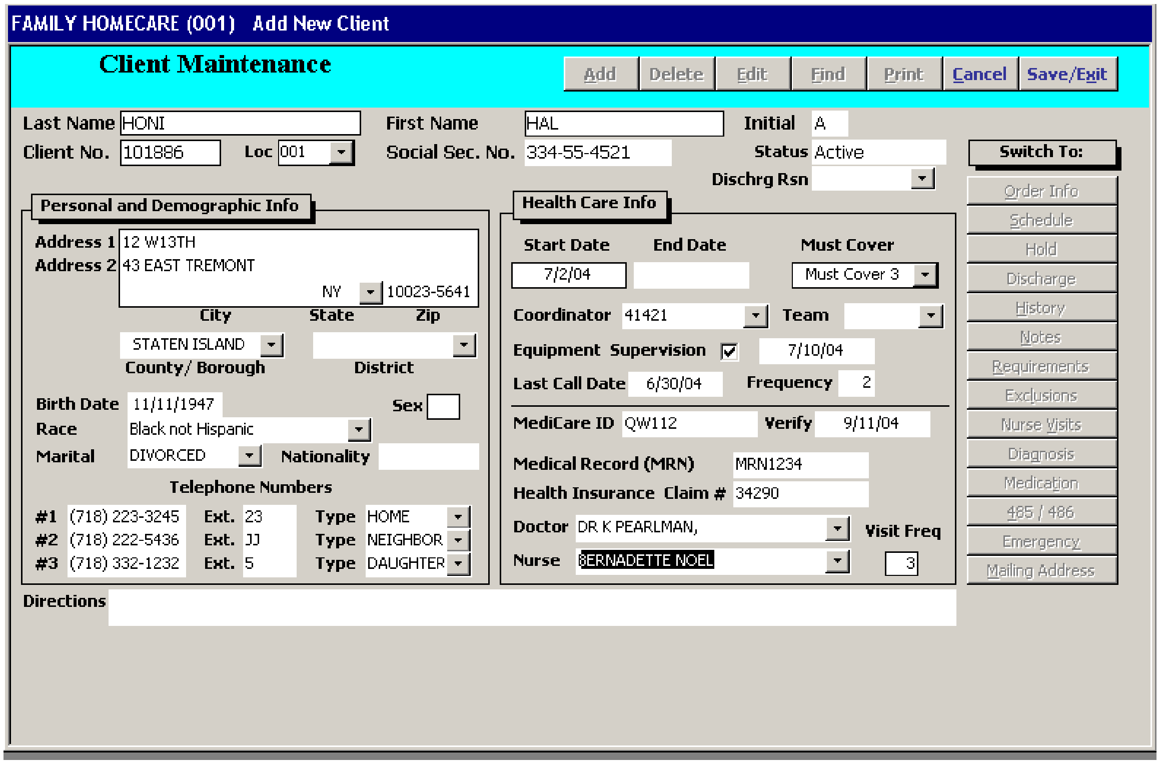
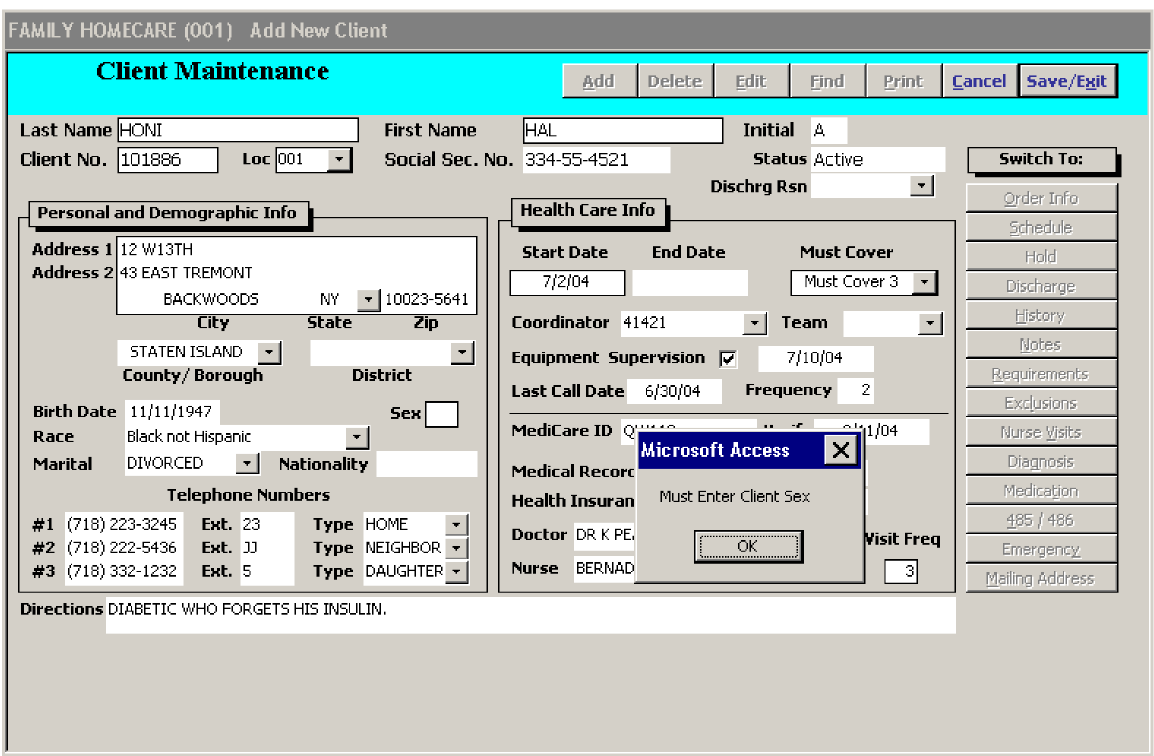


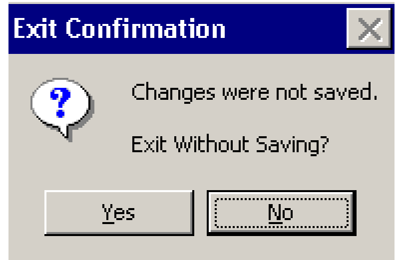
Figure 2-4: Client Screen filled in

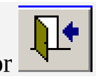
16. When you press **Save/Exit**, HC PLUS checks your inputs and directs you to correct them, if necessary, as shown in the example below.



NOTE:

Before you save, you can abort the new client record by hitting **Cancel**. This brings up the dialog shown on the right.



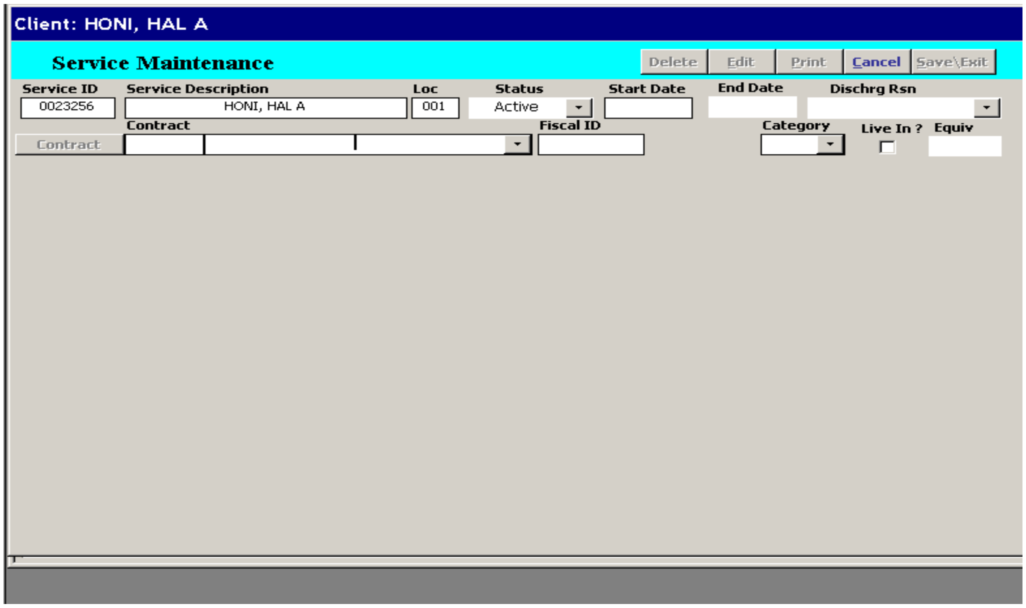
On some HC Plus screens: to save your entries, click on the **Exit** door  button; but if you wish to exit the screen without updating, select the 

icon instead.

ADDITIONAL NOTE: If your Agency is set-up for Auto ID numbering, and you decide to cancel an entry, you may cancel BUT that number will not be used again.

2.3.3 Create a service for a new client

Once a new Client is saved, *automatically* a blank service entry screen appears with certain fields such as name, location, status, and start date filled in. A service ID number is also assigned.



As you select in the contract name from the dropdown list, the bottom part of the screen (Additional Service Information) is displayed.

Instructions related to filling out the fields of the **Service Maintenance** screen are provided in Chapter 6 Service Maintenance .

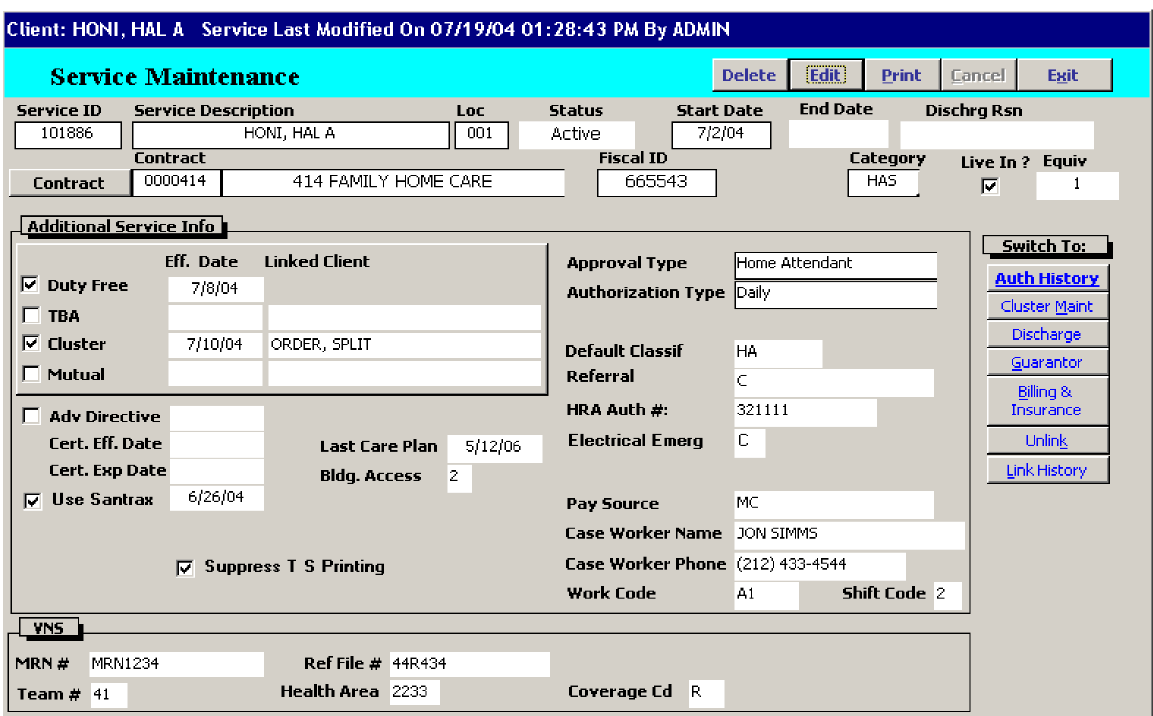


Figure 2-5: Completed Service Maintenance screen.

Once you complete the **Service Maintenance** screen, press **Save/Exit**. Immediately, a blank **Order Entry** screen appears.

2.3.4 Fill in a new order

Proceed to fill in the **Order Entry** screen.

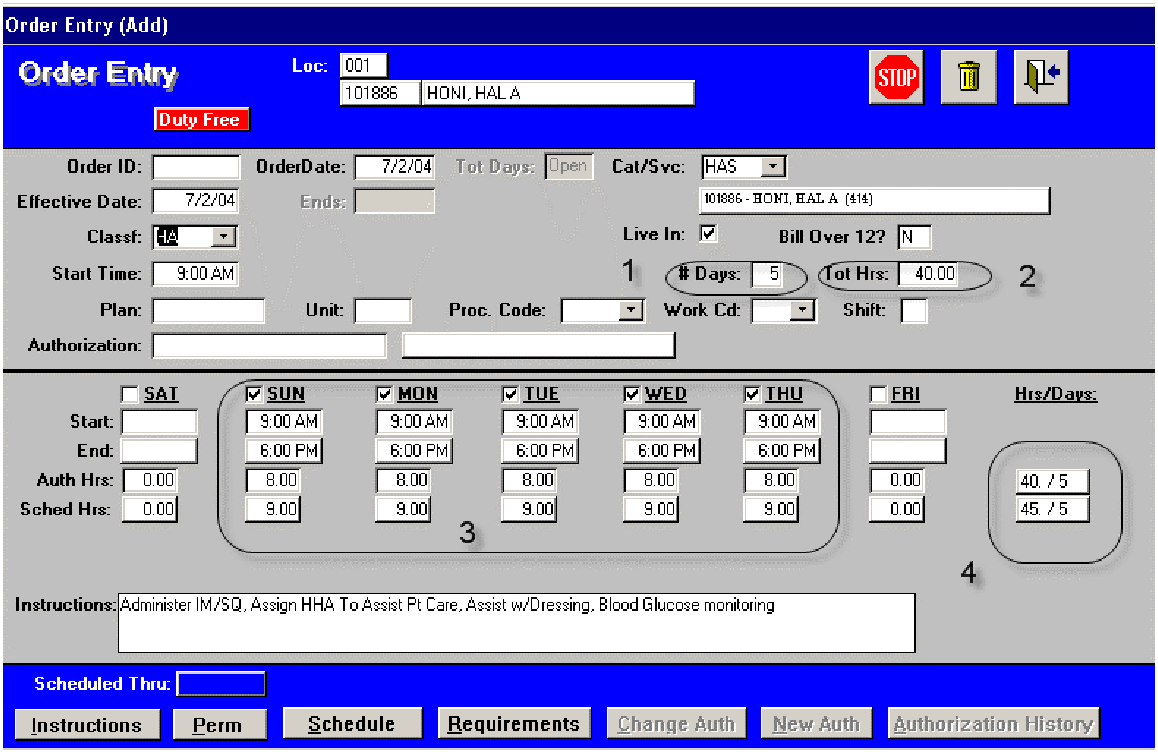
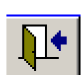


Figure 2-6: Order Entry Detail Screen.

Section 5.1 fully covers the order entry procedure and the screen's field descriptions in detail.

However, the simplest method to complete a new order is:

1. Enter the number of days for a service to be provided to the client.
2. Enter the total weekly hours.
3. On the lower portion of the screen, click on a weekday and enter the time period you want for the service during that day.
4. Adjust the days and hours so that the total hours that appear in the **Hr:/Days** segment matches the values you entered in steps 1 and 2; that is, the scheduled hours/days match the authorized hours/days.
5. When complete, press  to save.
6. Upon saving, a schedule that is based on your order entries appears.

All this schedule requires is that you assign an employee to provide services on the days shown. Note that *now* when you return to the client Maintenance screen, a summary of the newly entered service appears at the foot of the screen. Click on the service row to view the detailed service order. You may also enter a new service order by clicking on the blank row beneath it.

A full description of service orders is given in Chapter 6, Service Maintenance .

2.3.5 View the new schedule

When you fill out an Order Entry, and save it, the schedule screen appears ready for you to assign employee(s) to work with the client during the authorized/scheduled days.

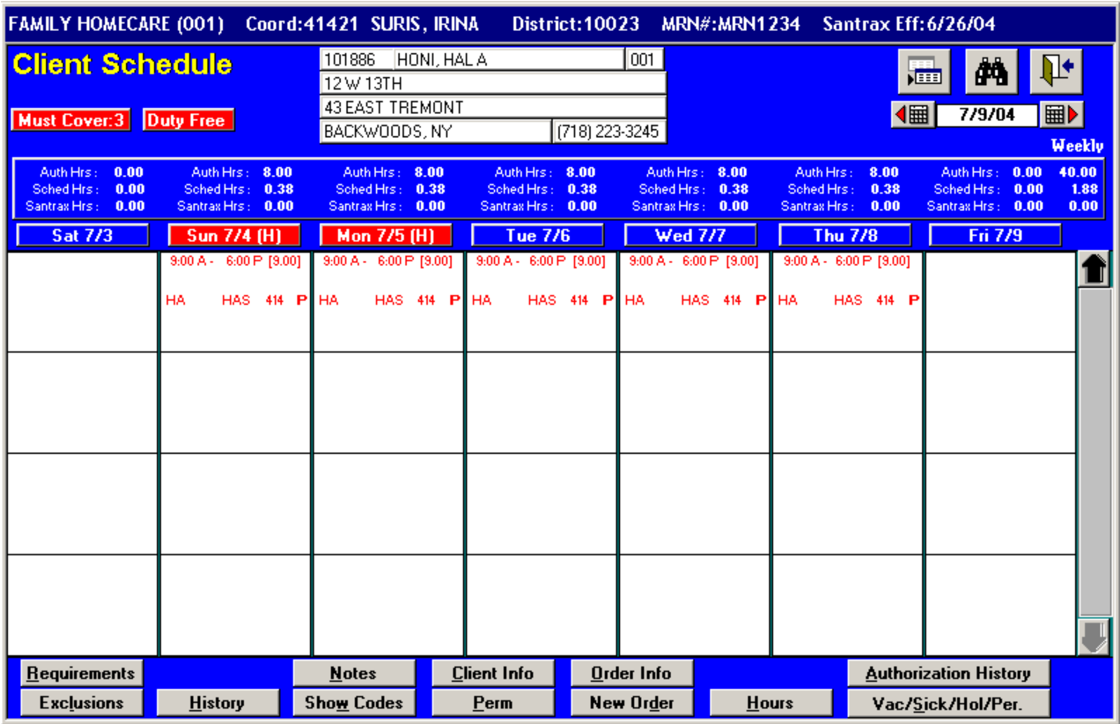


Figure 2-7: Client Schedule Screen prior to employee assignment

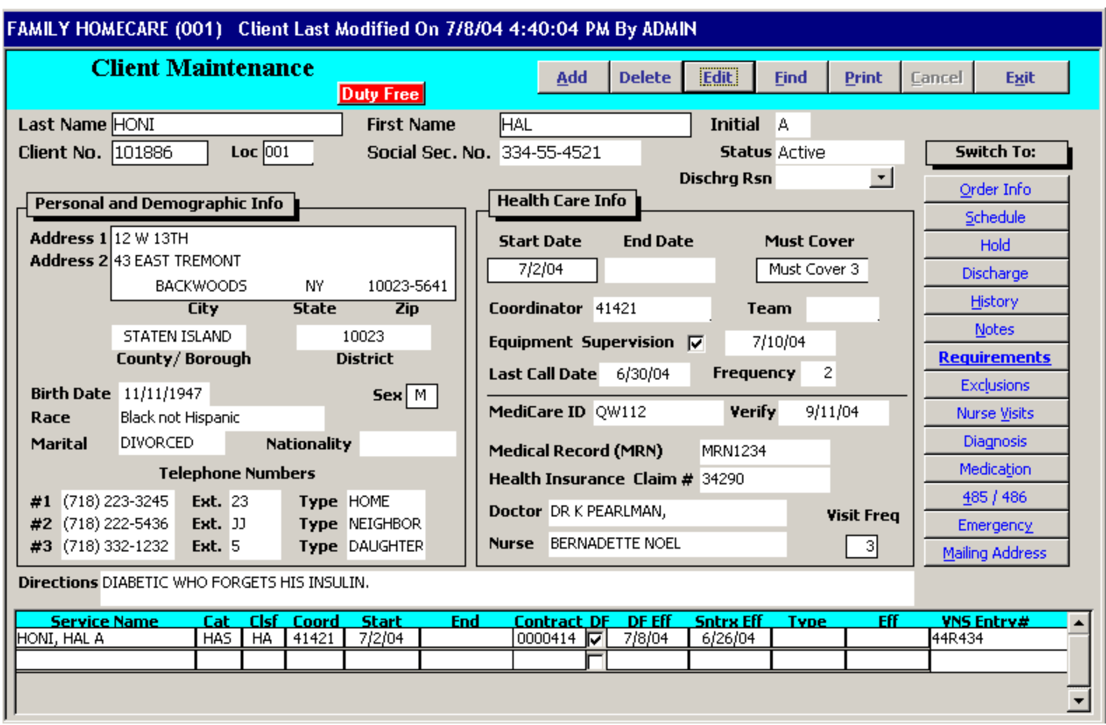


Figure 2-8: Client Screen with services

Chapter 3 Client Maintenance Functions

After displaying a client's record, you can change many fields using the **Edit** button. However, only users with appropriate security clearance may change a Client's Name and Social Security number. This is for open orders, only.

Other changes may be made using the buttons on the right side of the Client Maintenance screen. Each button allows you to perform specific tasks related to the client's welfare. In the following sections, each function/task is described in the order they appear under the **Switch To** heading.

3.1 View a client's order information

The **Order Info** button opens the **Order Entry** summary screen. This screen lists all orders currently attached to a client. No modifications are permitted on this screen. A red asterisk to the right of the End Date indicates the order had been terminated. If the client is HRA authorized, the HRA hour information is displayed at the bottom of this screen.

You can use the dropdown box on the left side of the **Order Entry** screen to filter out orders by contract—or select ALL to see every service for the client regardless of the contract to which the service belongs.

The **Client Info** button returns you to the Client Maintenance screen.

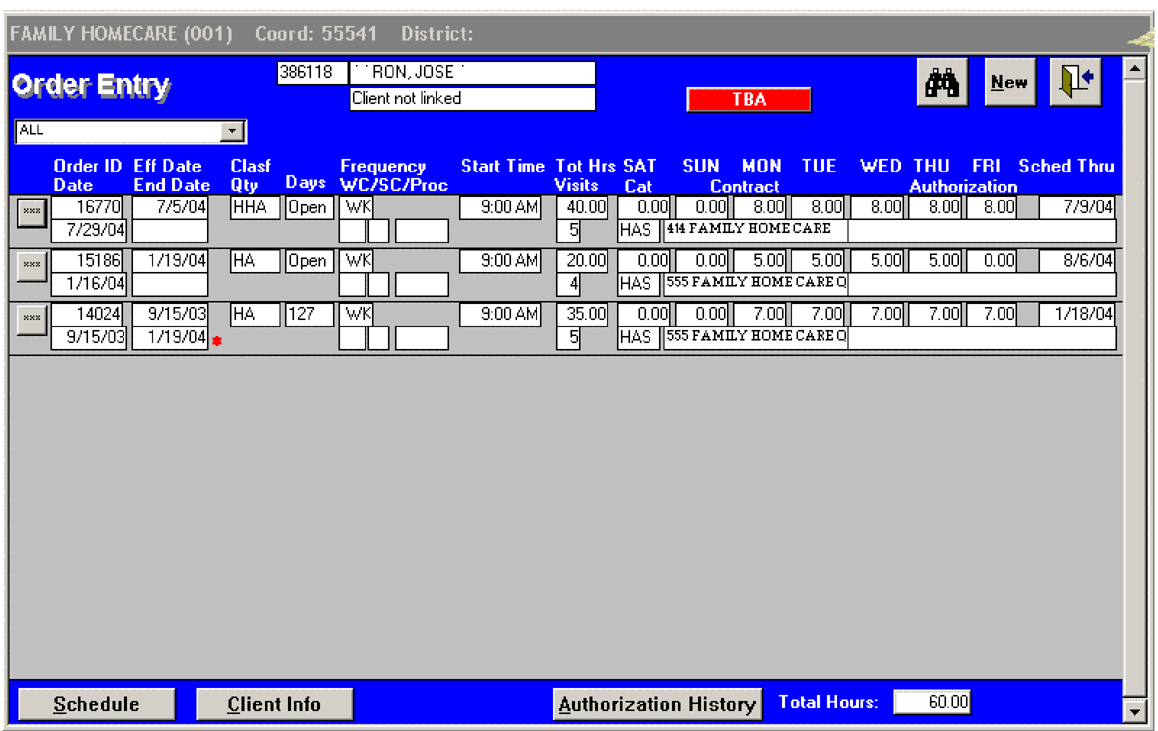


Figure 3-1: Order Summary List.

NOTE: Press the **New** button to set up a new order. See Chapter 5 for a full description of the procedure used to create a new order record.

3.1.1 Order entry summary list—field description

Heading	Description
Order ID/Date	The ID number of the individual order and the date the order was originally placed.
Effective Date	Effective date of start of services. This field cannot be changed when scheduled visits exist prior to the date you want to enter. Note: When editing a change to the effective date of an order, cancelled visits are not included. This allows you to handle the case where the effective date needs to be changed to a later date but schedules exist prior to the new effective date. You may cancel the unwanted visits—and you will then be able to modify the order's effective date.
End Date	The End Date field may remain empty, indicating that no end of service has yet been projected. If you do put in an end date, ADMIN users will only be allowed to remove it when there are no active orders for the client; this validation avoids the occurrence of two open orders for the client.
Clasf	The assigned employee's classification: HHA indicates Home Health Aide; HM (Homemaker); PCA (Personal Care Assistant). TRN indicates the employee is in training and will be accompanied on visits by another employee.
Qty	The number of employees assigned to the client by this order, if applicable.
Days	Number of days until contract expiration. If the order has been closed the number is for the days the order WAS open. The order can be left OPEN and will be listed as OPEN..
Frequency	Frequency of the employee's visits, e.g., weekly, and daily.
WC	Work Code. Further defines the employee's duties. Categories include: HH (Home Health maintenance); HIV (care for client with AIDS symptoms); House Keeping assistance for partially or totally disabled clients; Live-in care, comprising multiple duties; long-term care; MH (multiple patients at the site); short-term care.
SC	The Shift Code refers to the work shift during which the client will be serviced. For Example, a **1** may refer to the early morning shift.
Proc	Procedure Code. Attaches information about ordered procedures.
Start Times	Times for start of each scheduled visit.
Total Hours	Total of weekly hours.
Visits	Number of visits scheduled for this client per week.
DAYS (SAT, SUN etc.)	For each day, the number of hours (stipulated by the contract for service to be delivered to the client) is displayed.
Cat	Category code. Displays an abbreviation for the agency that contracts the employee for the client. Agencies and programs can be added, modified or deleted in Main Menu ➔ Special Functions ➔ Codes Maintenance ➔ Category Codes. (See section 14.7.3.)
Contract	Used to distinguish among multiple programs offered by the agency indicated by the Category code. For instance, Visiting Nurse Service offers Adult Care as well as AIDS care training and Cluster Care. Contracts can be added, modified or deleted in Main Menu ➔ System Functions ➔ Contract Maintenance. (See section 14.2.)
Authorization	Displays the social services specialist or insurance company professional who has authorized the ordered visits and procedures, guaranteeing payment to the agency.
Scheduled Thru	This field displays the last date of the current schedule of visits. This date serves as a reference for your renewing the existing schedule or for setting up a new one. Note the difference between Scheduled Thru date and End Date. The End Date specifies the projected end of all service for this client.

When you press on the *** button to the left of an existing listed order, the **Change Order** screen appears, as shown below.

A full description of the order entry detail screen appears in Chapter 5 Enter/View Client Orders.

1. You may change the information on this screen by pressing **Change Auth**. Note: upon modification, the end date is validated to check if schedules exist that are past your desired end date. Once your changes are accepted, the revised **Schedule Screen** based upon your changes is displayed.

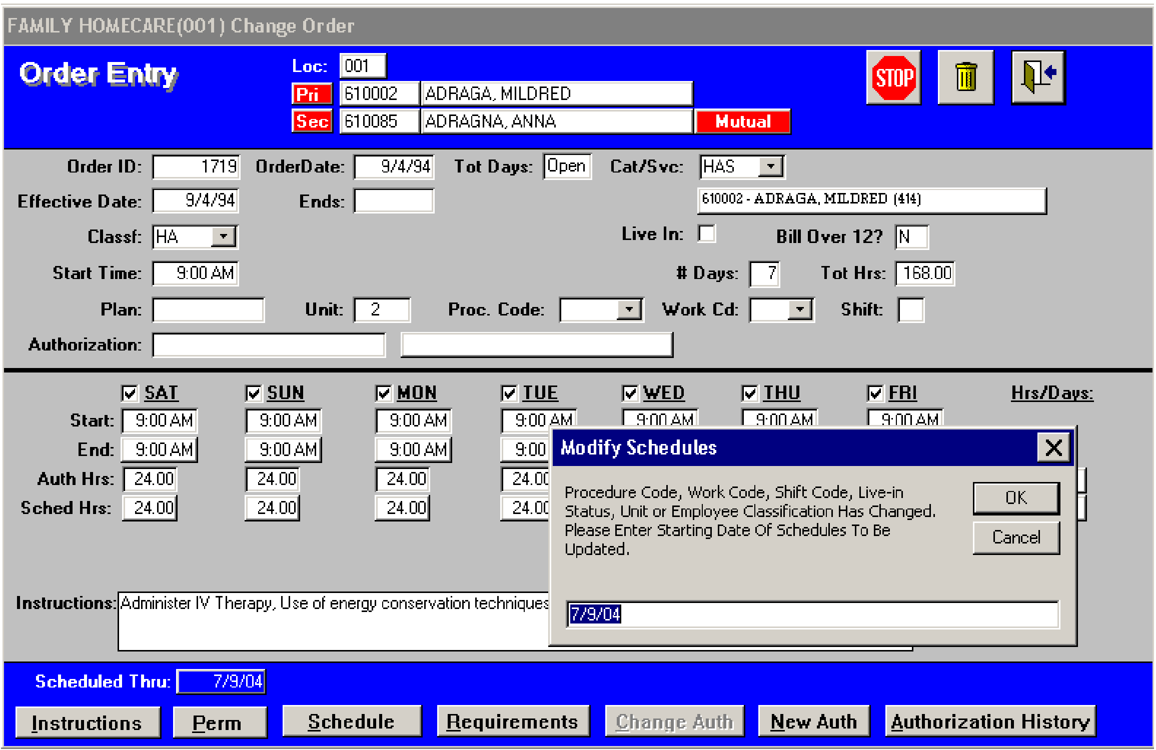


Figure 3-2: Changing the Order Entry Detail Screen

2. You may end an order either by discharging the client or by clicking on **New Auth** and entering a new authorization.

3.2 Schedule a client

Use the **Schedule** button to view, modify or set up a new schedule for the client. For complete scheduling details, see Chapter 8, Schedule Maintenance.

3.3 Place a client on hold—or resume services

Pressing the **Hold** button on the Client Maintenance screen (below) places the services to be administered to the client on a hold status. When putting a client/service on hold, HC Plus will remove holiday hours, only if the hold date is on or before the actual holiday.

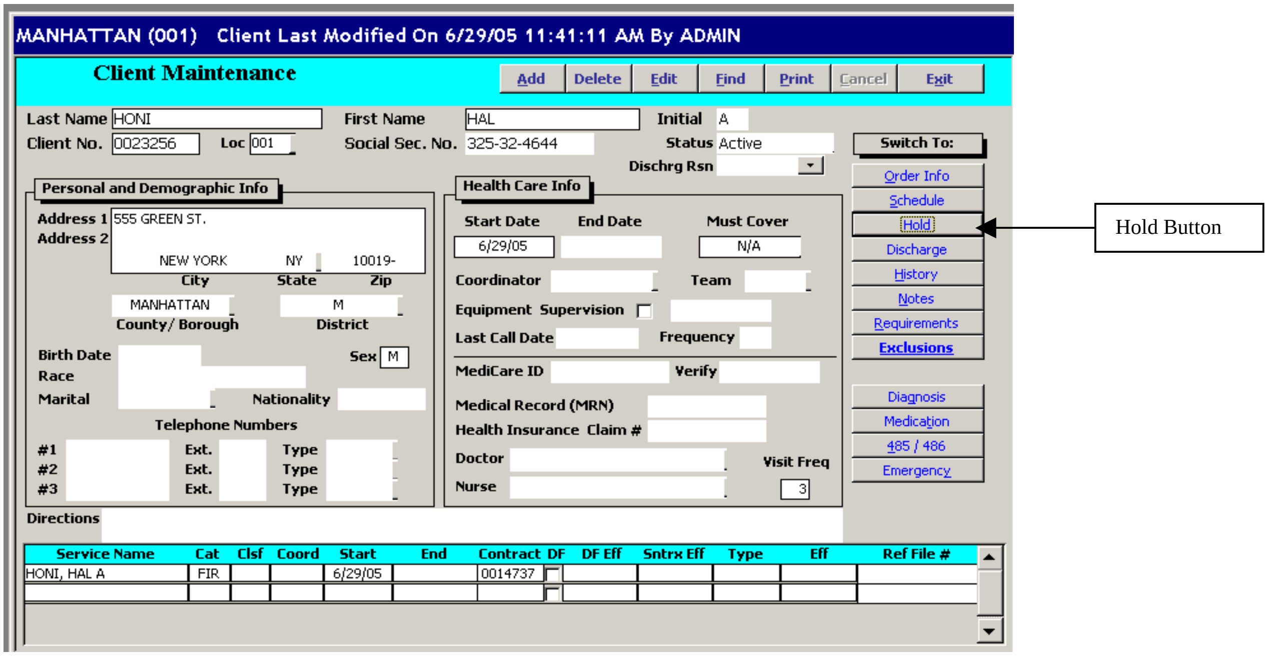


Figure 3-3: Client Hold screen.

1. Use the drop-down menu to select a reason for the hold in your company's service to the Client, and enter the date when service has been put on hold status. You cannot enter a date more than 30 days in the future when placing a client on Hold.

2. Click **Exit** to save the data and leave this screen. Once a client is on hold, the button on the right of the Client Maintenance screen toggles to **Resume** and the service is shown with a red **H** and an end date. Use the **Resume** button to reactivate the client when necessary. When selecting **Resume** for a client in a Hold status, you are prevented from entering a 'Resume Date' of more than 30 days into the future.

3. Reports are available listing all clients who are on hold and those that have resumed service.

3.4 Discharge a client

The **Discharge** button (Figure 2-4, Client Screen) allows you to record the date and reason of a client's leaving your agency's service. Use the drop-down menu to enter the code for an established discharge reason. Once a client is discharged, he/she will not appear on the active client roster. Note that you cannot enter a date more than 30 days in the future when discharging a client. When discharging, HC-Open will remove holiday hours, only if the discharge date is on or before the actual holiday.

Before a client or service discharge, you will have to *unlink* any linked clients.

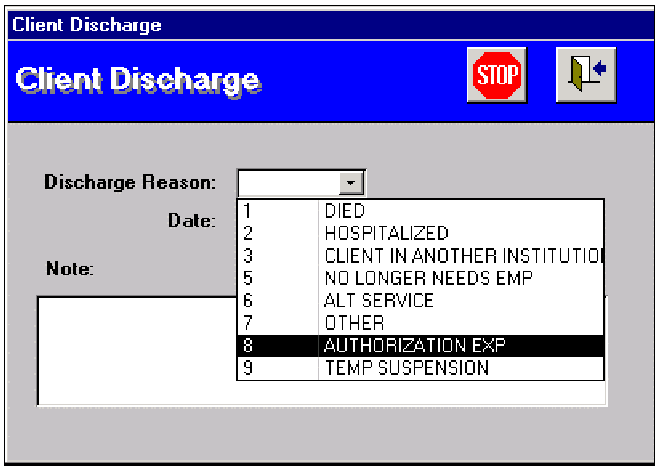


Figure 3-4: Client Discharge screen

3.4.1 Correct a discharge

After the discharge/termination of a client, a **Re-Admit** button appears in the **Switch to** list of his/her record. So, if you mistakenly discharged a client, do the following:

1. After pressing the **Re-Admit** button, the following screen appears.

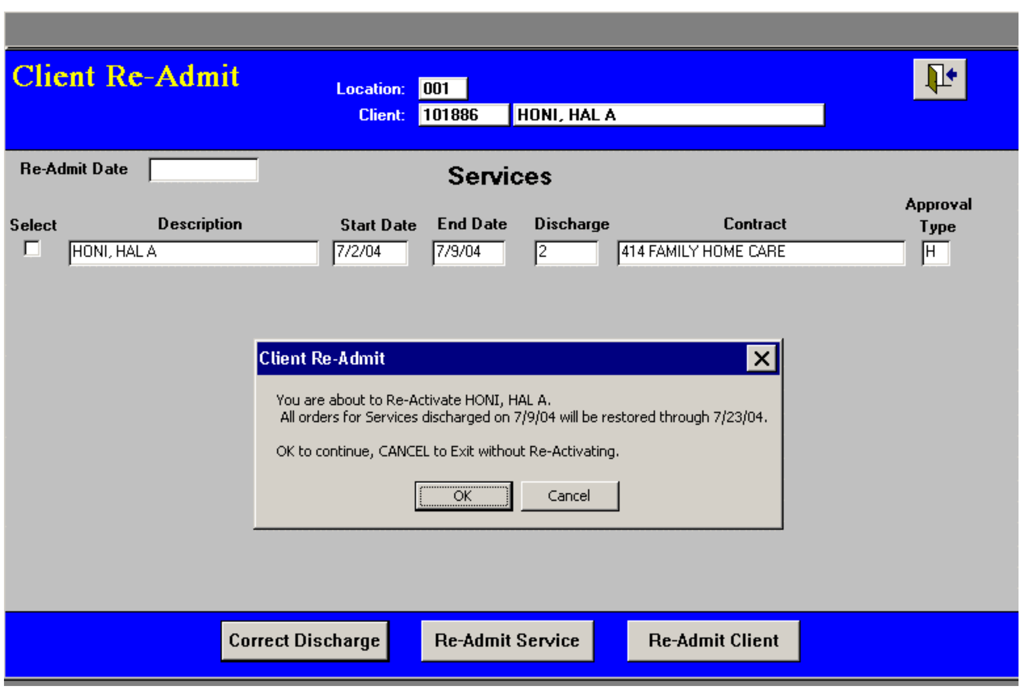
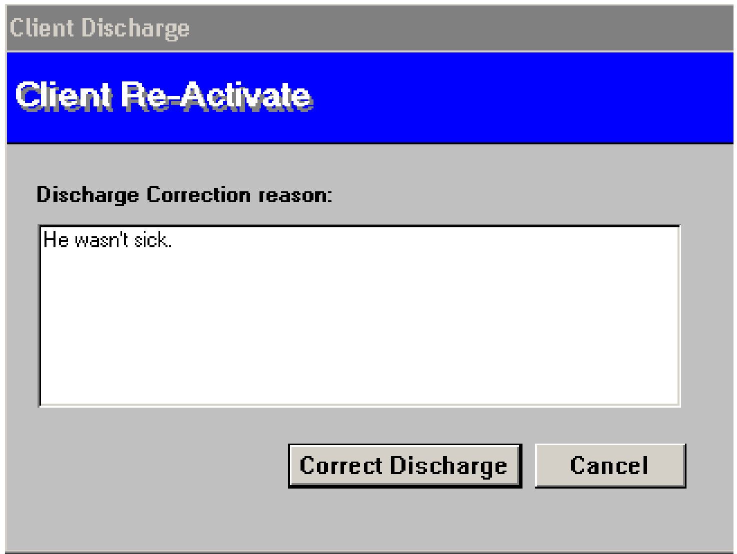


Figure 3-5: Client Correct Discharge Screen

2. A discharge can only be corrected for the last discharged service. When you correct a discharge, do not enter a re-admit date or select a service

3. Press **Correct Discharge** on this screen. A popup appears giving the reactivation information—and requests you confirm you want to restore all orders as of the original discharge date.

4. Press **OK**. The following screen appears.



5. Enter a reason for correcting the discharge and Press **Correct Discharge** to complete the process.

3.4.2 Re-admit a client

1. On the **Find Clients** screen, enter either the ID # or the last name. Click on the Show Term? checkbox to the right of client ID #.

2. Display the client's record. Click the **Re-Admit** button. The following screen appears.

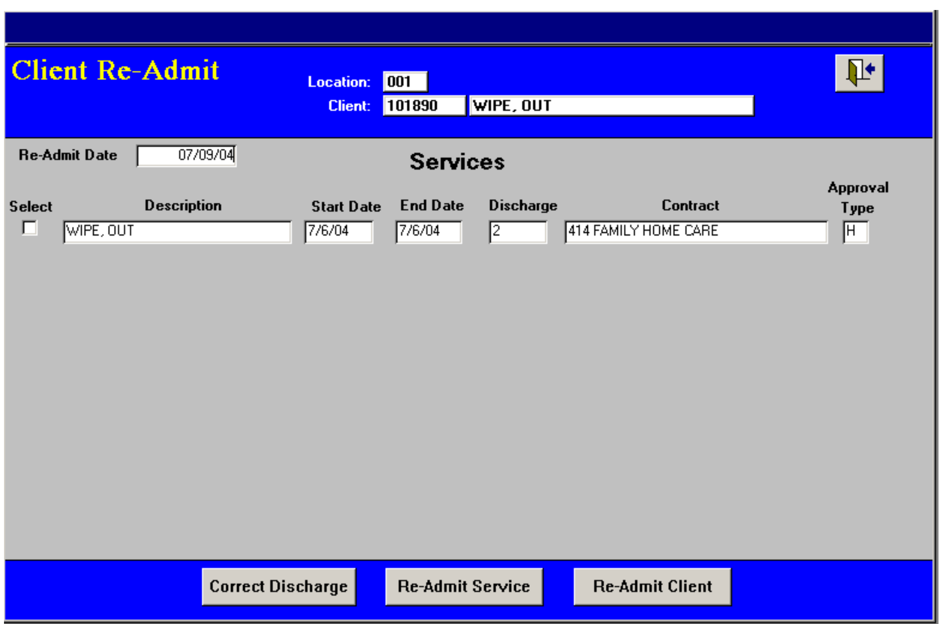


Figure 3-6: Client Re-Admit Screen

3. Enter the **Re-admit Date** as shown above and click on **Re-Admit Client**.

4. Proceed to set up a new order and a schedule for this client.

Note: Agencies are able to re-admit and schedule a VNS client by creating a new order, which will generate the Scheduled Through Date for the current Friday. You will then be able to enter the schedule for the current week.

We strongly recommend you allow the VNS process to handle the Re-Admits automatically. The Visit Entry # is not used to determine a re-admit. You can manually discharge and readmit the VNS client: the end date on the service will be removed; the service status will be changed to active; the visit entry number cleared: the readmit written to history; and an order or authorization created as needed.

Readmitting Terminated VNS Clients: You may re-admit terminated VNS clients and assign them to a Non VNS contract. From the Client Maintenance screen ➔ Re-admit ➔ Select 'Re-admit Client'. You will be transferred to the Service Maintenance screen and will be able to select a new non-VNS contract for the client.

3.4.3 Re-admit a service

When a client who had been previously discharged is processed for readmission, you may elect—in the case where he/she used multiple services, to reinstate some or all of those services. When you press Re-Admit for this discharged client, the following screen appears:

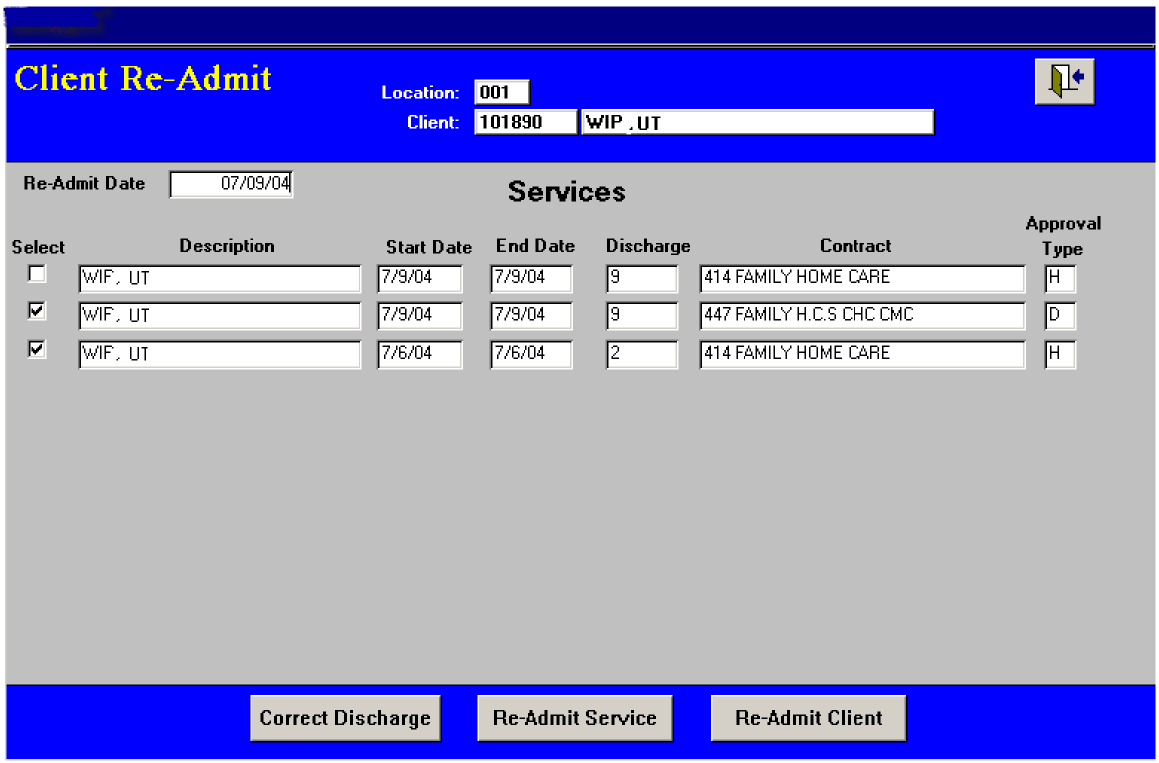


Figure 3-7: Re-Admit a service

1. Select those services you want operative upon readmission of the client.
2. Press the **Re-Admit Service** button.

3.5 View client history

The **History** button opens a screen that displays the Sharp status of the client, such as, discharged, readmitted etc., and you may, with the proper security level, update this termination history.

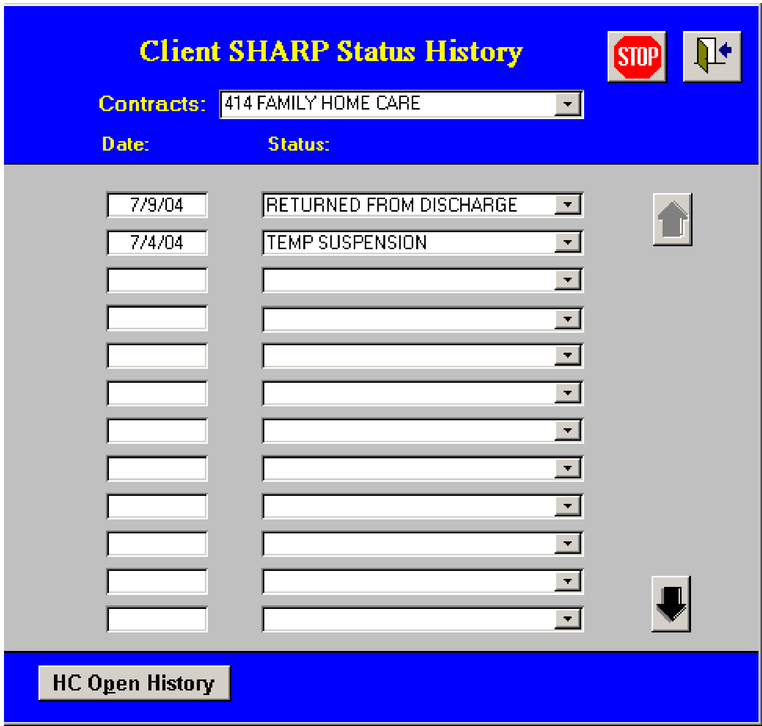


Figure 3-8: Sharp Client History

The **HC Plus History** button on the bottom of the Sharp screen opens another screen that displays major changes to a client's status. No editing takes place on this screen. This history lists the most recent changes at the top of the screen. Use the lateral scroll bar to view fields at the extreme right. Changes made through the SHARP history will not affect the client's HC Plus history.

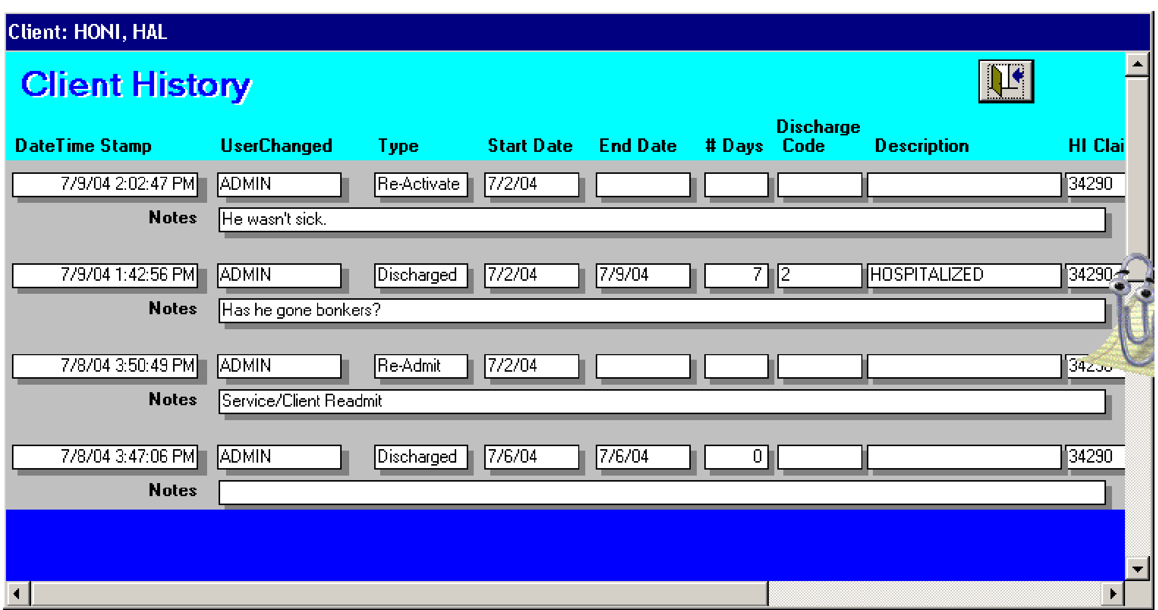


Figure 3-9: Client History screen

Field	Description
Date Time Stamp	This date is permanently attached to the change displayed on that line, to provide reliable tracking of modifications in these records.
UserChanged	If the entry in the field is different from the previous entry, this indicates that a new user at the agency or in your company has been authorized to edit the client's account information.
Type	Indicates a change in the client's care status, such as discharge from the agency's care, a hold in service or a readmission.
Start Date	Start date of service to this client.
End Date	Entering an end date in one of the other maintenance screens will produce an entry in this field.
# Days	Number of days is automatically computed and entered here when start date and end dates have been entered in the screens of a given order.
Discharge	If the status change shown is a discharge, this field displays the distinctive discharge code. These codes provide the 'reason' for the discharge such as transfer to another agency, a nursing facility, or hospitalization. See section 3.4.
HI Claim #, Medical Record #, Medicare ID and Medicaid ID	Use the horizontal scroll bar to view the following: Health Insurance Claim #, Medical Record #, Medicare ID and Medicaid ID. The fields reflect any changes to those numbers.

3.6 Enter Notes

The **Notes** button on Figure 2-4 opens the Client Notes screen (below), and is used for entering comments of various types, including billing and financial information.

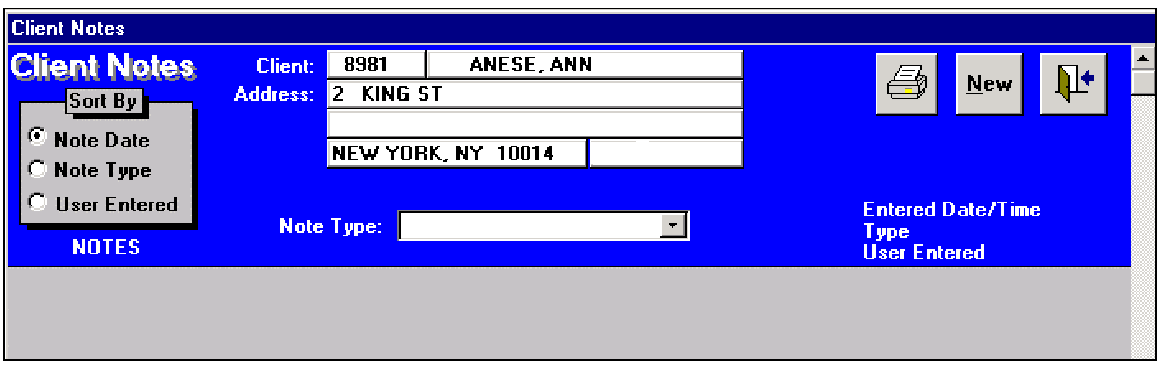


Figure 3-10: Client Notes Screen

1. Press the **New** button. This screen below appears:

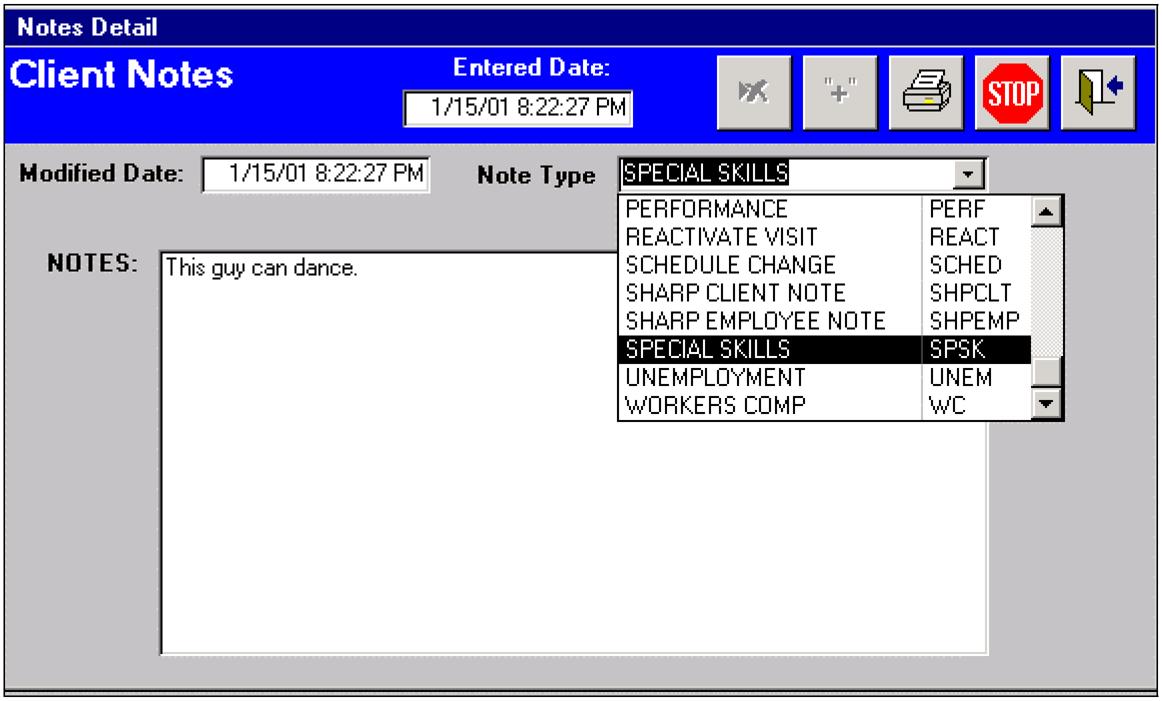


Figure 3-11: Enter a new note.

2. Use the drop-down menu to select a note type or category, and then enter text into the window. The Note field is limited to 4,000 characters. If you exceed limit, a message appears warning that the highlighted section of text will be deleted.

3. When you're done, click the  button.

3.6.1 Edit Notes

1. When you launch the Notes function for a client, all the notes currently on record are displayed.

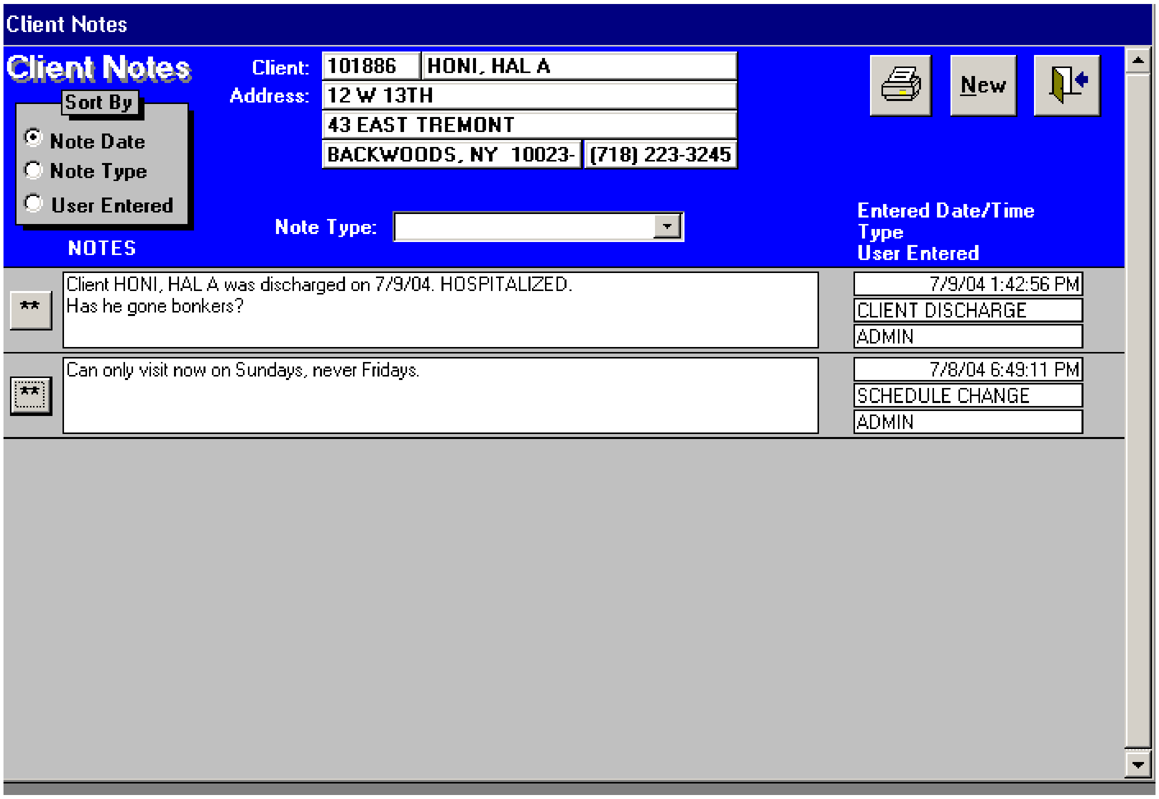
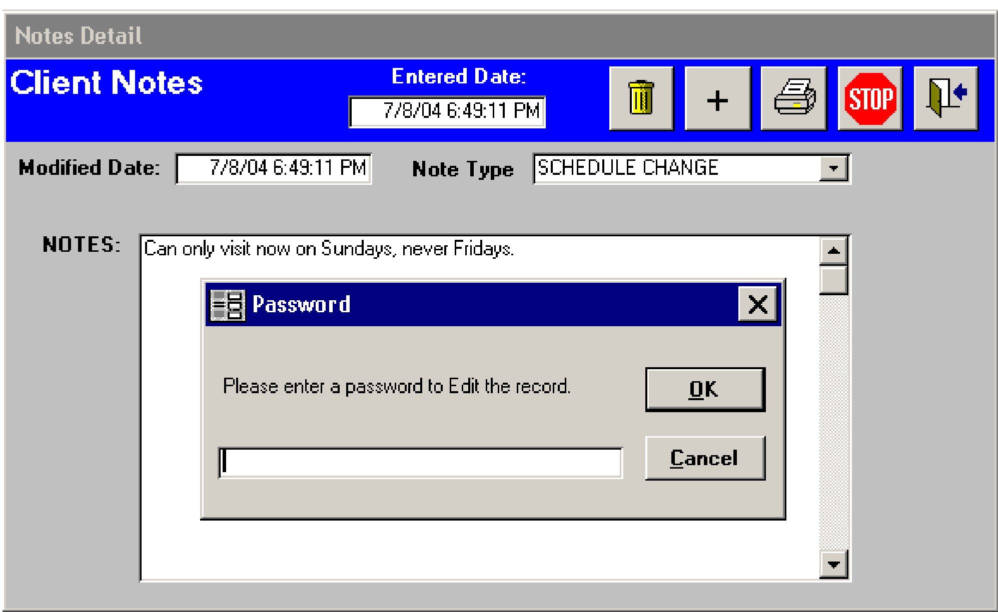


Figure 3-12: Multiple notes displayed.

2. To restrict the display of existing notes to one category, select that category from the drop-down menu.
3. To **edit** an existing note, press the ** button and change the text as needed. A password is needed to change existing notes but you can append (using the + button) additional comments to an existing note.



Print the notes using the button. The notes print as sorted and displayed on the Client Notes screen.

3.7 Enter Client Requirements

Requirement criteria, selected from a drop-down list, are used to match a client's needs (requirements) with an employee's skills. These may include such specialties as languages spoken by the employee, his/her ability to work around various types of pets and the ability to perform tasks that involve lifting. Pressing the **Requirements** button on the Client Maintenance Screen (Figure 2-4) displays the Client Requirements screen below.

Note: The selections in the drop-down boxes must be defined in the **Skill Codes** table. See section 14.7.13.

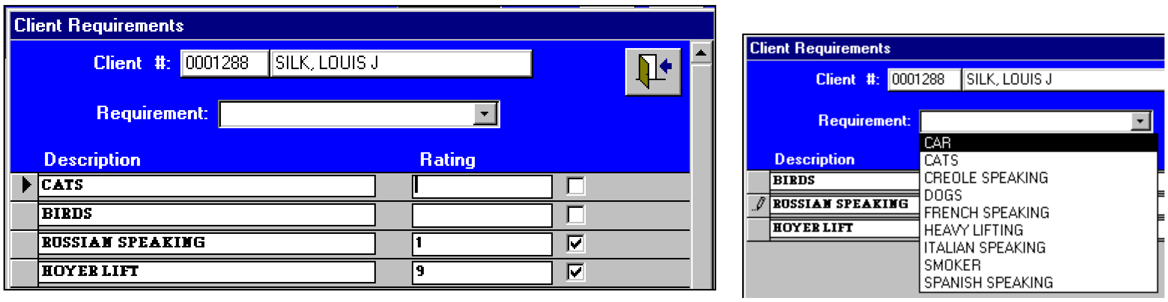


Figure 3-13: Client Requirements Screen.

FIELD	Description
Description	This column lists other client requirements that have already been defined.
Rating	Assigns a level of importance to the requirement. A low numerical rating indicates a low level of importance. This rating will be matched with employee skills. The checkbox indicates that the client should be matched with an employee who has the skills to fulfill the requirement.

3.8 Exclude an employee from working with a client

Using **Exclusions** helps you document information regarding specific employees with whom the client refuses to work.

The Client Exclusion screen displays two tabs: 'Excluded from Client' which lists all employees excluded from working for the client and 'Excluded from Contract 'which will list all employees excluded from working for the active contract. From the Exclusion screen, you are able to add, delete, and modify client exclusions. When **New** is selected, you will be presented with a look-up screen which will accept alpha or numeric entries. You also may document exclusion levels and exclusion reasons.

The available exclusion levels are *Warn* and *Prevent* with new entries defaulting to *Prevent*. If the exclusion level is set to Warn, you will be warned before assignments can be made with the option of allowing the assignment left open. The 'Excluded from Contract' tab is informational only and cannot be modified.

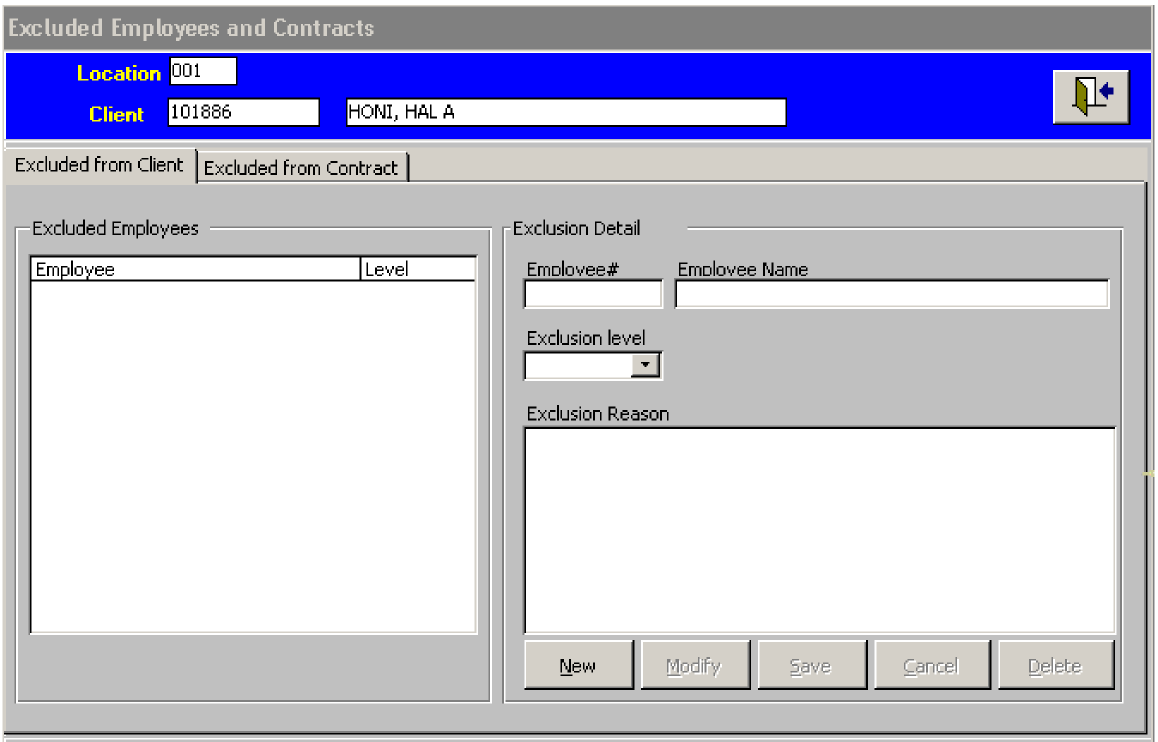
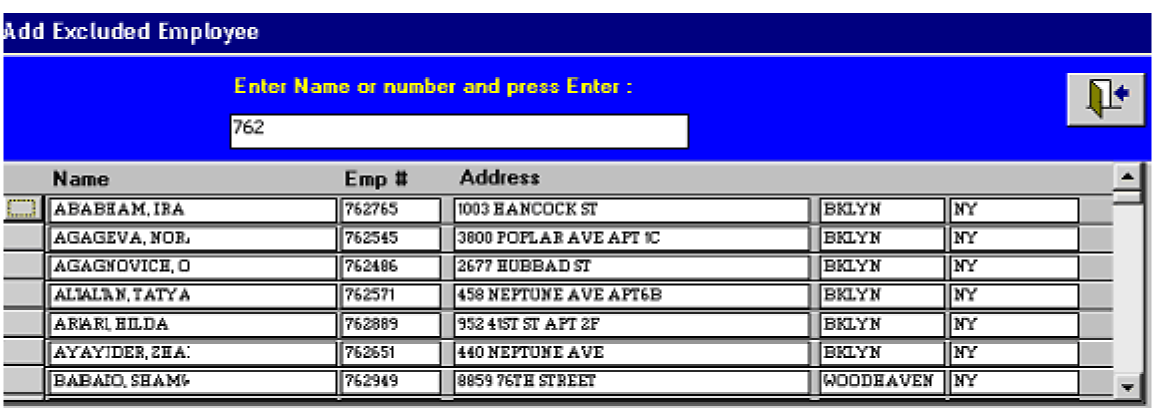
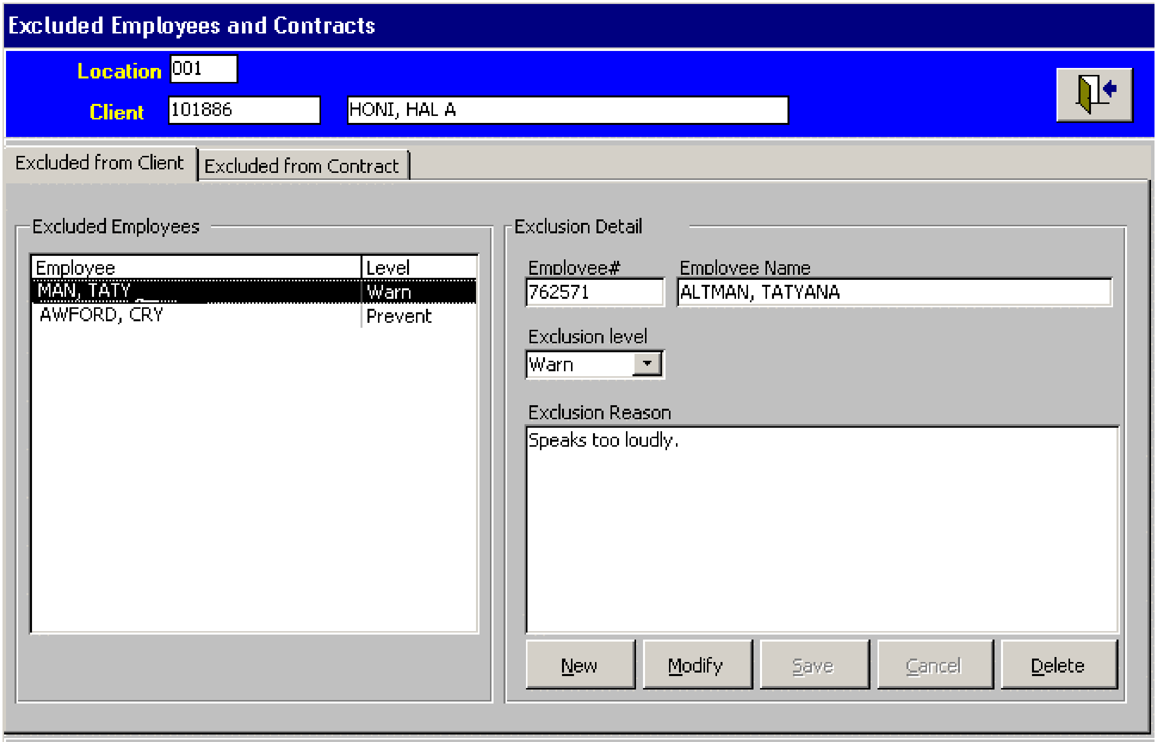


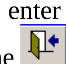
Figure 3-14: Blank Employee Exclusions screen

1. Press New to bring up an employee selection window. Enter the first few digits of the employee number or the first characters of a name and press the Exit button. A list of employees matching your criteria appears.



2. Select the employee you want to exclude.
3. The screen below appears with his/her name on the left side.



4. On the right side of the screen, enter the exclusion level (warning or prevention) and note the reason for the refusal. Press the  button to save the information.
5. By using the **Excluded from Contract** tab, you can globally exclude an employee from working with any client who is covered by a specific service contract.

3.9 Nurses Visits

This screen keeps track of nurses' visits to clients in accordance with order requirements. 'A' for Assessment; 'I' for initial; and 'S' for Supervisory indicate the **Type** of visit. The Visit date field does not allow the entry of a future date.

The interface of nurse visits from PC Sharp to HC Plus uses the following rules.

a) HC Plus will only store one nurse visit per date.

b) If a duplicate date is detected, HC Plus will update the existing visit's type based on the hierarchy: 'A', 'I', 'S'. This means that an 'A'ssessment or 'I'nitial assessment code will always replace an 'S'upervisory type, and an 'S' type will never replace an existing type. If the duplicate date is detected and the existing record is 'A' or 'I' then the replacement will only be performed if the PC Sharp visit contains either an 'A' or 'I'.

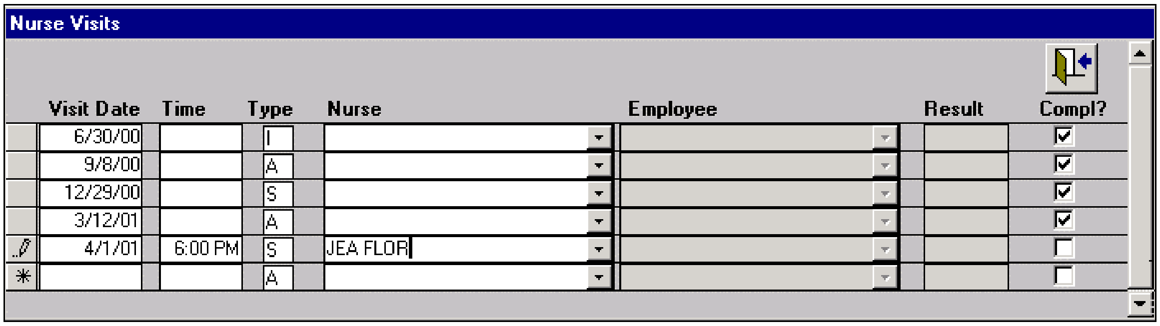


Figure 3-15: Nurses Visit screen.

3.10 Enter the Client Diagnosis

1. To record diagnostic information for a new client or to edit diagnostic information for an existing client press the **Diagnosis** button on the Add Client screen (Figure 2-4). The Diagnosis screen appears. Proceed to fill in the fields using the drop down boxes. Exit by pressing .

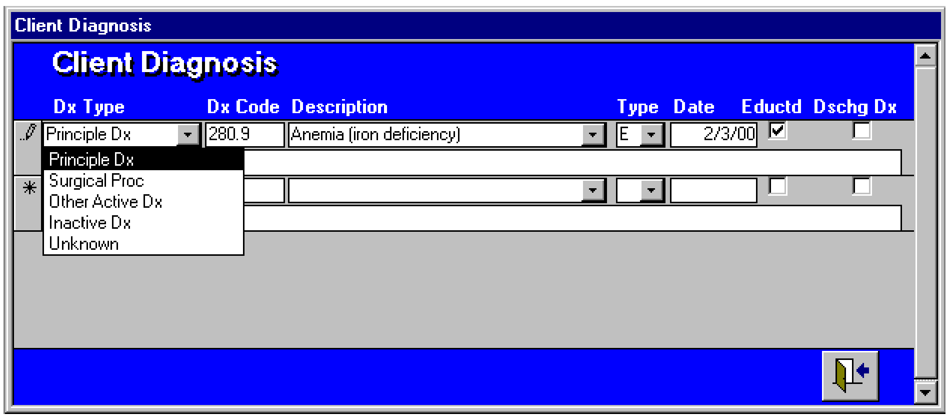
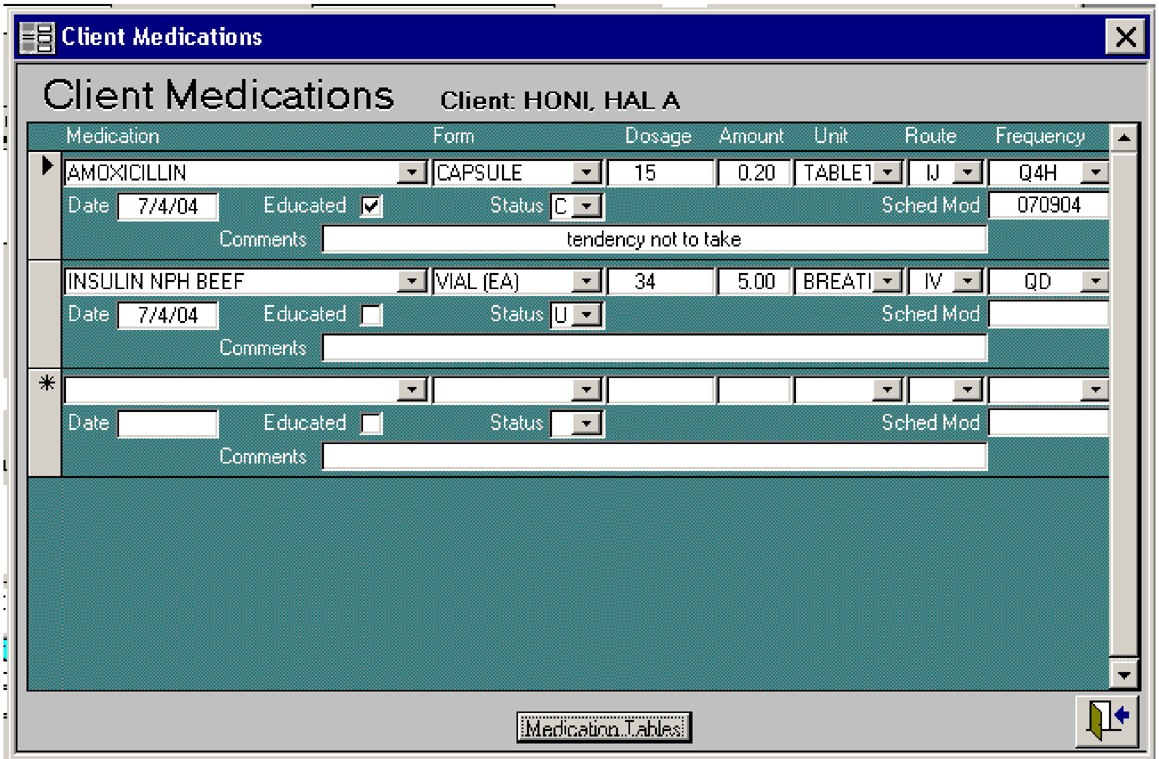


Figure 3-16: Client Diagnosis screen.

FIELD	Description
Dx Type	Diagnosis type. Principle Dx, Surgical Procedure, Other Active Dx, Inactive Dx, and Unknown are the available diagnosis types. This drop down list cannot be changed.
Dx Code	Diagnosis code number associated with the Diagnosis Description taken from the ICD-9 (International Classification of Diseases, Ninth Revision). You can enter a code here, if you know the number, or have it automatically filled in when you select the Diagnosis Description.
Description	This is the diagnosis description for the diagnosis code number. See 14.7.11 for more information on maintaining your company's database of diagnostic codes.
Type	Specifies if this diagnosis is an Onset or Exacerbation of the condition.
Date	Enter the date of onset of the condition.
Eductd	Educated. Use this checkbox if the client has been informed about the diagnosis by a doctor or nurse, or at a health care institution.
Dschg Dx	Discharge Diagnosis. Check to indicate that this is the final diagnosis at the End Date of your agency's services.
Comments	Enter any comments pertaining to the diagnosis.

3.11 Client Medications

When you press this button, the client medication screen appears. See Figure 3-20 for a full description of the medications procedure.



3.12 Plan of Treatment—the HCFA 485 form

The system allows you to complete an electronic version of the federal government's Health Care Financing Administration **Form HCFA-485**. Many of the 485's numbered fields are automatically filled when the document opens. You will probably begin with field #10 or 11, entering diagnosis code(s) and any medications that have been ordered.

Also see section 11.11, Plan of Treatment Table Maintenance.

1. Press the **485/486** button on the Client Maintenance screen (Figure 2-4), and you are prompted to "Please Select a Service." Use the drop-down menu to select one of the client's services. Following selection, the first page of the form appears.

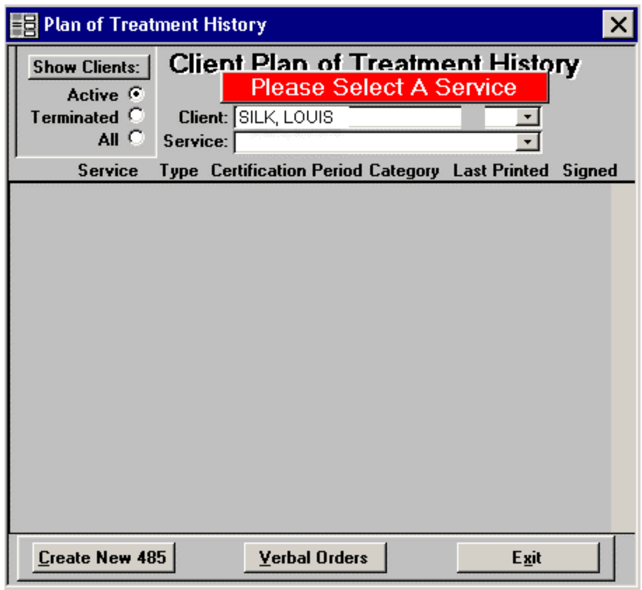


Figure 3-17: Plan of Treatment History screen

- **NOTE:** Using the above screen, you can enter orders from a doctor in attendance of the patient. Clicking on Verbal Orders brings up the following screen. The order may be viewed and printed.

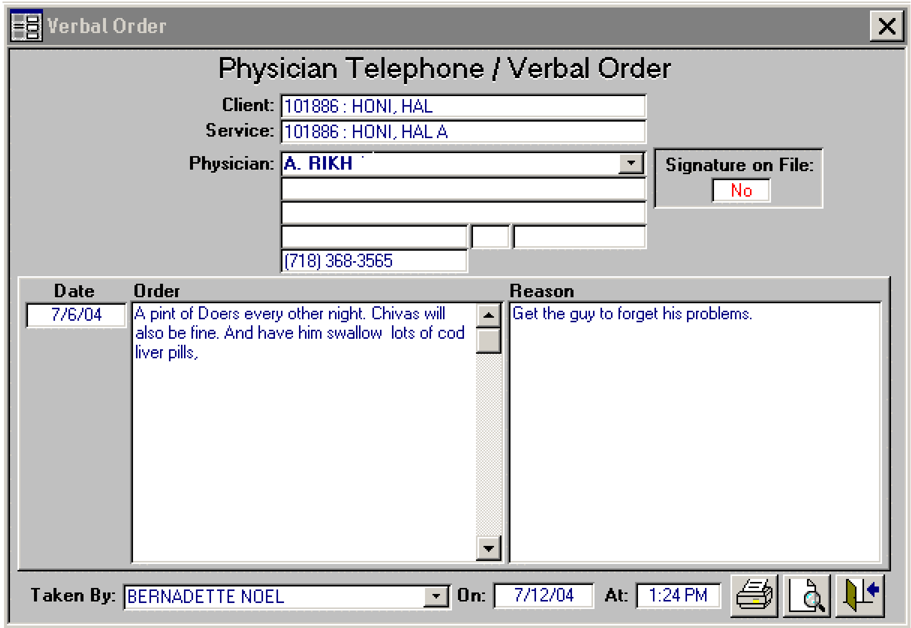


Figure 3-18: Physician Telephone/Verbal Order

3.12.1 Form HCFA-485—page 1

The client's data plus information data that you filled in previously related to diagnosis and medications appears on this first page.

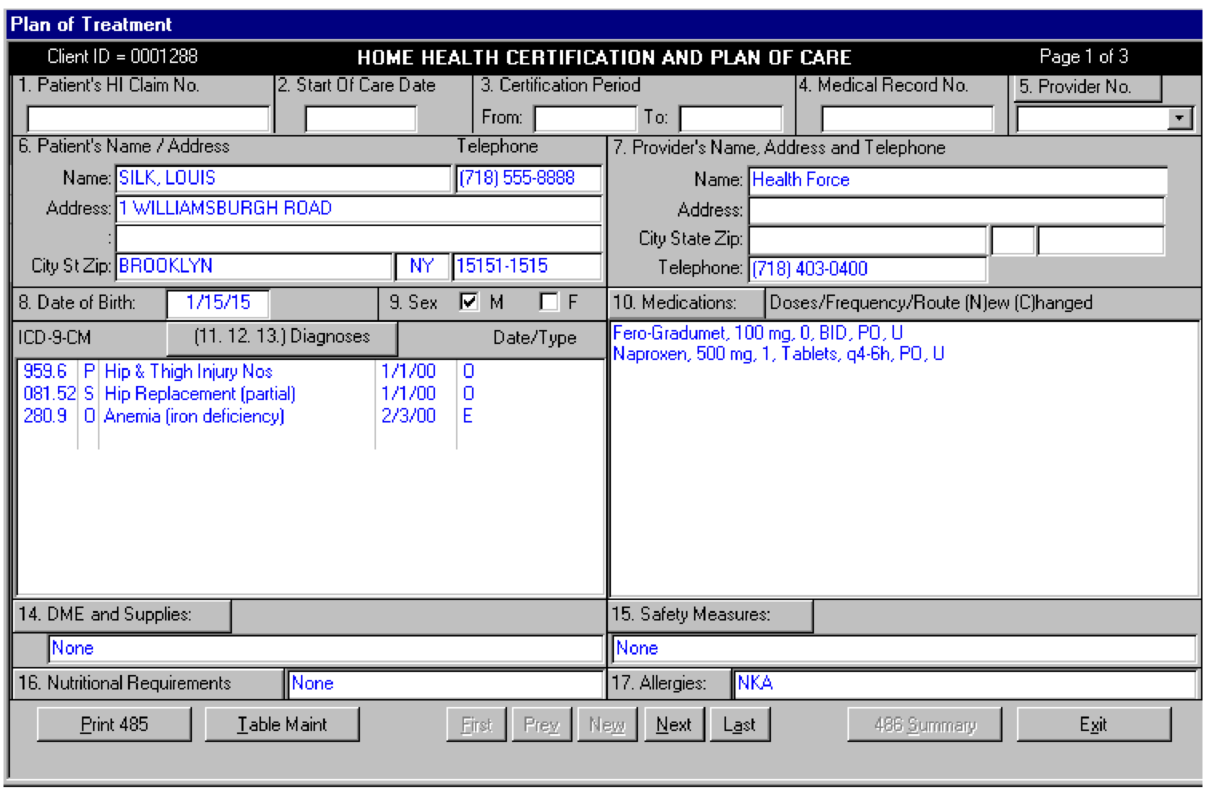


Figure 3-19: Form 485, 1st page.

Item 10 **Medications:** Click this button and the **Client Medications** screen opens.

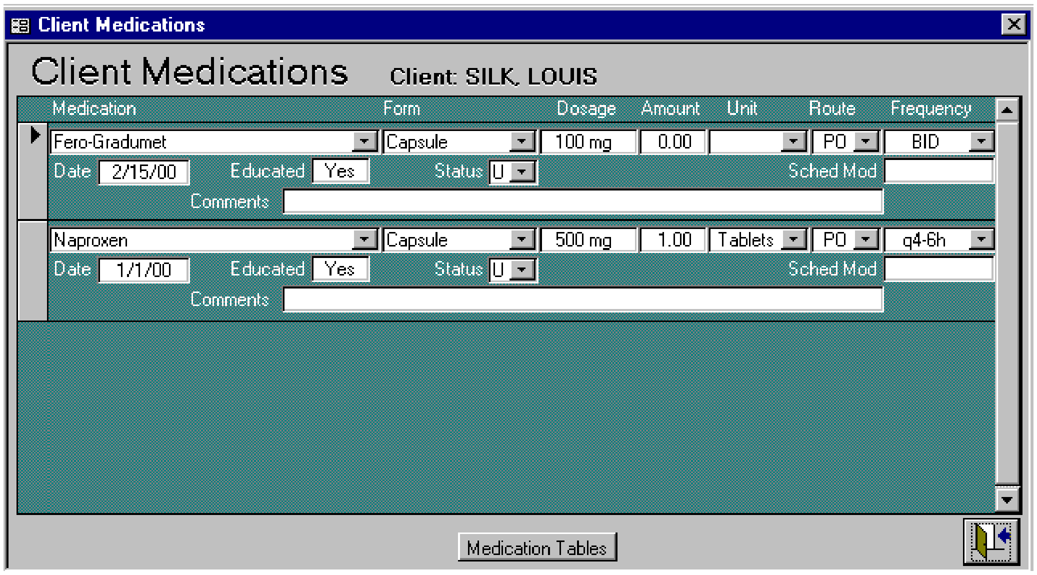


Figure 3-20: Client Medications screen.

- For the type of medication, use the drop-down to select a medication from the list of all medications in your company's database.
- You may press the Medication Tables button at the bottom of the screen to add or modify the current medications.
- Items 11, 12, 13 **Diagnoses**. Click this button and the Client Diagnosis screen appears:

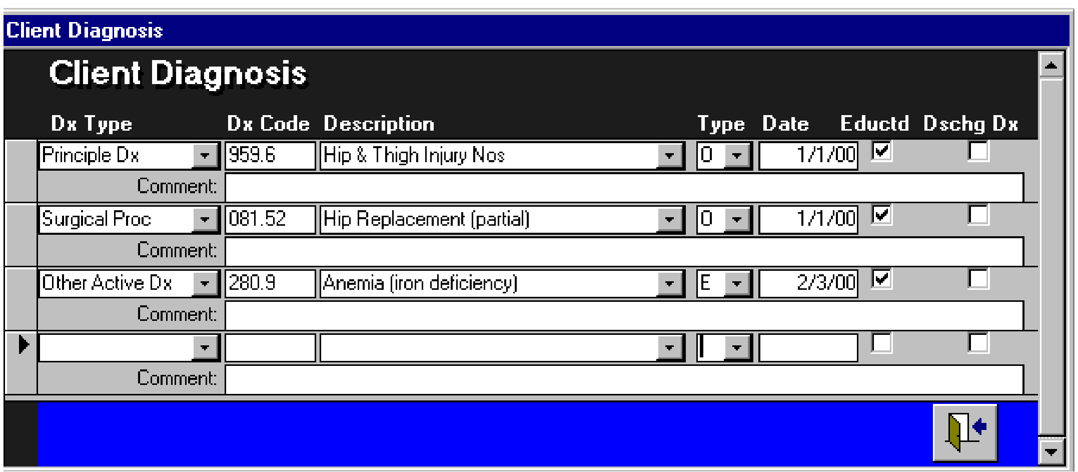
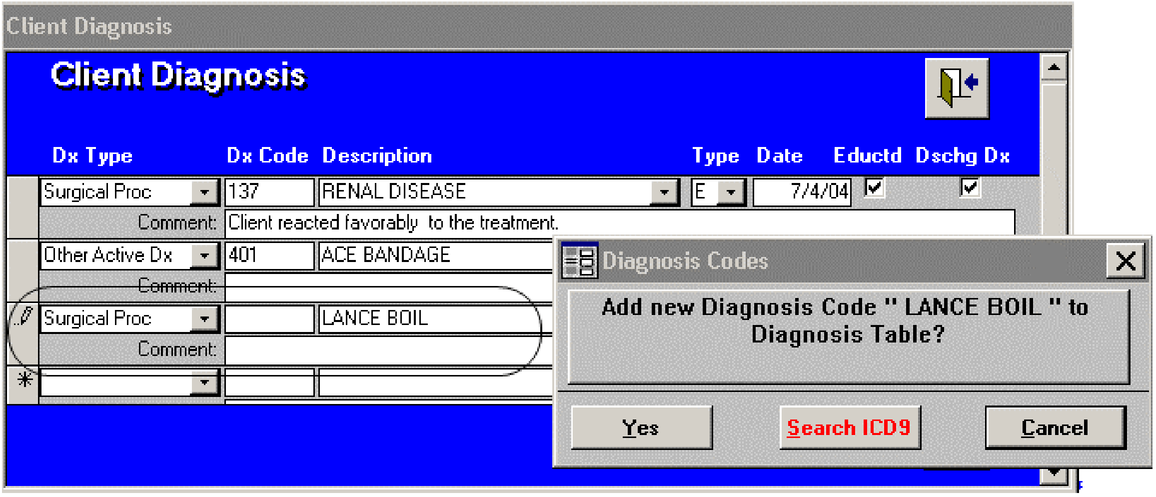


Figure 3-21: The Client Diagnosis screen.

- Use the **Dx Type** pull down to specify **Principle Diagnosis**, Surgical Procedure, **Other Active Diagnosis** (secondary health issues confronting the Client), Inactive Diagnosis (past illnesses or injuries) or a diagnosis as yet undetermined (Unknown).
- **DX Code** and **Description** fields. Use the drop-down to select from the list of diagnoses and their codes that are stored in your company's database.

You may add a new diagnosis by doing the following:



Enter new text and press **Return**. The system asks for confirmation that you wish to add a new diagnosis entry to your company's table of diagnostic codes.

It is recommended that you search the **ICD-9** for an established diagnostic code that fits the situation, before inputting a new diagnosis.

Item 14. **DME and Supplies**: Click if any durable medical equipment or supplies are needed. This dialog box appears:

Figure 3-22: Select Medical Equipment and Supplies

Multiple items may be selected; be sure that an 'x' appears in the left-hand column. When you have selected all of the necessary items, press **OK**. Do not be concerned if all of the selections fail to fit into the limited text field at #14 on the form. When the form 485 is printed, any text that doesn't fit in the original field will appear in an addendum to the printed form. Note: this field also accommodates free text. However, if you wish to enter selections from the dialog box *and* free text, enter selections from the dialog box first! If you enter free text into the field and then use the dialog box, the selection(s) will **replace** your free text.

Item 15. **Safety Measures**: Click this button to record any special precautions that must be observed by the Employee. This item operates in the same manner as #14.

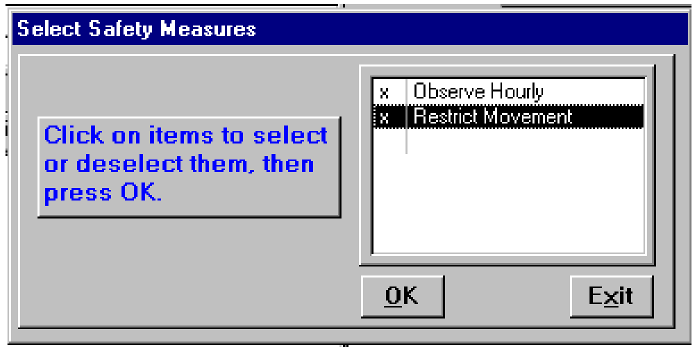


Figure 3-23: The Select Safety Measures dialog box.

Item 16. **Nutritional Requirements:** Click this button to record details regarding the Client's dietary needs. Be careful here, because some of the selections may contradict each other. Otherwise, this item works in the same way as seen in #14 and #15.

Figure 3-24: The Nutritional Requirements dialog box.

Item 17. **Allergies:** Multiple entries are permissible, so be careful not to select **NKA** ("No Known Allergies") along with other entries from the list.

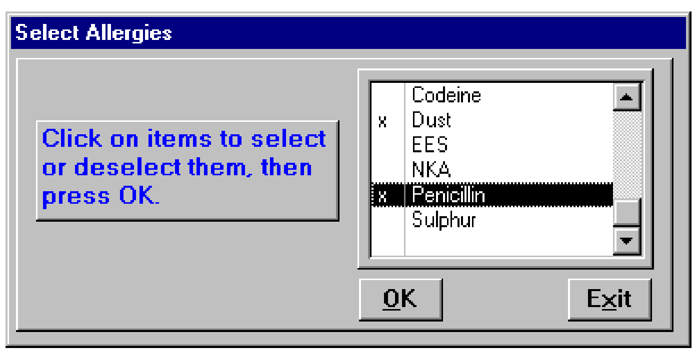


Figure 3-25: The "Select Allergies" dialog box.

3.12.2 Form HCFA-485—page 2

When you click on **Next** the second HCFA page appears.

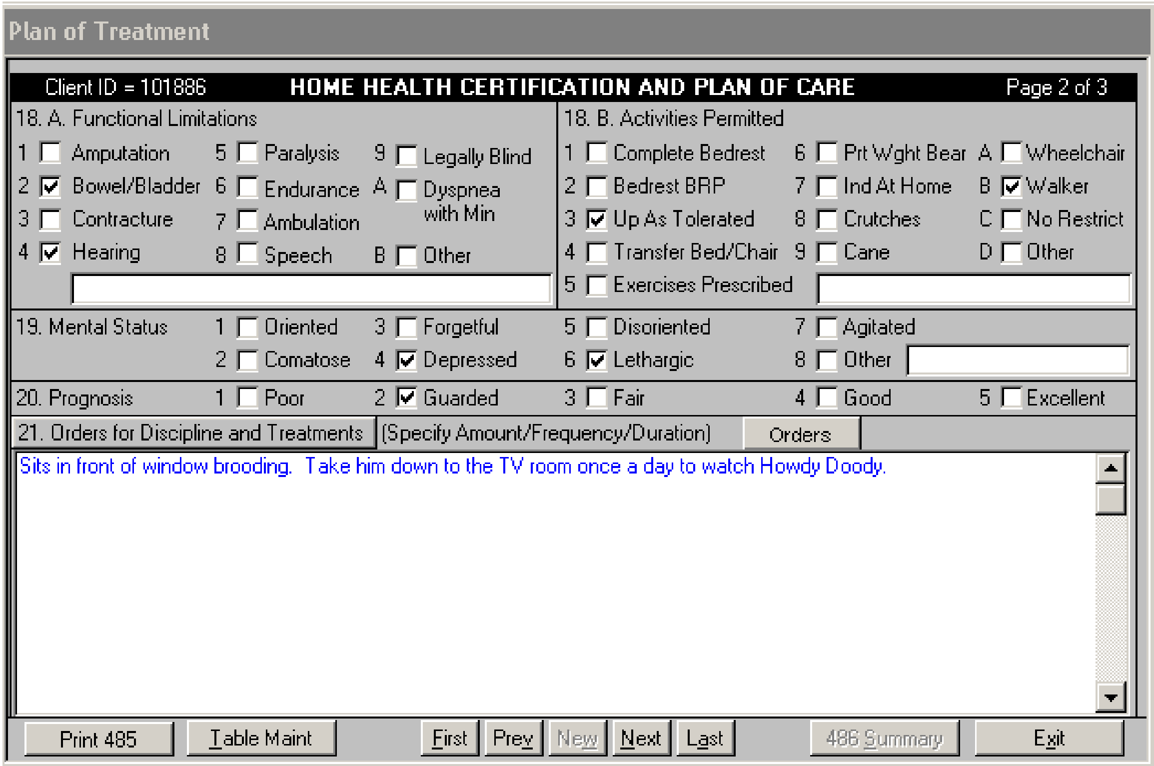


Figure 3-26: Form 485, 2nd page.

Item 18A. **Functional Limitations**. Click the checkboxes for any limits to the Client's movements or bodily functions that apply. Use the free-text field to add comments.

Item 18B. **Activities Permitted**. Click the checkboxes to record types of movement that are permissible for the Client. Complete or partial restriction to bed, exercise and the use of wheelchairs or walkers are included.

Item 19. **Mental Status**. Use any of the checkboxes and the free-text field to record details of the Client's mental and emotional state. Be careful not to enter contradictory information.

Item 20. **Prognosis**. Use the checkboxes to record the Client's prognosis.

Item 21. **Orders for Discipline and Treatments**. The text field at #21 is filled by selections from separate scroll lists for each of these categories. Clicking each category's button opens a dialog box containing a scroll list of entries. Multiple entries may be selected (make sure an 'x' appears next to the selection). Click **OK** and your selections are entered into the text field.

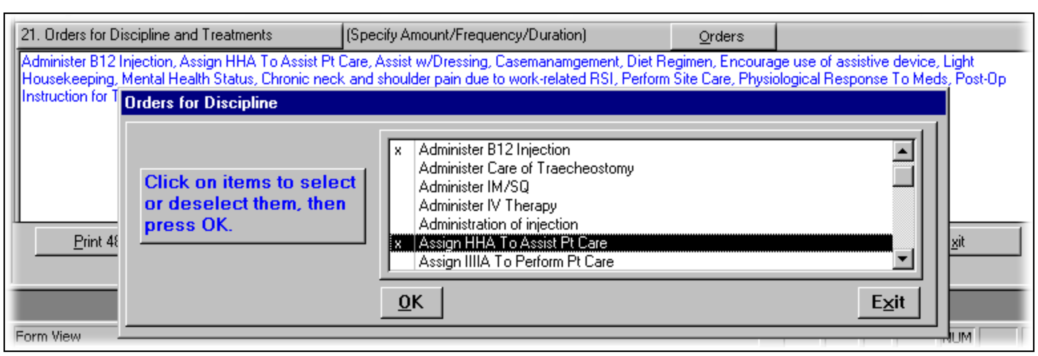


Figure 3-27: Orders for Discipline dialog box and text field.

- **Orders**. Record any verbal orders that have been issued by the client's physician.

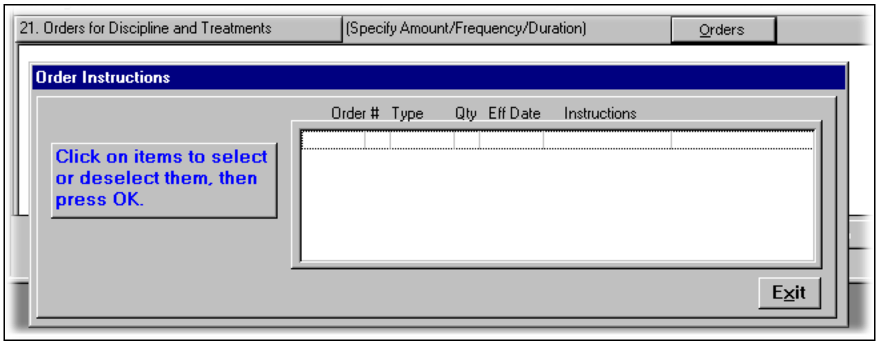


Figure 3-28: Recording doctor's orders.

3.12.3 Form HCFA-485—page 3

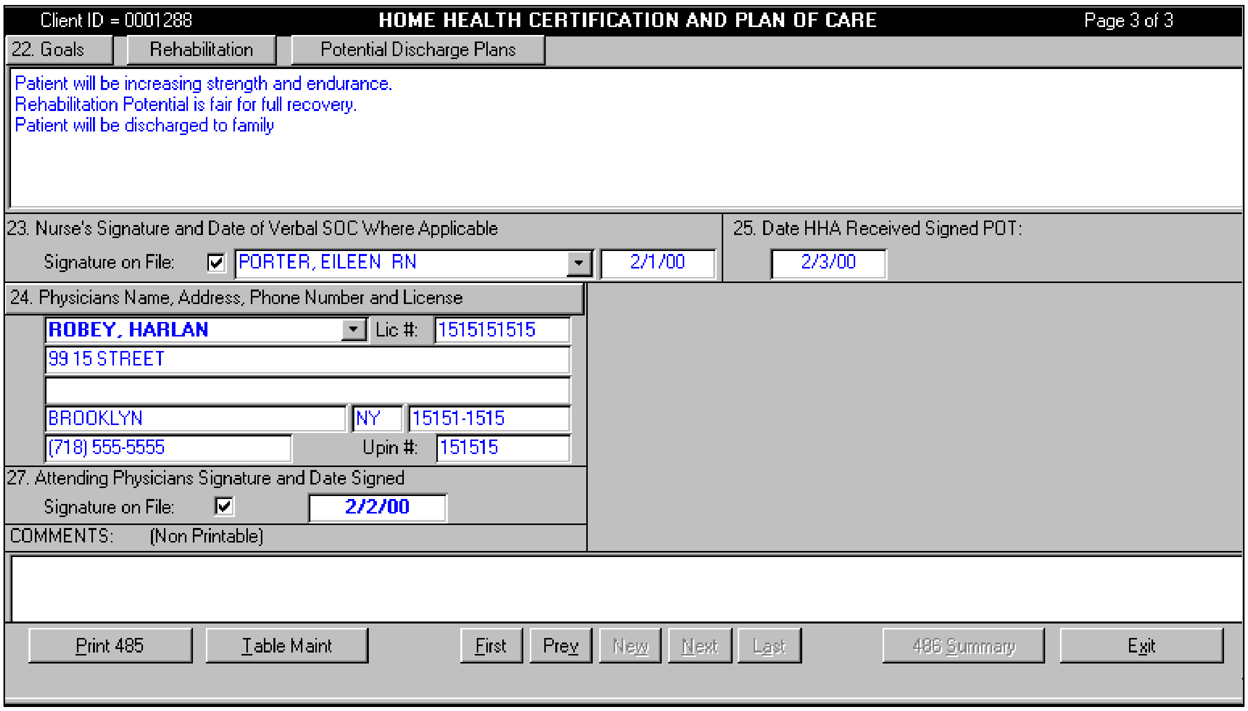


Figure 3-29: Form 485, 3rd page.

Item 22. **Goals/Rehabilitation/Potential Discharge Plans**. The text field is filled by selections from separate scroll lists for each of these three categories. Clicking each category's button opens a dialog box containing a scroll list of entries. Multiple entries may be selected (make sure an 'x' appears next to the selection). Click **OK** and your selections are entered into the text field.

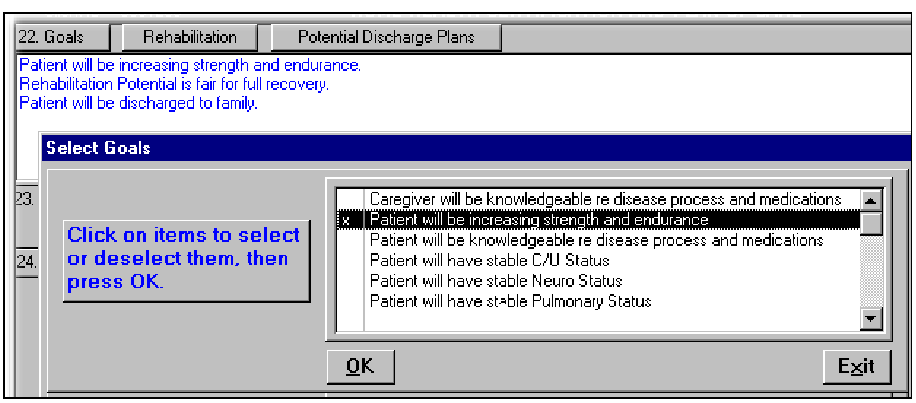


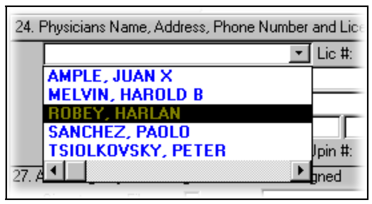
Figure 3-30: Goals/Rehabilitation/Potential Discharge Plans

- **Goals**. Use the drop-down scroll list to identify the desired end result of agency health-care, as established by the physician.
- **Rehabilitation**. Use the scroll list to record the Client's prospects for full recovery.
- **Potential Discharge Plans**. Use the scroll list to specify follow-up plans for discharge. Types of plan include monitoring by the Client's family, physician, or both.

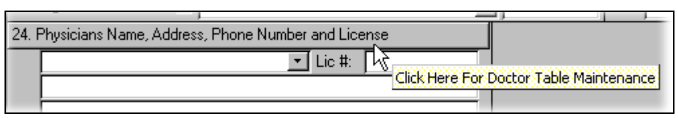
Item 23. **Nurse's Signature and Date of Verbal SOC where applicable**: Use the drop-down menu to select one of the nurses who have been entered into your company's database. Click the checkbox if the nurse's written signature is on file in your records.

Item 24. **Physician's Name, Address, Phone Number and License**. Fill these fields in one of two ways.

- Click the 'down' arrow to open a drop-down list of the physicians who are entered in your company's database.



- Select one of the physicians on the list and his or her information from the database is entered into the appropriate fields at #24 on the form.
- If you wish to fill in item #24 with a doctor who is new to the system, click on the button itself, as seen below:



This action opens the **Doctor Maintenance** screens.

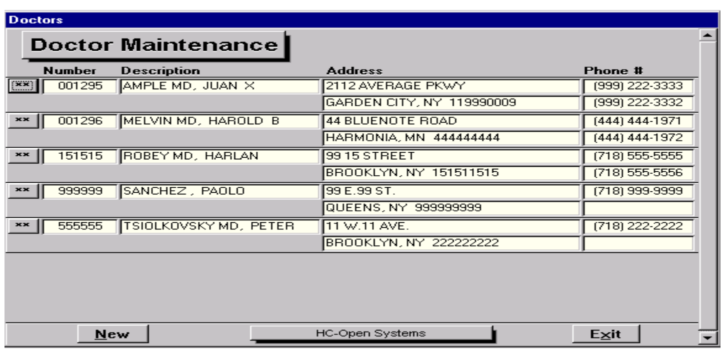


Figure 3-31: Doctor List

- If you wish to edit a physician's information, click the ** button next to his or her entry. Click the **New** button at the bottom of the screen to add information for a physician new to your company's database. Either action opens this screen:

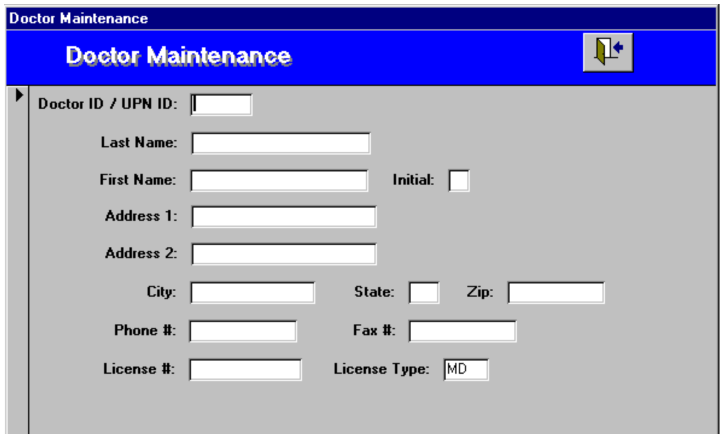


Figure 3-32: The Doctor Maintenance screen.

- Edit or enter the appropriate information and press **Save & Exit**. Enter the newly added physician into item #24 on Form 485 as shown above.

Item 25. **Date HHA Received Signed POT**. Enter the date that the home health-care agency received the Plan of Treatment, signed by the Client's physician.

Items #26 and #28 appear only on the printed version of the form. Item #27 provides a field on the printed form where the attending physician signs in agreement with these statements.

- Item #26 states: *"I certify/re-certify that this patient is confined to his/her home and needs intermittent skilled nursing care, physical therapy and/or speech therapy or continues to need occupational therapy. The patient is under my care, and I have authorized the services on this plan of care and will periodically review the plan."*

- Item #28 states: *"Anyone who misrepresents, falsifies, or conceals essential information required for payment of Federal funds may be subject to fine, imprisonment, or civil penalty under applicable Federal laws."*

Item 27**.** **Attending Physician's Signature and Date Signed**. Click the checkbox to indicate that the physician has signed a printout of this form, and enter the date. When printed, a space is provided for the physician's signature.

Comments Text entered in this field will be recorded on the electronic version of this form in your company's database, but will not appear on a paper printout.

3.13 Enter Emergency Contacts

The **Emgcy** button is located on the right of the screen as seen in Figure 2-4. When you press this button, the Emergency Contacts screen appears. Two contact persons may be entered. The top of the form displays the **Location, Client # and Client Name** as recorded in the client's general information. These fields cannot be edited. The bottom half of the screen records information related to a client's emergency status including his/her agreement to a 'Do not resuscitate order.'

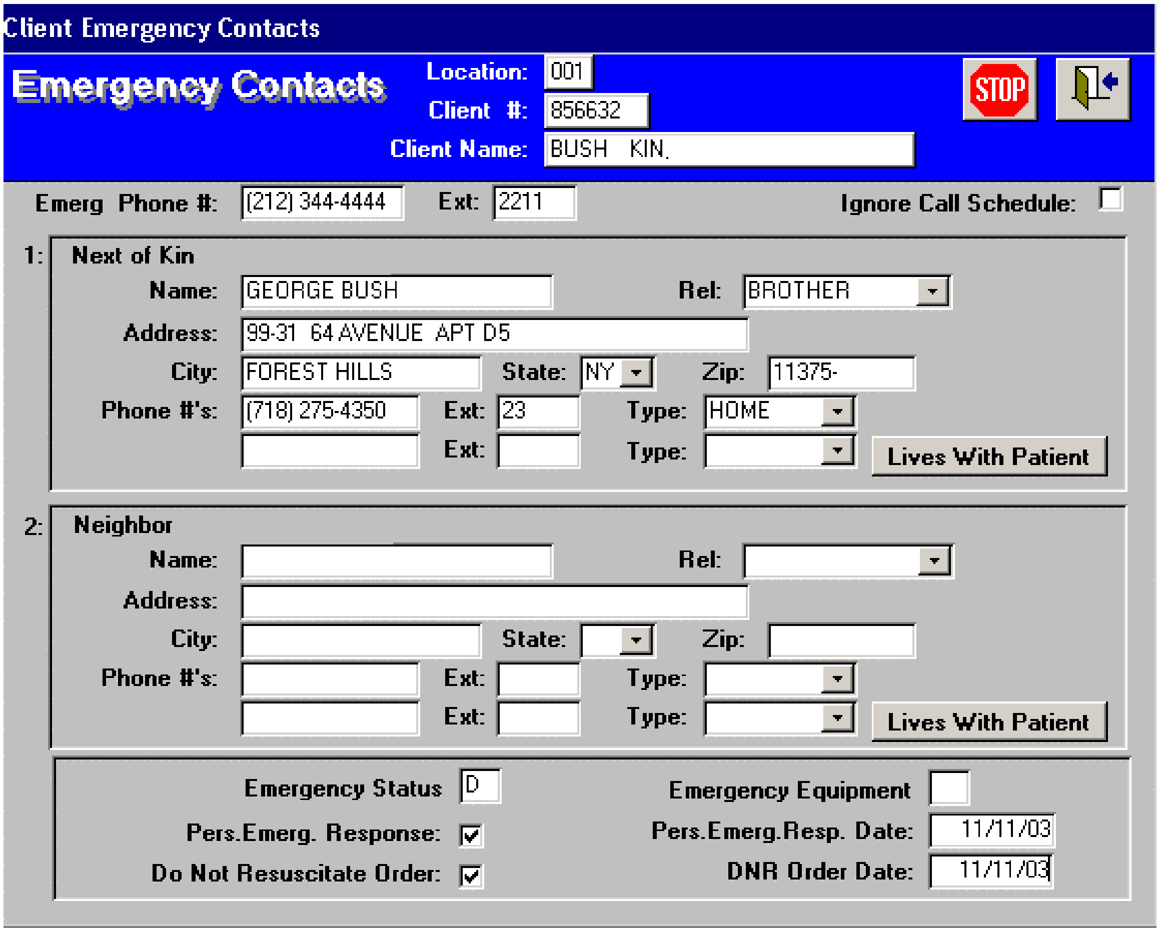


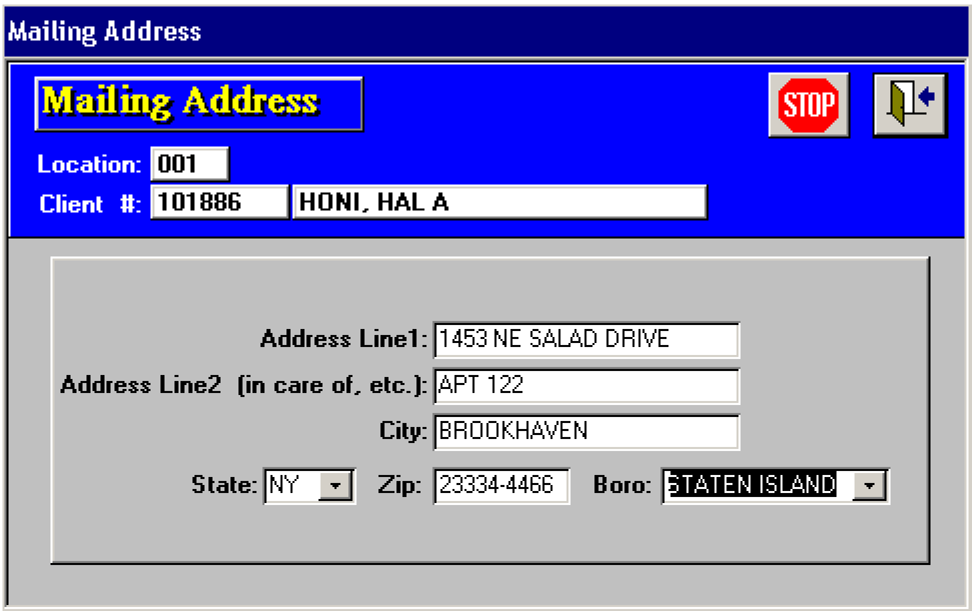
Figure 3-33: The Emergency Contacts screen.

FIELD	Description
Ignore Call Schedule	Check this box when you want the call schedule ignored.
Lives With Patient Button	Enters the client's telephone number in the **phone #** field for the contact person. However, If you intend entering a separate home telephone number for the next of kin or neighbor, you may manually input a different number.
Name, Address, Phone, Type	Enter the name, address, telephone, and type of telephone of the person to be contacted.
Rel	Relationship. Use the drop down list to show the relationship of the person to the client.

Personal Emergency Response/Date	Indicate in the checkbox whether and on what date personal emergency response requirements had been set for this client. You must enter a PERS date. A red P.E.R.S label appears on the following screens: Client Maintenance, Client Schedule, Schedule Detail, Schedule Detail Verify, Order Entry, and Detail Order Entry.
Do not resuscitate order	Click this checkbox to indicate that a Do Not Resuscitate order is on file.
Date Ordered DNR	Enter the date that the DNR order was filed.

3.14 Client Mailing Address

When the client uses a mailing address that differs from his residence, use the **Mailing Address** button to record that information.



Chapter 4 Client Reports

1. Press the **Reports** button on the Main menu, Figure 1-1. The Reports Menu appears. Press the **Client Reports** button. The screen below appears. Using the template, you can create various client reports including those relating to client profiles, schedules and activities. You may also use this screen to print client mailing labels.

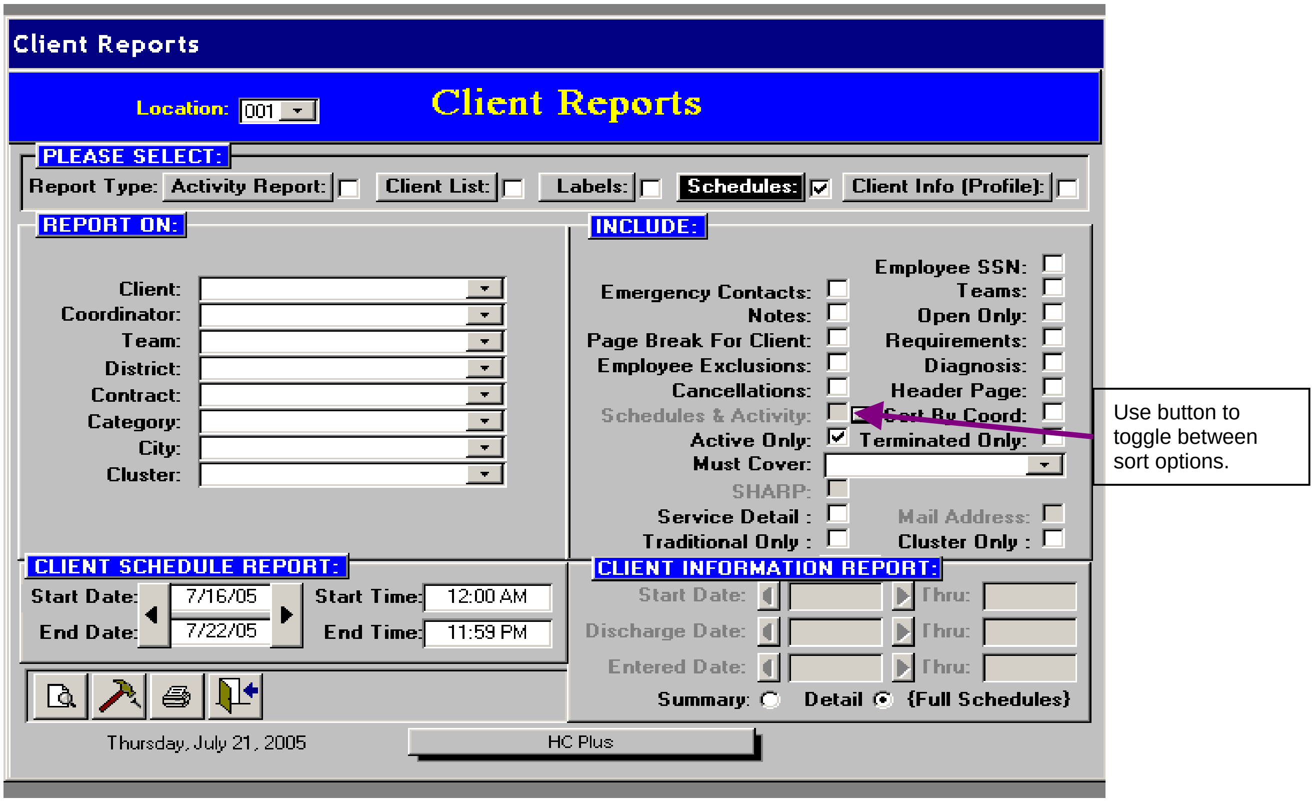
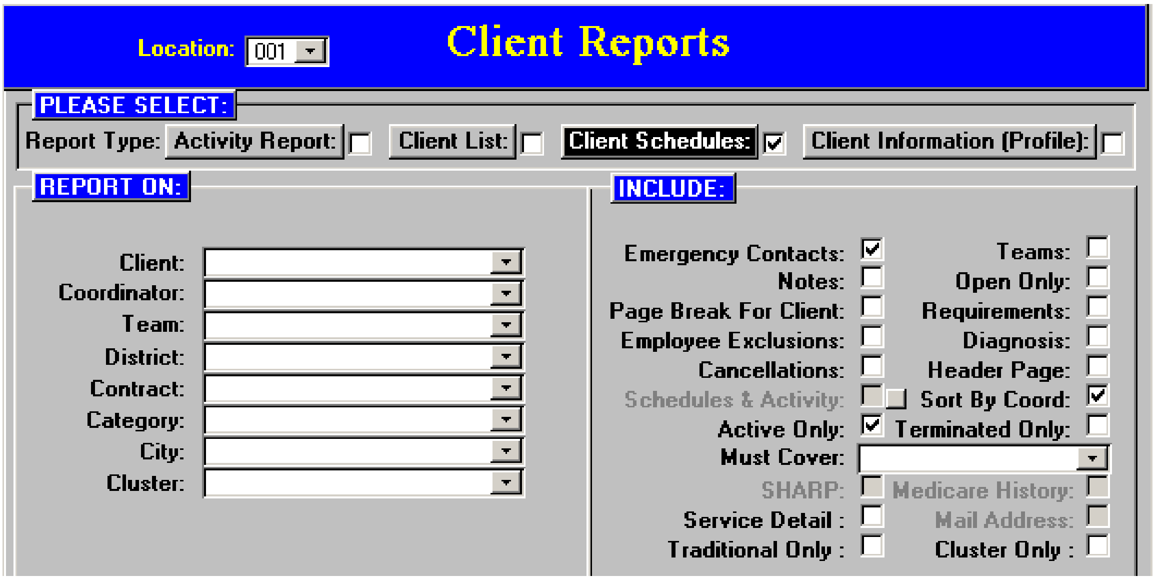


Figure 4-1: Client Reports Menu.

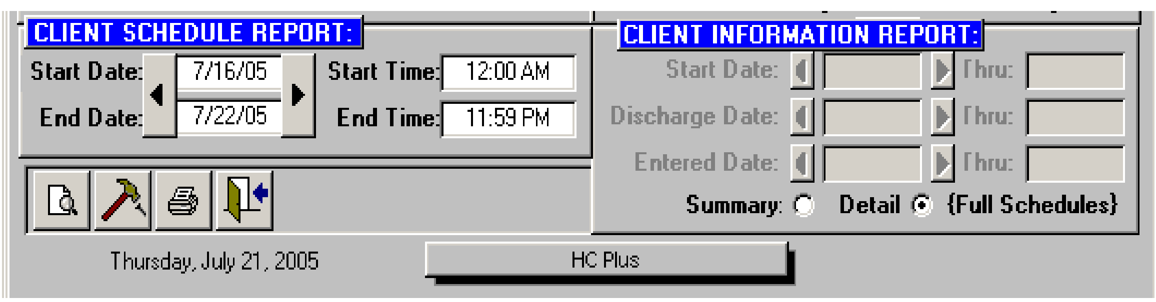
2. Select one of four checkboxes for the type of report you want. The clicking on Report Type option (Activity Report, Client List, Client Schedule, and Client Information Profile) defines further choices you have for producing your report. For example, the graphic below shows different INCLUDE options available when the Schedule Report is checked. In this case, the option appears allowing you to display the client's emergency contacts.



3. In the REPORT ON section, you may set the report scope to include all or just one client, coordinator, cluster group etc.

4. The INCLUDE section allows for the inclusion/exclusion of specific client data by clicking or blanking any of the active checkboxes. Note that if you check the Header Page box, the first page of the report will display the options you chose. For some agencies, a "Directions" option is also available for being displayed on the Client Schedule Detail and Summary Reports.

5. When you choose Client Information Profile, the selection of "Start Date and Discharge Dates" is optional. If the Schedules or Activity Report options are checked, the dates on the left side of the screen are enabled and you can then enter a date range of schedules you want to have printed for your clients.



6. The Hammer icon allows you to save the options you prefer for the next report you want to generate.

IC

Run Date: 8/1/04 3:58:22 PM

Client List

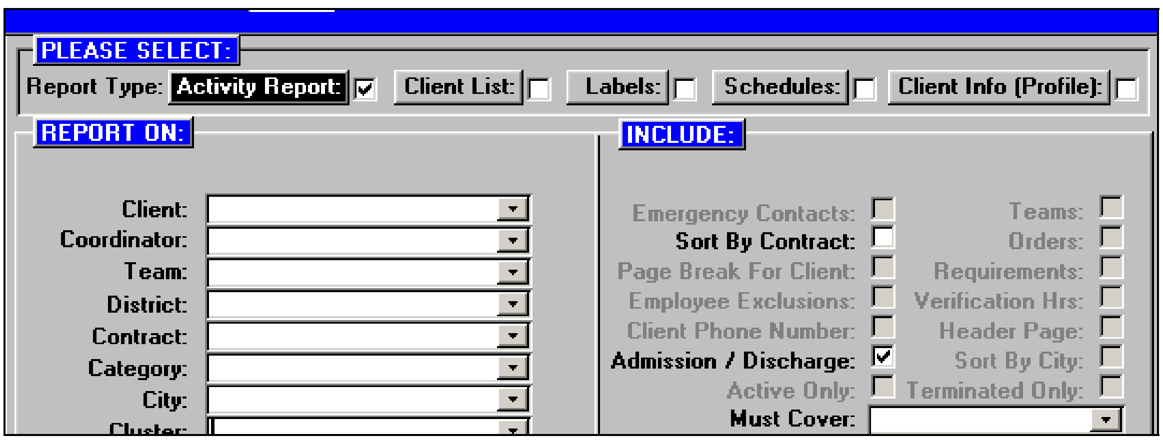
Client ID	Name	Address	City	ST	Zip / Cluster	Phone
386040 Active	·OLLO, MARIA	8009 12TH AVENUE	BROOKLYN	NY	11228-	('06) 745-5706
386210 Active	ERNANDEZ, ELI '	8699 BAY PKWY	BROOKLYN	NY	11214-	(64) 265-4464 (64) 265-4464
386018 Active	ATZ, BEATRICE	2740 CROPSEY AVE	BROOKLYN	NY	11214-	(78) 266-3178 (12) 876-3512
385931 Active	HESTAK, ARKAD	2402 63RD STREET	BROOKLYN	NY	11204-	(46) 336-0646

Total Clients: 4

Figure 4-2 Client List Report

- **NOTE:** You may sort the report by District Code (available to all Agencies) and by Client Type (available only to DFTA, Housekeeping and Homemaking Agencies). These sort options are available in the Include section of the report screen by selecting the sort by toggle button.

When you check the client activity report option, the client reports menu allows you to sort by contract when you choose Admission/Discharge as shown below.



Activity Report: (Detail) **IC**

Run Date: 01-Aug-04

Client:		Start Date:	7/24/04
Coordinator:	ARIL 'URA. 81175	Thru Date:	7/30/04
Team:			
District:			
Contract:			
Category:			
City:			
Cluster:			

New Activity

Contract	Order No	Service ID	Name	Coordinator	# of Hours	Effective Date	Qty	Visits
)000811	16767	V679089	ROY, ,RIA	81175	39.00	7/24/04	1	6

Activity Totals

Selected Date Range: 7/24/04 Through 7/30/04

Total Hours Ordered:	1,400.00
Total Hours Filled:	1,376.00
Total Open Hours:	0.00
Total Cancelled Hours:	24.00
Total Hours New:	39.00
Total Hours Discharged:	0.00

Figure 4-3 Client Activity Report

Client Information (Profile) **FAMILY HOMECARE**

Run Date: 12-Jul-04

HONI, HAL A **MUST COVER:3** **EQUIPMENT SUPERVISION**

Client #: 101886 **Coordinator: 41421** **Location: 001** **District: 10023**

Start Date: 7/2/04 **End Date:** **Discharge:** **SS Number: 334-55-4521**

Status: Active

Address1: 12 W 13TH
Address2: 43 EAST TREMONT
City: BACKWOODS **State:** NY **Zip Code:** 10023-5641
DOB: 11/11/1947 **Sex:** M **Race:** BL **Nationality:**
County Cd: 5 -

Nurse: BERNADETTE NOE
Doctor: DR K PEARLMAN,
(718) 836-6600
MRN: MRN1234

Phone #1:	(718) 223-3245	**Ext:** 23	**Type:**	HOME
#2:	(718) 222-5436	**Ext:** JJ	**Type:**	NEIGHBOR
#3:	(718) 332-1232	**Ext:** 5	**Type:**	NEIGHBOR

Emergency Contacts: **Phone Call Frequency:** 2 **Last Call Date:** 06/30/2004

#1: **Phone:** **Rel:** **Cluster:**
#2: **Phone:** **Rel:**

DIRECTIONS: DIABETIC WHO FORGETS HIS INSULIN.

SERVICE:

Contract	Status	Start Date	Duty Free	Discharge	PaySrc	Medicaid ID	Stx Eff Date	Type
101886 414 FAMILY HOME CA	A	7/2/04	Y		MC		6/26/04	

Contract #	Coordinator	End Date	DF EffDate	Referral	App Type	Exp Date	VNS Enrty No.	Eff Date
0000414	41421		7/8/04	C	H		44R434	

SHARP:

Supp TimeSheet Print	Advanced Directive	Adv Directive Date	Certified Eff Date	GSS Case Worker
☑	☐			JO SIMMS
Building Access:	**Duty Free Client**	**Last Care Plan Date**	**Cert Expiration Date**	**Case Worker Phone**
2	☑	5/12/06		(212) 433-4544

DIAGNOSIS:

Dx Type	Eductd	Dx Code	Description	Date/Type	Dschg Dx
Surgical Proc	☑	137	RENAL DISEASE	7/4/04 E	☑
Other Active Dx	☑	401	ACE BANDAGE	E	☐
Surgical Proc	☐	945	LANCE BOIL		☐

REQUIREMENTS:

Description	Req	Rating	Order ID
FRENCH	☑	5	
CREOLE	☑	3	

EXCLUSIONS:

Name	Phone
ALTMAD, TATYAN	(718) 648-7620
CRAWFOR , CRY	(718) 217-0649

Mailing Address:

Address1: 1453 NE SALAD DRIVE **City:** BROOKHAVEN **State:** NY **Zip Code:** 23334-4466
Address2: APT 122

End Client: HONI, HAL A

Figure 4-4 Client Profile Report

Client Schedule Report | **INSTITUTE HOME CARE** | Run Date: 14-Jul-02

Coordinator: 58501 CUMMINGS, JENNIFER

ACHITA, RAMONA Client ID: 747791	131 FORT GEORGE AVE # 1 G NEW YORK, NY 10040-	(212) 942-2114	Coord: 58501 CUMMINGS, JENNIFER District:
TBA CLIENT NOT LINKED		PA Exp: 3/31/03	MRN:

	SAT	SUN	MON	TUE	WED	THU	FRI
W/E: 5/17/02	05-11	05-12	05-13	05-14	05-15	05-16	05-17
Start Time:					9:00 AM - 3:00 PM T	9:00 AM - 4:00 PM T	9:00 AM - 2:00 PM T
Employee:					CARABALLO, ANA R T	CARABALLO, ANA R T	CARABALLO, ANA R T
Telephone:					(212) 568-7290 HA	(212) 568-7290 HA	(212) 568-7290 HA #
					585 6.00	585 7.00	585 5.00
Total Daily Hours					6.00	7.00	5.00
Tot Auth : 40.00 Hours	Total Bank Hrs: 79.00					Total Hours For Week Ending	5/17/02 : 18.00 Hours
W/E: 5/24/02	05-18	05-19	05-20	05-21	05-22	05-23	05-24
Start Time:	9:00 AM - 1:00 PM T	9:00 AM - 2:00 PM T	9:00 AM - 3:00 PM P	9:00 AM - 3:00 PM T	9:00 AM - 3:00 PM T	8:00 AM - 3:00 PM T	9:00 AM - 2:00 PM T
Employee:	CARABALLO, ANA R T	CARABALLO, ANA R T	CARABALLO, ANA R P	SUAZO, IRMA C T	SUAZO, IRMA C T	TAVERAS, MARIA T	CRUZ, GLADYS T
Telephone:	(212) 568-7290 HA	(212) 568-7290 HA	(212) 568-7290 HA	(718) 346-4188 HA #	(718) 346-4188 HA #	(718) 342-5429 HA	(212) 795-2140 HA
	585 4.00	585 5.00	585 6.00	585 6.00	585 6.00	585 7.00	585 5.00
Total Daily Hours	4.00	5.00	6.00	6.00	6.00	7.00	5.00
Tot Auth : 40.00 Hours	Total Bank Hrs: 79.00					Total Hours For Week Ending	5/24/02 : 39.00 Hours
W/E: 5/31/02	05-25	05-26	05-27	05-28	05-29	05-30	05-31
Start Time:	9:00 AM - 1:00 PM P	9:00 AM - 1:00 PM P	9:00 AM - 3:00 PM P	9:00 AM - 3:00 PM P	9:00 AM - 3:00 PM P	9:00 AM - 3:00 PM T	9:00 AM - 2:00 PM T
Employee:	SUAZO, IRMA C P	SUAZO, IRMA C P	CARABALLO, ANA R P	CARABALLO, ANA R P	CARABALLO, ANA R P	CARABALLO, ANA R P	CARABALLO, ANA R P
Telephone:	(718) 346-4188 HA	(718) 346-4188 HA	(212) 568-7290 HA	(212) 568-7290 HA	(212) 568-7290 HA	(212) 568-7290 HA #	(212) 568-7290 HA #
	585 4.00	585 4.00	585 6.00	585 6.00	585 6.00	585 6.00	585 5.00
Total Daily Hours	4.00	4.00	6.00	6.00	6.00	6.00	5.00
Tot Auth : 40.00 Hours	Total Bank Hrs: 79.00					Total Hours For Week Ending	5/31/02 : 37.00 Hours
W/E: 6/7/02	06-01	06-02	06-03	06-04	06-05	06-06	06-07
Start Time:	9:00 AM - 1:00 PM T	9:00 AM - 1:00 PM T	9:00 AM - 3:00 PM T	9:00 AM - 3:00 PM T	9:00 AM - 3:00 PM T	9:00 AM - 3:00 PM T	9:00 AM - 3:00 PM T
Employee:	CARABALLO, ANA R T	CARABALLO, ANA R T	CARABALLO, ANA R T	SUAZO, IRMA C T	SUAZO, IRMA C T	CARABALLO, ANA R T	CARABALLO, ANA R T
Telephone:	(212) 568-7290 HA	(212) 568-7290 HA	(212) 568-7290 HA	(718) 346-4188 HA #	(718) 346-4188 HA #	(212) 568-7290 HA	(212) 568-7290 HA
	585 4.00	585 4.00	585 6.00	585 6.00	585 6.00	585 6.00	585 6.00
Total Daily Hours	4.00	4.00	6.00	6.00	6.00	6.00	6.00
Tot Auth : 40.00 Hours	Total Bank Hrs: 79.00					Total Hours For Week Ending	6/7/02 : 38.00 Hours
W/E: 6/14/02	06-08	06-09	06-10	06-11	06-12	06-13	06-14
Start Time:	9:00 AM - 1:00 PM P	9:00 AM - 1:00 PM P	9:00 AM - 3:00 PM P	9:00 AM - 3:00 PM P	9:00 AM - 3:00 PM P	9:00 AM - 3:00 PM P	9:00 AM - 1:00 PM P
Employee:	SUAZO, IRMA C P	SUAZO, IRMA C P	CARABALLO, ANA R P	CARABALLO, ANA R P	CARABALLO, ANA R P	CARABALLO, ANA R P	CARABALLO, ANA R P
Telephone:	(718) 346-4188 HA	(718) 346-4188 HA	(212) 568-7290 HA	(212) 568-7290 HA	(212) 568-7290 HA	(212) 568-7290 HA	(212) 568-7290 HA
	585 4.00	585 4.00	585 6.00	585 6.00	585 6.00	585 6.00	585 4.00
Total Daily Hours	4.00	4.00	6.00	6.00	6.00	6.00	4.00
Tot Auth : 40.00 Hours	Total Bank Hrs: 79.00					Total Hours For Week Ending	6/14/02 : 36.00 Hours

Figure 4-5 Client Schedule Report

An option to include TASKS has been added to the Client Schedule Report (Summary Only) for agencies using the Tasks Management Module.

4.1 Client Labels

Use the Client Reports screen to print Client Labels that may be used for the purposes of mailing or chart updating.

*For Pro-Health clients the client ID does not appear on the printed label.

Smalls, Maria 5905 Shore Parkway Brooklyn, NY 11236 DOB: 5/17/65	Pomerantz, Steven 2900 West 8 Street, Brooklyn, NY 11224 DOB: 4/19/31	Nakhmanson, Gregory 870 Ocean Pkway Brooklyn, NY 11230 DOB: 8/12/1917
Morales, Yvette 1078 Bay Ridge Ave Brooklyn, NY 11219 DOB: 3/23/1924	Keeling, Tova 100 Main Street New York, NY 90384 DOB:	Hines, Rosaliya 100 Main Street, New York, NY 98539 DOB:

Figure 4-6 Client Labels

NOTE: Label size is: 1” x 2 5/8”

Chapter 5 Enter/View Client Orders

5.1 Enter order data

Before you can schedule an employee to work with the client, orders authorizing the work assignment must exist. You may enter new, or view/modify existing client orders by selecting **Enter/View Orders** from the Scheduling Main Menu. .The Find Clients Screen appears as shown in Figure 2-1.

Alternatively, if you are already on a client screen, you may view his/her order information by clicking on the **Order info** button located in the **Switch To** area of the screen.

1. Locate a client by entering his/her last name (or a partial name), then press the **Find Clients** button. If you press the find button and the name box is left blank, the entire client roster appears.
2. Press the button to the left of the name you want.
3. The Order Entry screen appears. (The field descriptions for this screen are found below Figure 3-1.)

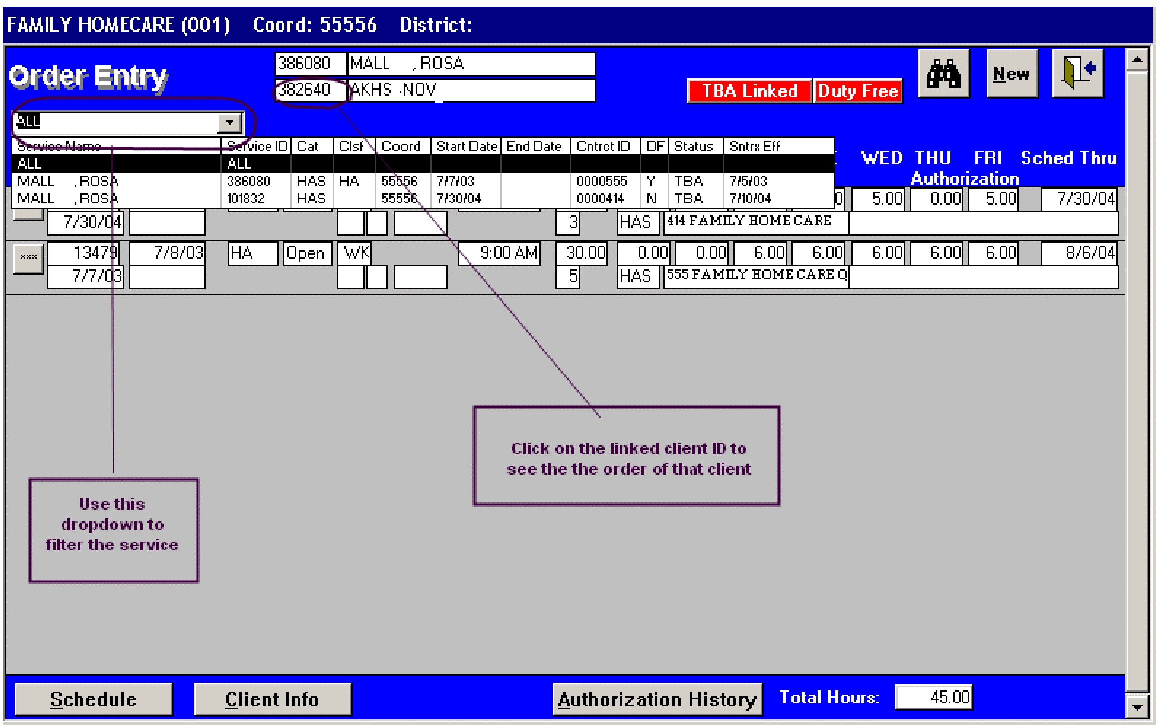
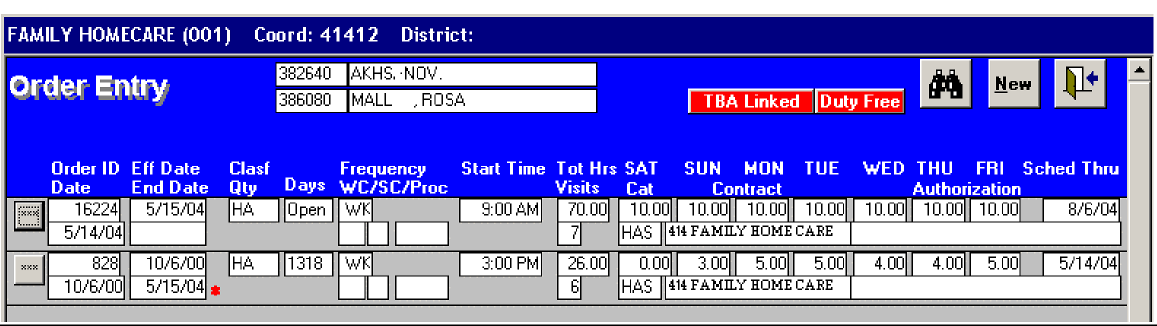


Figure 5-1 Order Entry Summary Screen

You may toggle between orders for linked clients by filtering the linked service and by clicking on the linked client ID.



4. To view an existing order, click on the **three-asterisk** button to the right of an order.

Hitting the buttons at the bottom of the screen can access other client information including schedule and care plan data.

5. To enter new orders: click the **New** button on the top of the screen. This action will access the **Order Entry (Add)** screen. Some client information including the client name and current date is filled in, as well as the order date and effective date. Likewise, the **Order Id** is filled in by the system; this number is used to track the order in various screens.
6. Fill in the rest of the fields as described below. Most importantly, enter the number of days (**# Days**) and the total hours for the week (**Tot Hrs**).
7. The actual days are filled in (according to those values) on the bottom section of the screen. Be careful: if you don't fill out the bottom portion (Days) section, a schedule will not be created.
8. To set the actual assignment days: a) click or unclick a day; b) change the start time if required; c) enter the number of authorized hours—and the day's end time will be calculated accordingly. At the right, under **Hrs/Days,** you will see the total hours authorized for the number of selected days.
9. Once complete, press **Schedule** to see your input. Note: To see the schedule, you must access the week that contains the effective date of your order.

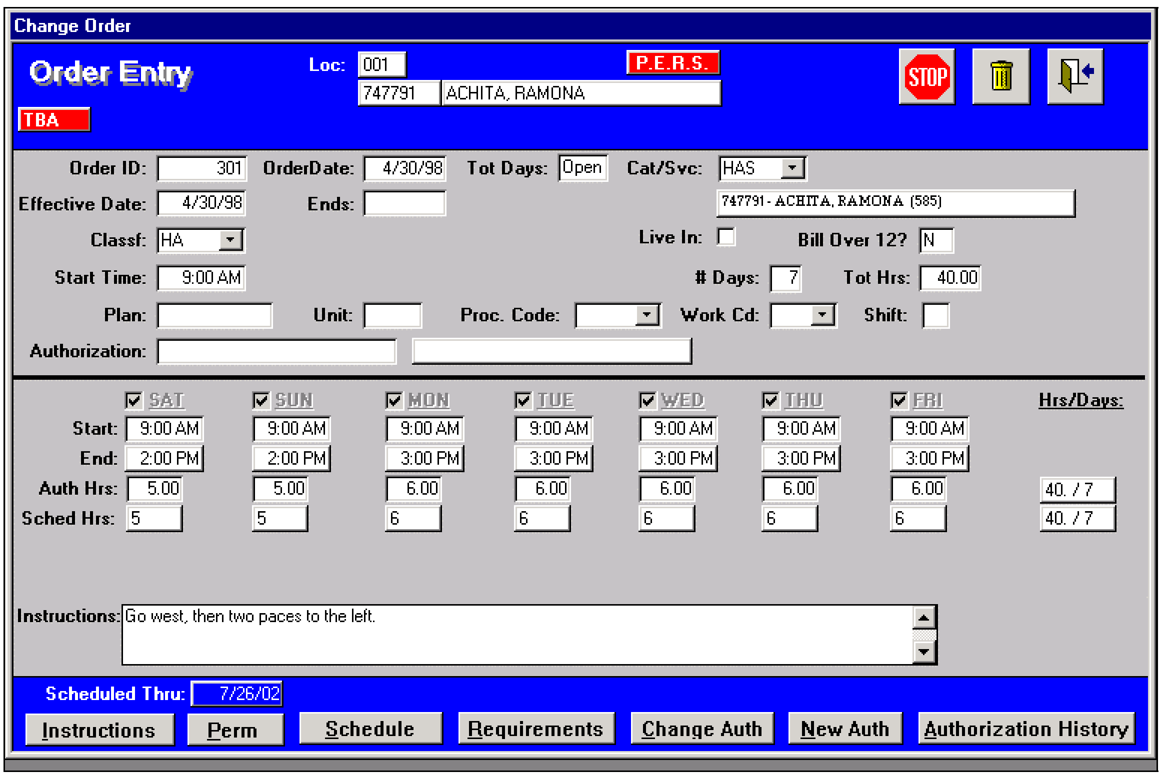


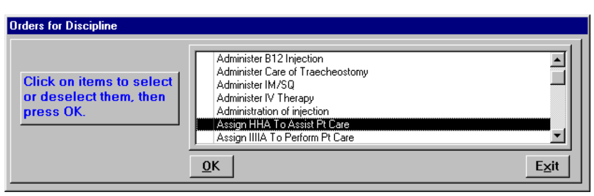
Figure 5-2 Order Entry Detail Screen

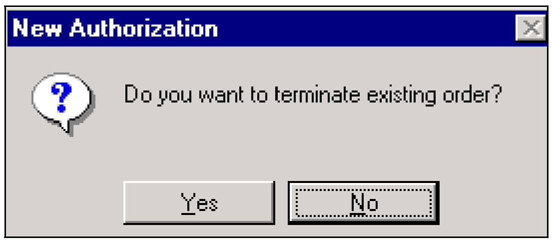
5.1.1 Order Entry Detail Screen

FIELD	Description
Order Date	The date the order was entered. It defaults to the date the screen was opened.
Total Days	Total number of days the order will extend. An order is OPEN when it has no end date.

FIELD	Description
Cat/Svc	Select a Service or Contract from the drop down list. This field is required.
Effective Date & **Ends**	Show the span of days/weeks the order will remain effective. If applicable, enter a date in the Ends field when you know the end date when the order will become inactive.
Classf	Choose a classification from this drop down list. These include HHA, HM, PCA, and TRN. This is a required field.
Live In	Check if the order requires a live-in worker to help the client.
Start Time	Enter the daily start time for the coverage. The default is 9 AM.
# Days	Enter the number of days in the week the client will be taken care of.
Tot Hours	Enter the total number of authorized hours for the week.
Plan	The name of the service plan.
Unit	The unit that will expedite the order.
Proc Code	Select a Procedure Code Information from the drop down list. To have a procedure code show up in the list you need to set up a provider, assign the procedure codes to the provider and then associate the service with the provider.
Work Cd	Enter Work Code Information from the drop down list. These include HH (Home Health maintenance), HIV (care for clients with AIDS symptoms), and HK (House Keeping assistance for partially or totally disabled clients).
Shift	Enter a **Shift** code if needed.
Authorization	Enter the name of the person who authorized the order.
Days and times of order	The **Start** and **End** times and the total **Hours** for that particular day will be filled in automatically from information added previously in the **# days** and **Tot Hours** fields. You may override this information. Any or all (day of the week) boxes may be checked, depending on what is needed for the order.
Hrs/Days	For example, 27/3 indicates that 27 hours are scheduled over three days.
Instruction	Type in instructions related to the order. Pre-formatted Orders for Discipline are also displayed here if the **Instruction** button is selected.

5.2 Order Entry Buttons/Features

BUTTON	Description
Instructions	Click this button to select pre-formatted instructions from the **Orders for Discipline** screen. When you highlight an instruction, an ‘x’ appears to its left. That instruction, when you press OK, will appear at the bottom of the Order screen. 
Perm Schedule	This button brings up the **Permanent Schedule** screen. See Figure 8-19. 

BUTTON	Description
Schedule	See Client Schedule Figure 8-2.
Requirements	See Client Requirements Figure 3-13.
Change Auth	This button brings up the order screen allowing you to update some of its data, such as the number of hours or days that are authorized. Change the weekday data on the bottom of the screen to conform to your day/hour changes. Note: when you select a client who already has an HRA Order/Authorization, you cannot change the Effective Date to a date earlier than the Service Start date. For more information see section 5.2.1.
New Auth	Allows you to terminate an old order and create a new one by modifying the effective date of the order. The system supports having multiple authorization effective dates within the same week and the schedules are adjusted to match the latest authorization. 
Authorization History	Once orders are set up, this window (see Figure 5-3) displays the hours authorized for this client. For each service the client uses, the number of visit hours are shown (for each day) along with the **Hrs/days** for the week. For example, 20/5 means that the order authorizes 20 hours of service for this client—extending over five days during the week.

5.2.1 Authorized Hours History Screen

Once orders are set up, this window (see below) displays the hours authorized for this client. You may also access the Authorization History screen from the Order, Service Maintenance or Client Schedule screens.

The Authorized Hours History screen contains a **New** button from which you can create a new authorization. You can add a new authorization as long as its effective date is not greater than the current authorization that is part of an ongoing order.

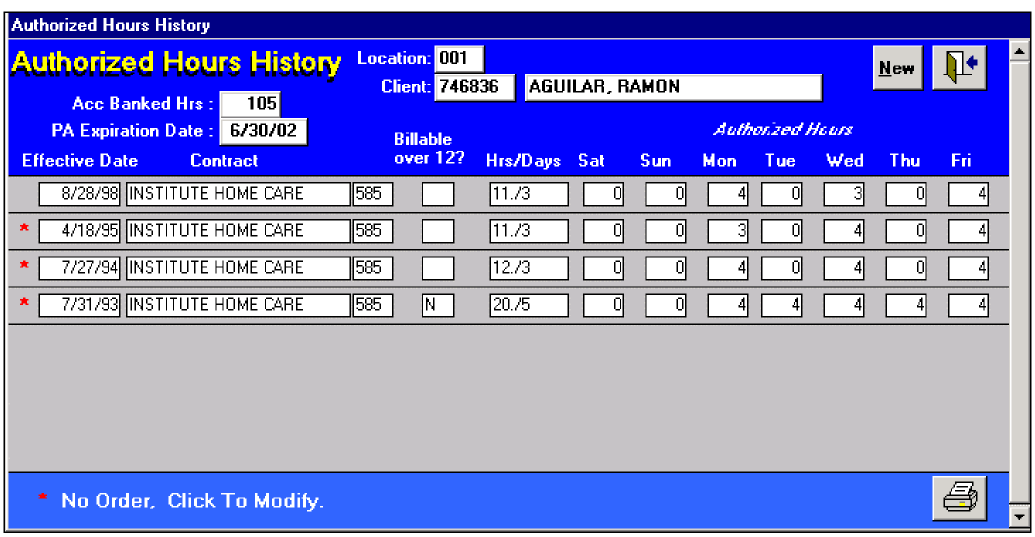


Figure 5-3 Authorized Hours History Screen

5.2.2 Changing Authorized Hours

Sometimes the Authorized Hours History Screen contains authorizations not related to an order. A red-starred row signifies such an authorization. When you click on a red-starred row, the Authorized Update Hours screen appears. Enter your changes and press the **Exit** button to save.

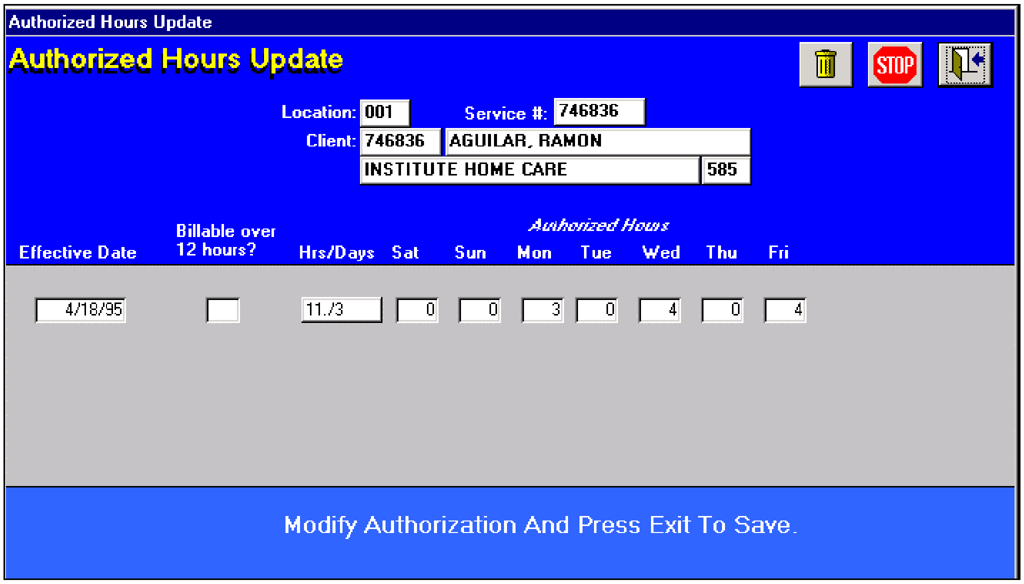
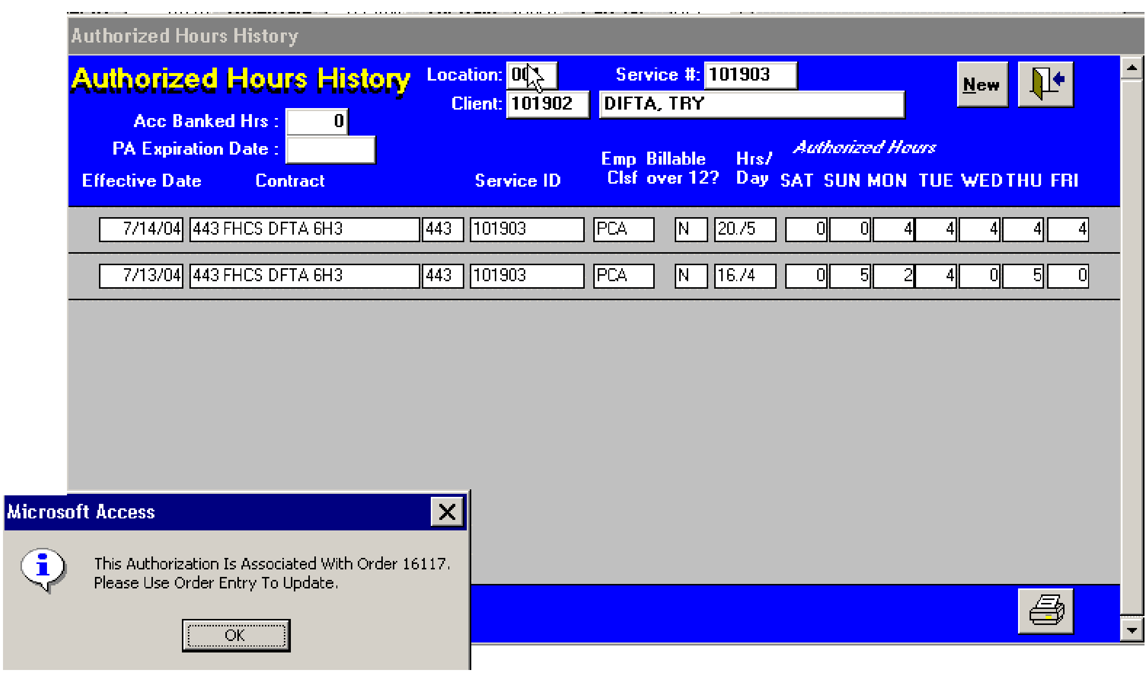


Figure 5-4 Authorized Hours Update Screen

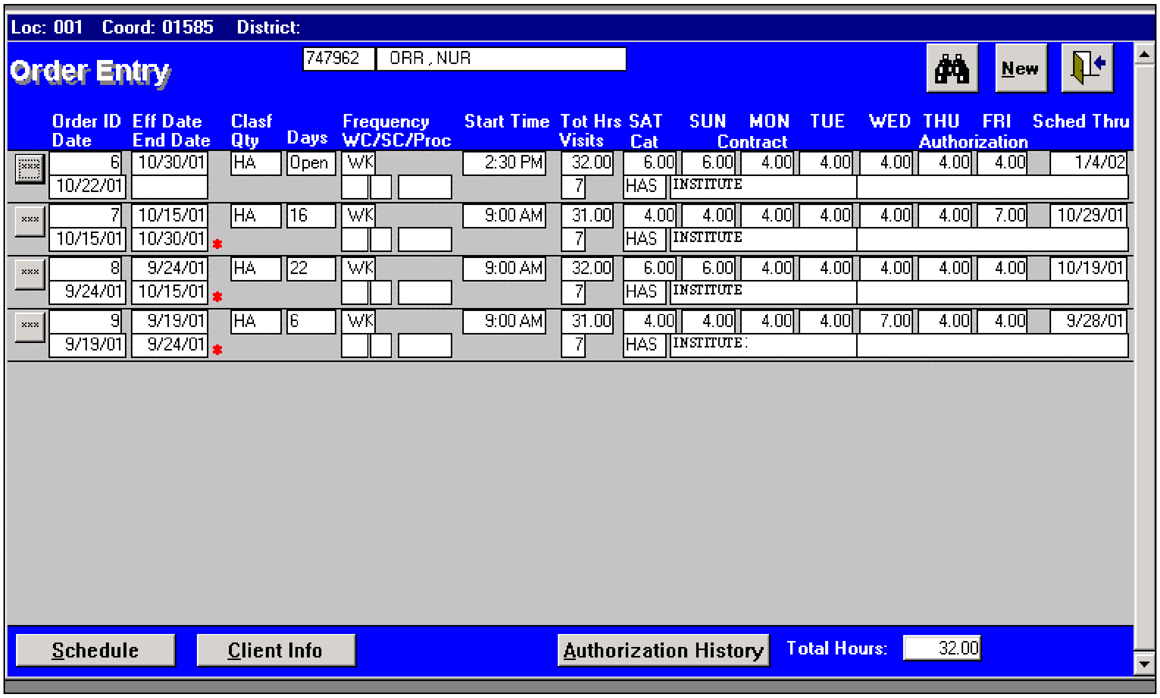
The screen above contains a trash can icon which allows you to delete the authorization.

A non-starred row on the Authorized Hours History screen, however, is an authorization related to an order and may only be changed by using the Change Authorization feature on the **Order Entry screen**.



5.3 Change an order

For a client with more than one HRA Order/Authorization, you have the ability to modify the Effective Date of an Order using the **Change Auth** function on the order screen. If the new Effective Date overlaps with another order for the same HRA service, then any schedules are accordingly shifted.



a) If the Effective Date is changed to the Effective Date of a prior order, the prior order is deleted and its schedules are moved to the changed order.

b) If the Effective Date is made earlier causing an overlap, the End Date of the earlier order is changed to the new Effective Date of the changed order. Schedules for dates equal to or after the new End Date are moved to the changed order.

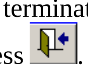
c) If the Effective Date is made later and there are schedules prior to the new Effective Date, those schedules are moved to the prior order and the End Date of the earlier order is changed to the new Effective Date of the changed order. If there is no prior order, this change cannot be made and an error message is displayed.

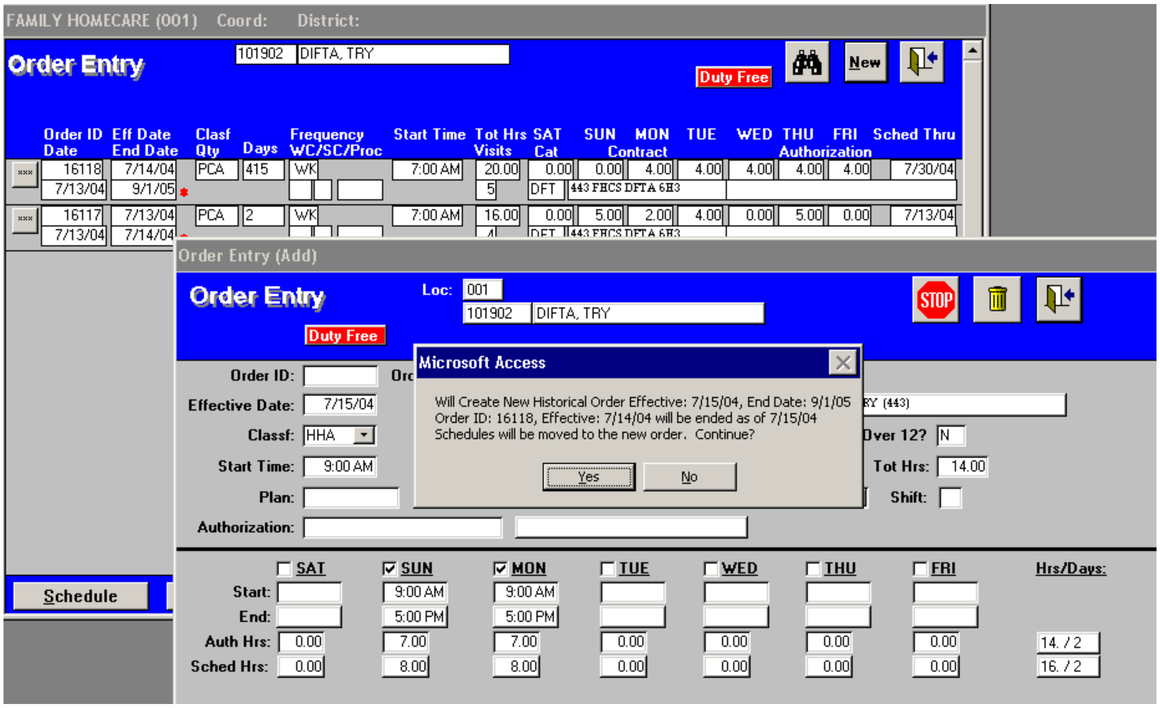
d) A warning message is displayed, with a confirmation required when a different order is effected (i.e., the End Date changed and schedules moved).

NOTE: For a client with Weekly Authorizations who has banked hours: because of the banked hours, you may allow total hours to exceed the total weekly authorization.

5.4 Split Order Entry

You may take an order and split it into two periods. For example, if you currently have an order with an effective date of 7/14/04 and an end date of 9/1/05, you can enter another order with an effective date of 7/15/05. The new order will be assigned an end date of 9/1/05. This, in turn, will change the original order's end date to 7/15/05.

1. Click on **New** on the Order Entry screen.
2. Note: If no end date appears on the order, you will get a prompt "Do you want to terminate existing order?" Click on "NO." Enter all information needed for the new order, then press .
3. If there is a specific end date (a red dot is displayed to the right of the End Date) then a new order will be will adjusted accordingly as shown in the message below.



5.5 Locate Open Orders

For scheduling purposes, you often have to locate those orders that are unfilled, that is, no employee was assigned to the client for a day mandated by the order. To do so, press the **Find Open Orders** button on the **Schedule Maintenance Menu** and follow the instructions detailed in section 8.5.

Chapter 6 Service Maintenance

On the bottom of the Client Maintenance screen is a scrollable list of services provided to the client. You may add a new service by clicking on the last blank row. If you click on a current service, you will see all the details of that service.

To view the contract data for that service, press the contract button to the left of the contract name and Figure 14-8 General Contract Information appears.

After entering a new service, you will be taken to the order entry screen; upon filling it out, the client schedule screen will appear.

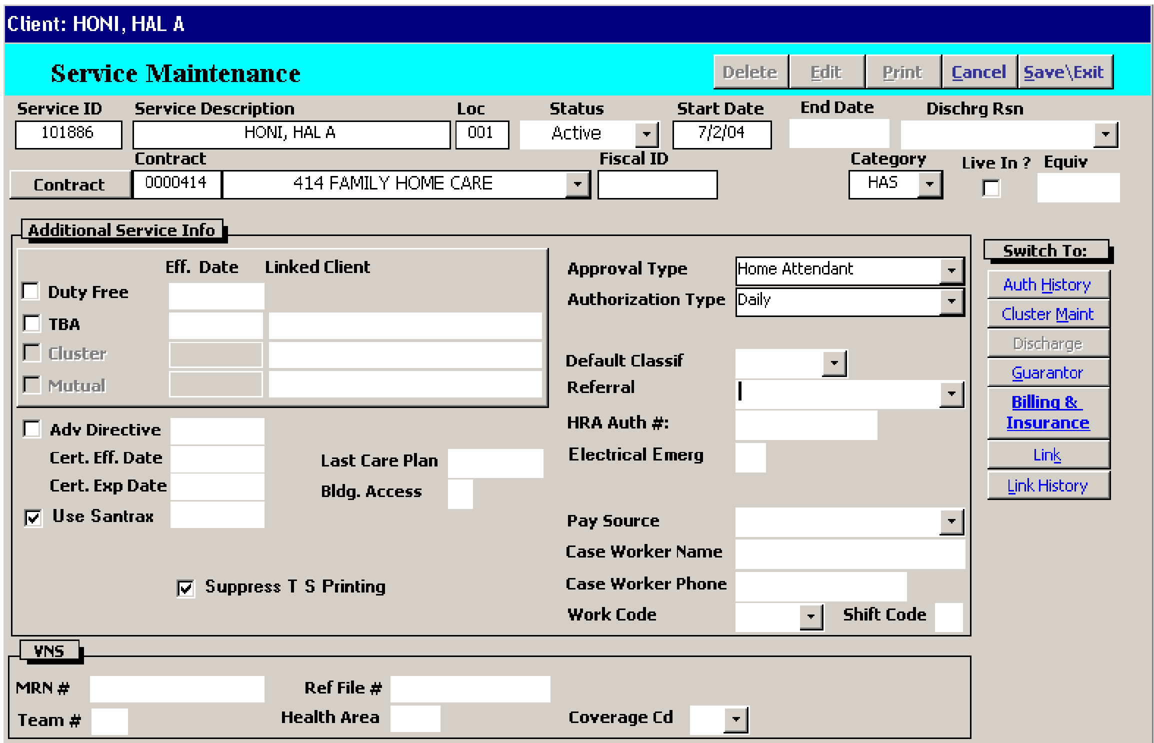
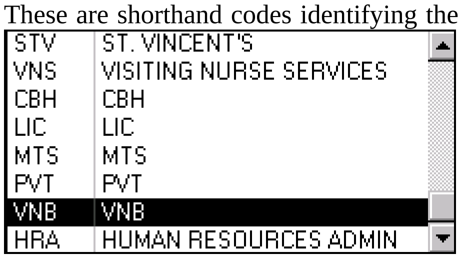


Figure 6-1: Incomplete Service Maintenance Screen

6.1 Service Screen Field Descriptions

<table>
<tr><th>SERVICE FIELDS</th><th>DESCRIPTION</th></tr>
<tr><td>Contract</td><td>Use the dropdown to assign a contract. Hitting the Contract button to the left of the dropdown will bring up a screen where you can view the contract's details.</td></tr>
<tr><td>Fiscal ID</td><td>Corresponds to the client number of the client being billed if the client has more than one service; otherwise, it corresponds to the service number.</td></tr>
<tr><td>Category</td><td>These are shorthand codes identifying the different institutions that provide services.


See the category table, section 14.7.3 which is accessed by pressing Special functions ➔ Codes Maintenance ➔ Category. (Note: If the category is DFTA, different fields</td></tr>
</table>

such as Case Management and Client Type (Home Maker or Housekeeper) appear on the Service Maintenance screen.)

Live in? Check if the service requires the attendant live together with the client.

ADDITIONAL SERVICE INFORMATION

Duty Free /Effective Date If a client is set to duty free, then the lunch or dinner hour is not included in the assigned hours; that is, if the attendant is scheduled to start at 9 am and work 8 hours, then he/she must work from 9 am to 6 pm. However, if the client were not set to duty free, the attendant would work 9 to 5pm.

HC Plus automatically removes 1 hour for scheduled visits when the duty free is checked. When changing a client's duty free status, you will be asked if the system should reduce the schedules by 1 hour.

TBA/ Effective Date/Linked Client name Check this box to indicate the client is Task Based Assignment. If checked, you must enter the TBA effective date. The TBA client may be linked to another TBA client. See section 6.6 for details.

Cluster/ Effective Date/Linked Client name Check this box to indicate the client is part of a cluster situation. If checked, you must enter the effective date. The cluster client may be linked to another client.

Mutual/ Effective Date/Linked Client name Check this box to indicate the client is a mutually linked client. If checked, you must enter the effective date. The mutual client may be linked to another client.

Advanced Directive/Date Sharp defined field indicating that certain forms (e.g. living will) and instructions have been given to the client to sign off on. If you check this field, you must also enter the directive date.

Cert Effective Date Date of certification of services.

Cert Expiration Date Date certification of services expires.

Use Santrax/ Effective Date Fill in the date the Santrax time-tracking service goes into effect.

This indicates to HC Plus that the client will be tracked via Santrax.

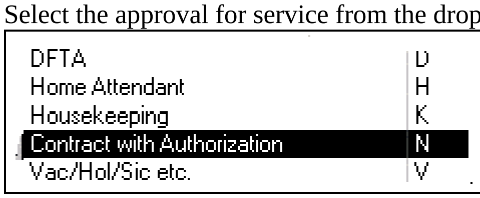
Last Care Plan Date Enter the date of final service to be provided for the client.

Bldg Access **NOTE:** This is a user-defined field. Enter a code designating the nature of access to the building where the patient is located.

Special Care Check if special care is being provided, if applicable.

Supp Timesheet Print Check to suppress printing of the Timesheet.

Approval type Select the approval for service from the dropdown.



Authorization type Enter daily, hourly, weekly etc.

Special Code Default Use the dropdown to assign the codes for holidays, sick, training, etc.

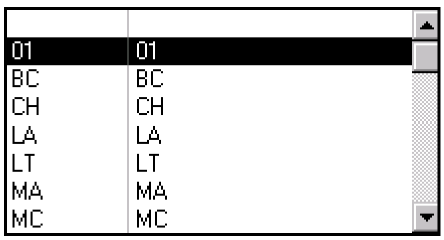
Deflt Classf Default Classification. Enter (via dropdown) the type of service, e.g. Home health aide, Housekeeper etc.

Referral Select the source of the client's referral to your agency.

HRA Authorization # Enter the HRA authorization number for this service

Electrical Emergency When it is imperative that the client's electricity supply should not be cut off (for example, a generator must be provided) enter an appropriate emergency level.

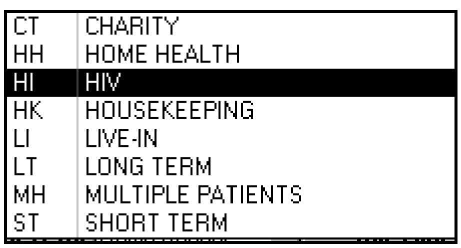
Pay source Enter a code denoting payment sources.



Case worker Name Enter name of HRA worker.

Case worker Phone Enter worker's telephone number.

Work Code Drop down values indicating the scope of the work.



Shift code Enter the work shift number 1, 2, 3 etc.

For VNS services: Enter the Entry number, the Health Area, VNS team # and coverage code.

VNS FIELDS	DESCRIPTION
MRN #	The medical record number appears here as entered on the client maintenance screen.
Entry #	Enter his/her health insurance claim number. This is the **Reference #** that appears on the verification screen.
Ref File #	Enter the reference file number for the service.
Team #	Enter the number of the team assigned for this service.
Health Area	Enter a 4-digit code that relates, for example, to nursing, grooming, and speech therapy.

Coverage Code	H-Hourly, R-regular or B-both.

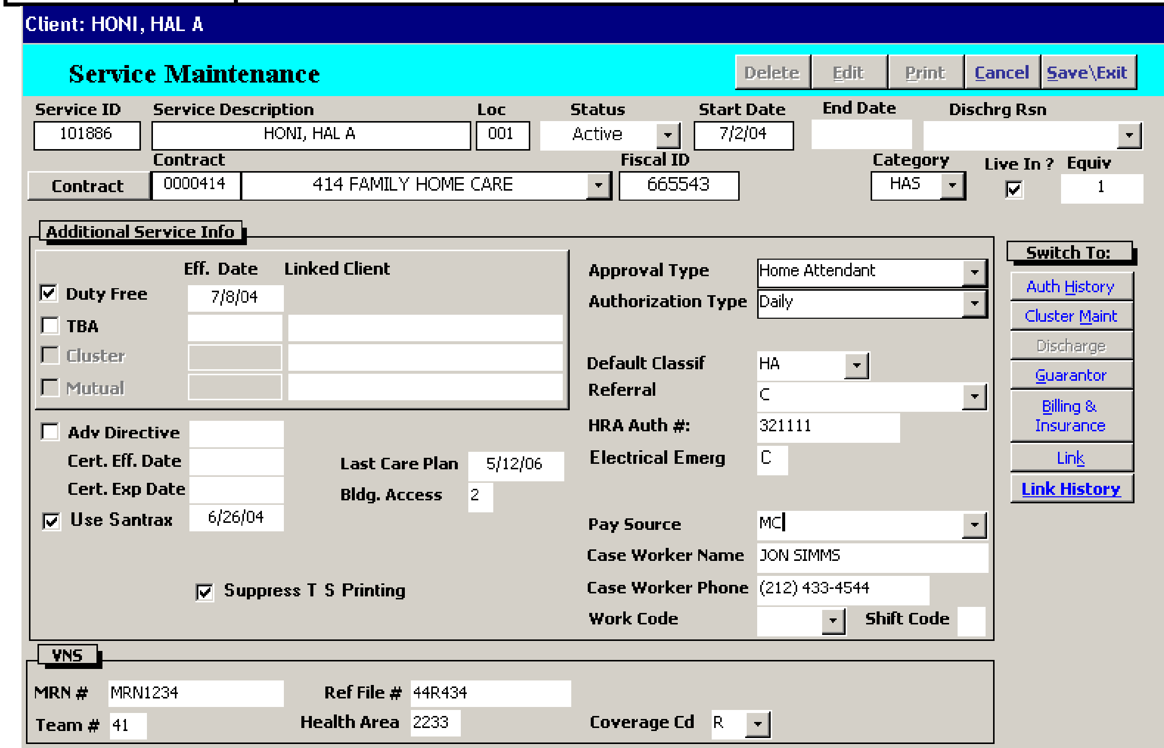
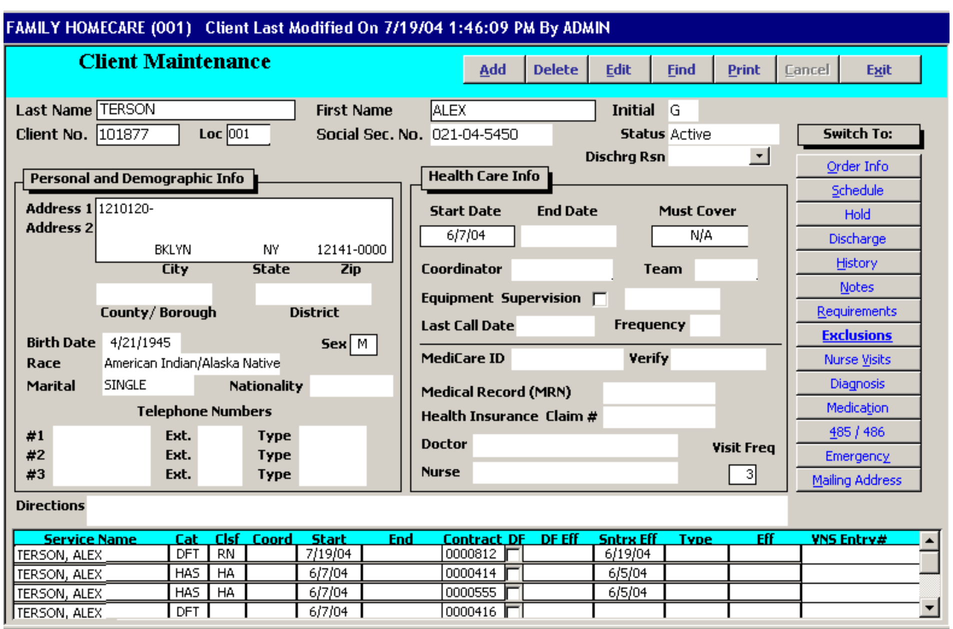


Figure 6-2: Completed Service Maintenance screen.

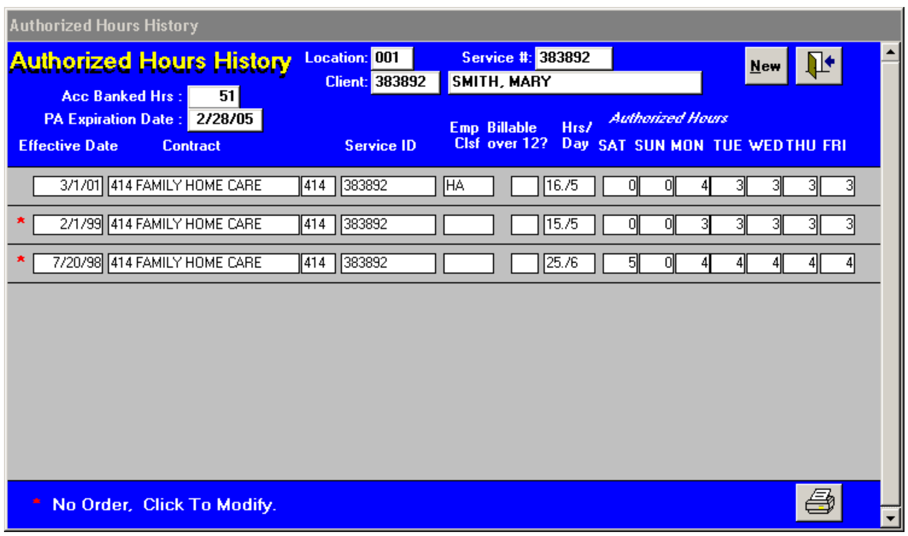
Sometimes, you have to create more that one service order for a client as, for example, where the client requires both a health attendant (HA) and a registered nurse (RN) to take care of his health needs or where different contracts are involved in providing for his/her treatment. To create a new service order click on the blank service summary row on the bottom of the Client Maintenance screen; and a blank service order will appear.



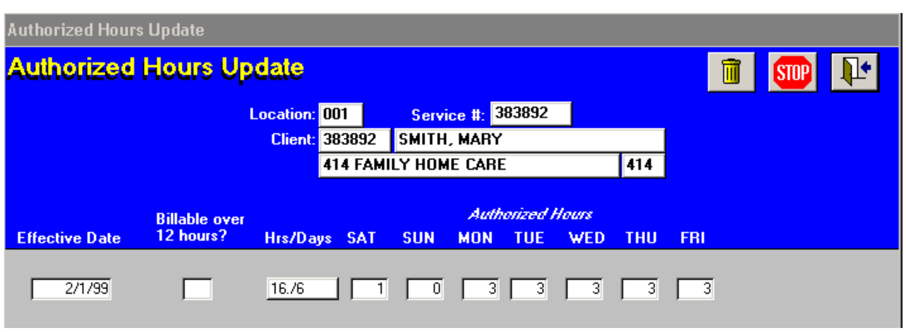
6.2 Service Screen Functions

The button list (**Switch to**) to the right of the Service Maintenance screen enables you to perform functions that are related to services provided to clients. For instance, you may register guarantors, remove the service and view both the authorized hours and the client's cluster history.

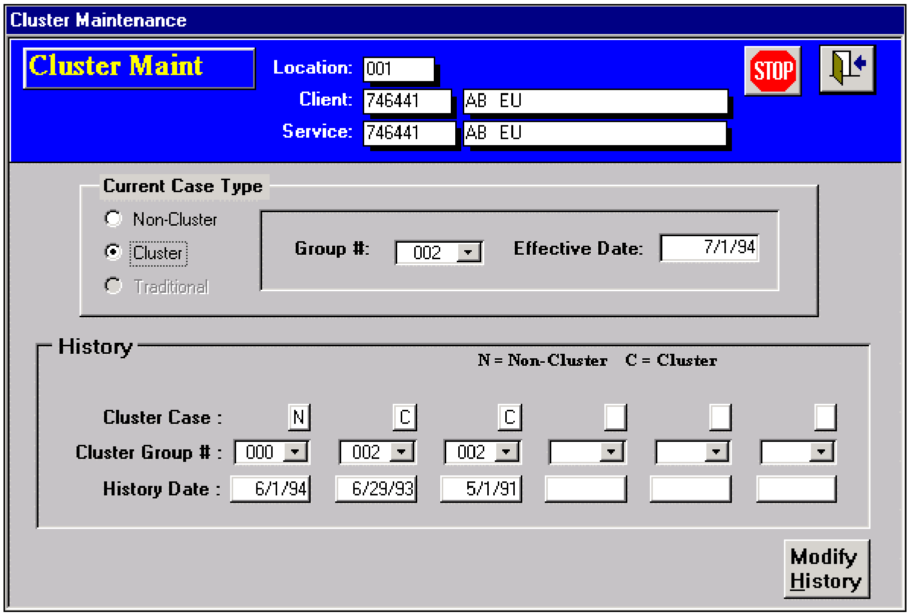
BUTTON	FUNCTION
Authorization History	Displays the authorized hours as per the order requirements.



When the hours are not part of a current order (red-starred rows) you can modify the hours by clicking on the row, then updating the hours. However, when the hours are associated with an order, you must use the Order Entry screen to change the hours.



BUTTON	FUNCTION
Cluster Maintenance	Use this button to create and maintain a cluster situation. See section 6.5 for details.
Discharge	Press this button to remove this service for the client. Enter a reason and date. When a service is discharged—it does not mean that the client is terminated. However, it indicates that the order for this service is ended, and all the schedules—on or following the day you entered into the service discharge form—(red signifying open) are blanked out. The End Date will appear in red in the service summary row located on the Client Maintenance screen.



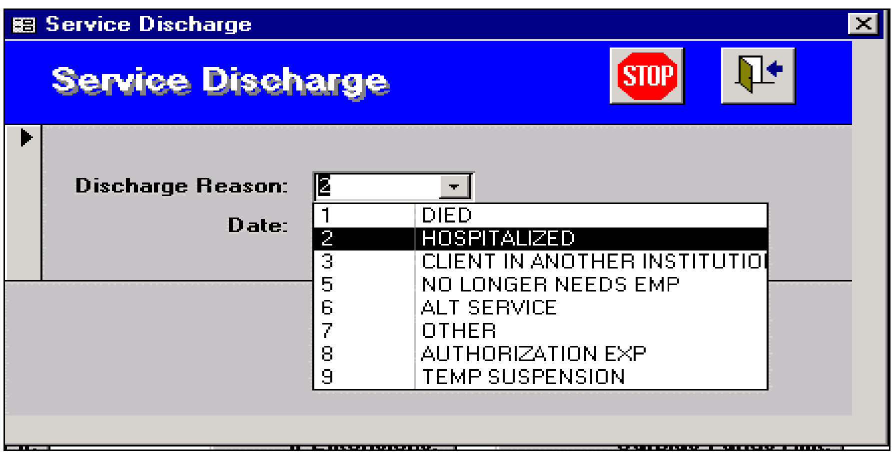


Figure 6-3: Service Discharge screen.

BUTTON	FUNCTION
Guarantor	Use this button to enter the name of the guarantor for this service.

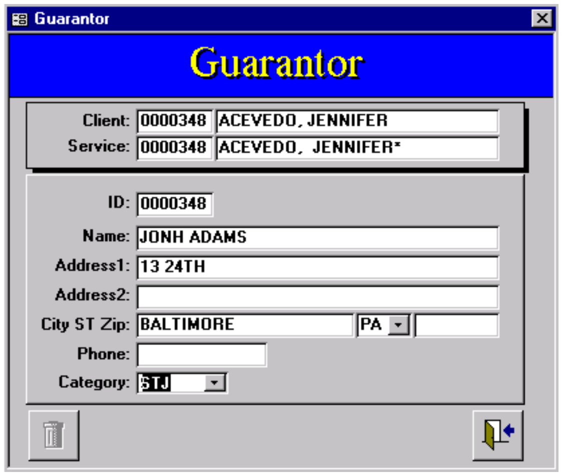


Figure 6-4: Guarantor screen.

6.2.1 Billing and Insurance

Use the form below to enter financial information related to the services provided to this client.

Provider ID

Enter the ID of the provider.

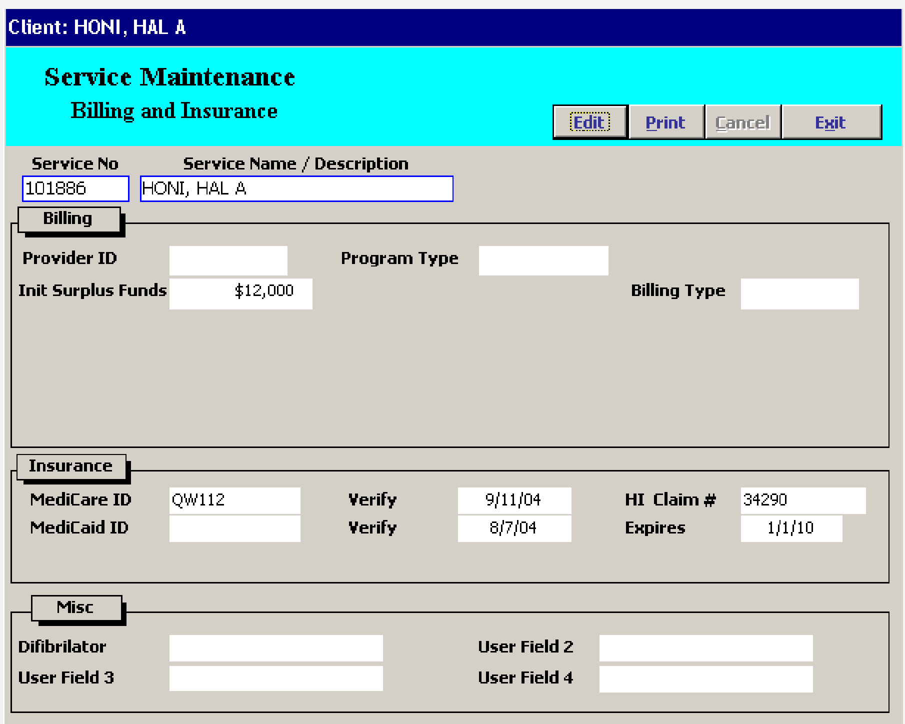
Program Type may be any of the codes in the dropdown—that were entered in the in the Codes Maintenance section such as

HOA	HOSPICE
LAA	LAA
LAC	LAC
LTC	LOMBARDI PROGRAM
PED	PEDIATRICS
SP	SPECIAL PROGRAM
VCA	VCA
VCP	VCP

Initial Surplus funds: Amount of money available for servicing the client.

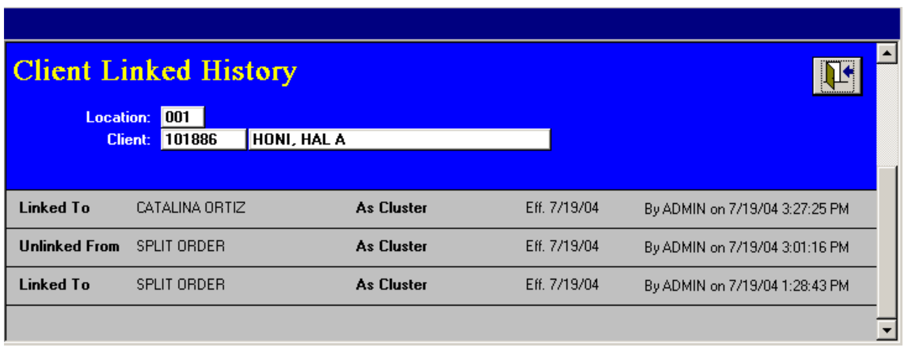
Billing Type may be:

VNS	1
DFTA	2
Private	3
DFTA Private	4
CNO	5



Insurance information: includes the Medicare and/or Medicaid ID as well as the dates the ID's were verified. The Health Insurance claim number is displayed along with its date of expiration.

User Fields 1/2/3/4: You may create your own fields using the **Contract-general information** screen. These labels will be copied to the **Misc** section of the Billing and Insurance screen.

BUTTON	FUNCTION
Link When you press this link button, the Find Client screen appears. Select the client you want to link for the service—and the link window to the right appears. Now, use this window to link the two clients in either a Mutual, TBA or cluster situation.	 See the following sections for more details on how to implement link procedures.
Link History Provides a snapshot of the link/unlink history of a client.	

6.3 Handle mutual client cases

A mutual case is the situation where two clients live in the same household and the attendant is servicing both clients at the same time. One of the clients will be designated as the primary client and all schedules are opened up under the client number of this primary client. The other client is designated as the secondary client.

Note: When linking mutual clients, if the secondary client has surplus funds on their record prior to the link, the surplus amount will be set to zero and grayed out.

6.3.1 To create a mutual situation

1. First, set up the 'Primary client' with a service order and a schedule.
2. Then set up the secondary client with only a service order. Do not create a schedule for the secondary mutual, that is, do not enter data in the Order Entry screen—use the STOP icon to exit leaving it blank.
3. Note: When linking two existing non-mutual clients, you have the option to automatically end the open orders of the secondary client.
4. Click on the Link button at the right of the Service screen. The Find Clients screen appears.
5. Select a client. The Client Link window appears. Select the appropriate radio button. You may enter an effective date when linking clients as Mutual. Otherwise, the effective date defaults to the date the clients are linked

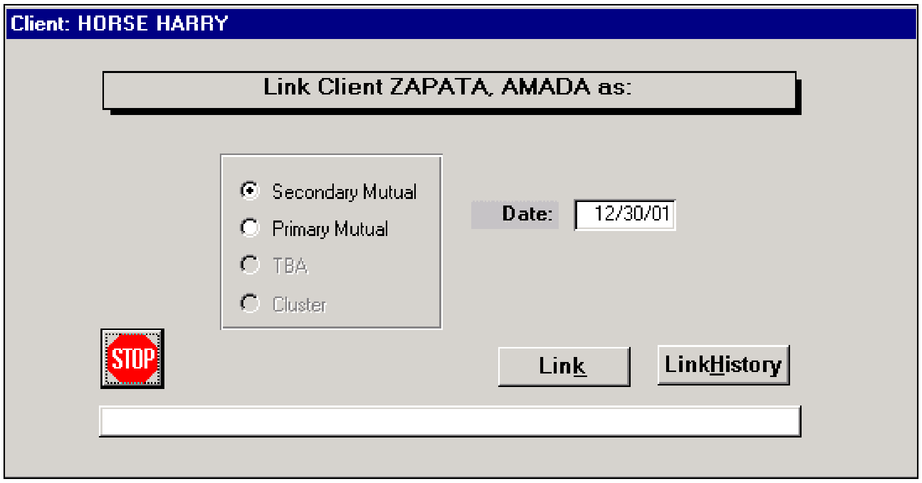
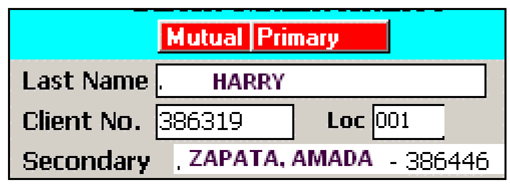
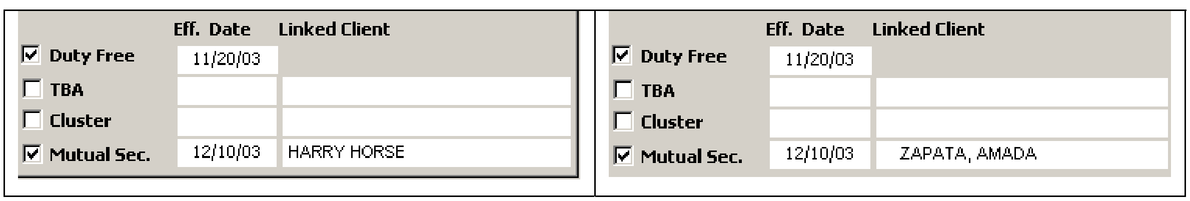


Figure 6-5: Client Link Window

In the example above, ZAPATA is linked to HARRY as being the secondary mutual client. This information now appears on the HARRY client record, designating HARRY as the mutual primary client.



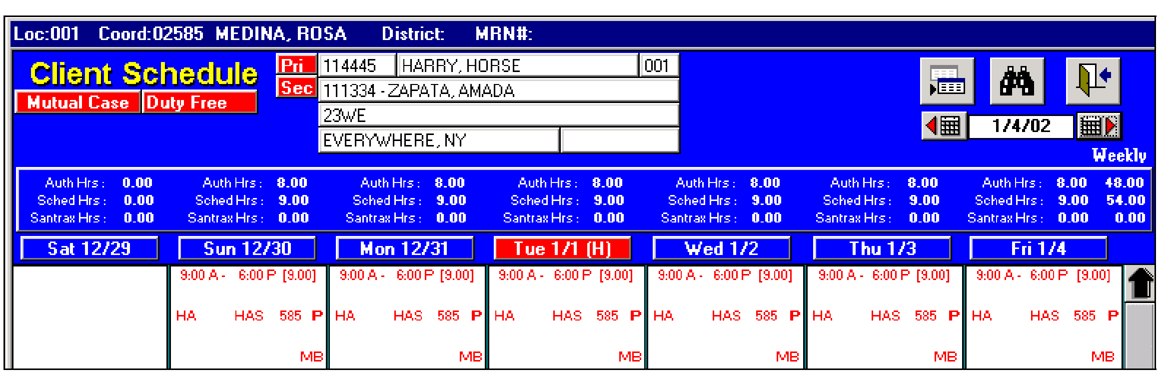
The linking data also appears on the **Additional Service info** section of each client's Service Maintenance record.



Duty Free status must be in sync for mutual clients. You may update any changes made to the primary client's duty free status. These updates include removal and editing of DF at the service level. Updates can only be made on the primary's record and will be reflected on the secondary client's service screen. However, the secondary client's DF option on the Service Maintenance form will be disabled in edit mode.

The linking of Mutual Clients will be prevented if any of the following conditions exists: a) The Duty Free Status of the clients differ. b) If only one client has a DF effective date that is later than the Link Date. c) Even if both Clients have DF effective date that is later than the link date, however, the effective dates are not the same.

Once two clients are linked, when you proceed to the Schedule of the secondary client you will see that the schedule of the primary mutual was copied to it starting from the date following—the day after—the date the link was made. The code **MB** appears in each cell of the primary and secondary schedules. Note that unscheduled visits also appear on the Mutual Secondary schedule if they appear on the primary's schedule.



Be aware that when you unlink mutual clients, the primary client will retain his/her schedule while that of the secondary is broken and erased.

And keep in mind, you may not link clients unless they both are HRA approved (see **Approval Type** field on the Service Maintenance Screen). The HRA authorized schedule should also be completed. Furthermore, a client may not be set to mutual if the client is currently a Cluster or a TBA client. In addition, a client may only be designated as the secondary client if there is no surplus fund amount or schedules for the client.

Certain conditions must be met before linking can be accomplished. If the link cannot be made, (e.g., the secondary client was a TBA, or has a current schedule) the reason for the rejection of the link is shown on the screen—as shown below. In such a case, press the stop icon, correct the problem, and proceed to link.

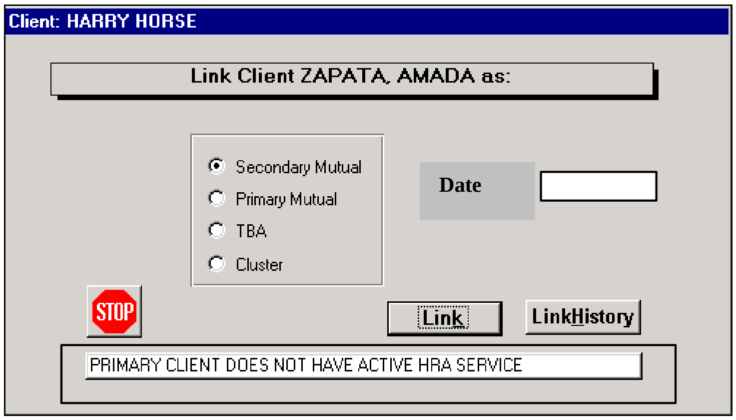


Figure 6-6: Link screen w/reason for 'no' link

After linking, the Link button on the Service Screen toggles to Unlink, allowing you to break the mutual connection between the clients. The **Link History** button on the Service screen brings up a screen documenting all the changes made in a client's mutual situation.

NOTES:

1) If the primary client is put on Hold or Discharged, the schedule automatically changes to MS. MS signifies Mutual Secondary—and an order is automatically created for the secondary client.

2) If the primary client is returned from discharge, the schedule reverts back to MB for Mutual Both and the schedule is reinstated and a new order is created. (The same process occurs if a secondary client is discharged and returned from discharge.

3) When the Primary Client is discharged or put on hold, the Weekly special code record (Vac/Sick/Hol/Per) is moved to the Secondary client.

4) Also note that a change in mutual status is a criterion for a new timeslip. The Manual Batch process will place schedules with changes in mutual status in separate timeslips.

6.4 Order Entry Changes for Mutual Cases

a) For Mutual cases, you may allow the effective date of a changed order to be the effective date of the previous order. This allows you to overlay one order with another, in effect deleting the original order.

b) When the Primary Client is put on Hold or Discharged, the Secondary client's effective date will become the original order's effective date.

6.5 To handle cluster situations

After creating a service for a client, if necessary, you can specify that service as being part of cluster situation. Cluster Care clients can be Duty Free—and both Cluster and Duty free indicators are displayed. Santrax calls for Cluster cases with 2 shifts for the same attendant/client pair—are applied to both shifts with one call in and one call out; however, the shifts must be consecutive.

Schedules for cluster clients who reflect the Duty Free status function the same way as a regular client who is duty free. a) The schedule's duty free indicator will be set to yes for all cluster clients who are duty free. b) The schedules for all cluster clients who are duty free are inspected and if the scheduled hours are between 5 and 11 hours, an hour is added to the scheduled hours and the end time is adjusted.

Note: A change has been made to the HC Plus Santrax call processing to allow calls for split shift cluster cases to use the non-cluster update logic if the employee is not working for any other client on that day

1. The Service Maintenance screen, Figure 6-2, contains a button labeled **Cluster Maint**. Click it to display a screen where you create, view, or change a cluster situation.
2. To create the cluster, click on the **Cluster Case** radio-button, then enter the cluster group number and the effective date for participation in the group. When a cluster group number is changed without a change in cluster status, the correct cluster group number is displayed on the client maintenance screen and on the client schedule report. The cluster group history is shown at the bottom of the screen and may be changed using the **Modify History** button.

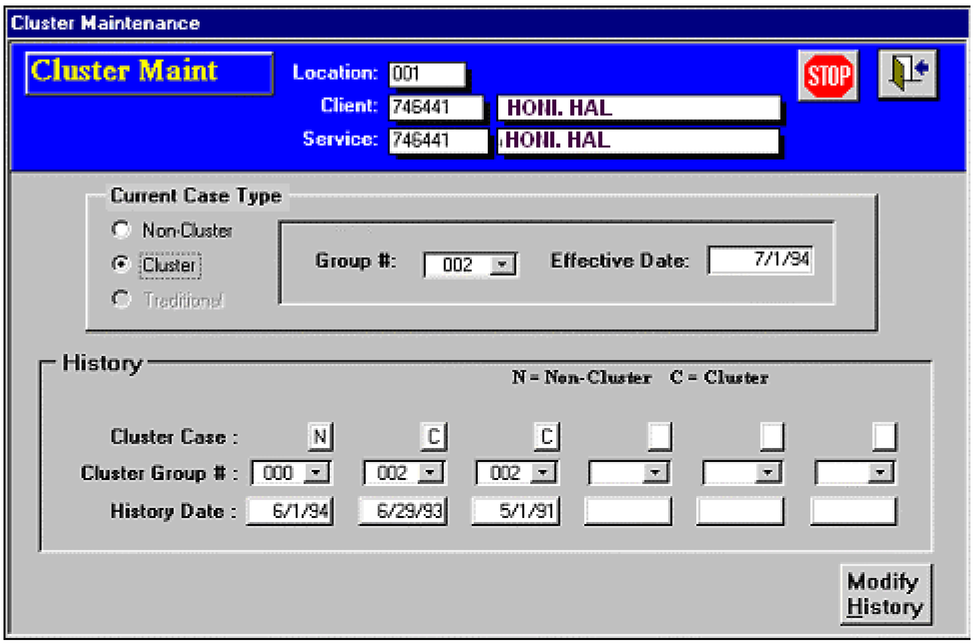


Figure 6-7: Cluster Maintenance/History screen

3. After clicking the **Exit** button, you will be returned to the Service Maintenance screen. Exiting from there to the Client Maintenance screen, you will notice a red **Cluster** in the service row—indicating this client service is part of a cluster situation.

Service Name	Cat	Clsf	Coord	Start	End	Contract	DF	DF Eff	Sntrx Eff	Type	Eff	VNS Entry#
HONI, HAL A	HAS	HA	41421	7/2/04		0000414	☑	7/8/04	6/26/04	Cluster	7/10/04	44R434
							☐					

6.5.1 To link cluster cases

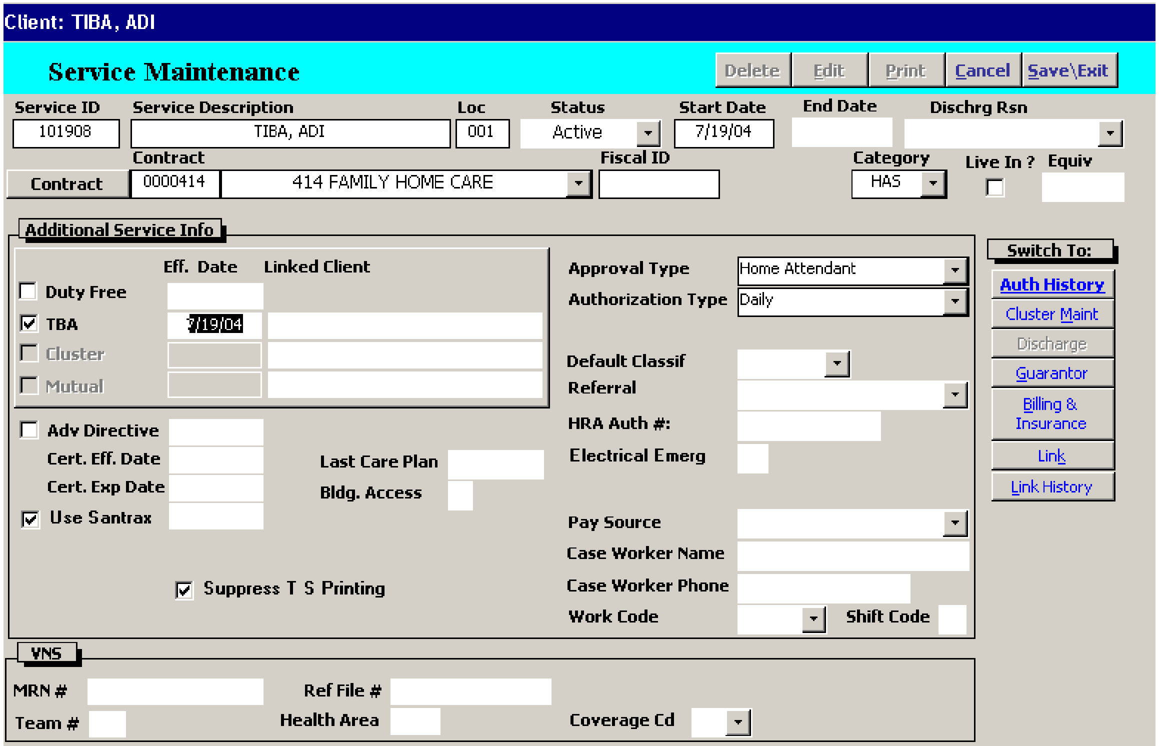
Once you've established clients as cluster cases, you may group these clients, that is, link them by pressing **Link** on the bottom of the Client Maintenance screen. The Figure 6-6: Link screen appears. Click on the **Cluster** radio button to establish a link between two cluster cases.

6.6 To handle Task Based Assignments (TBA)

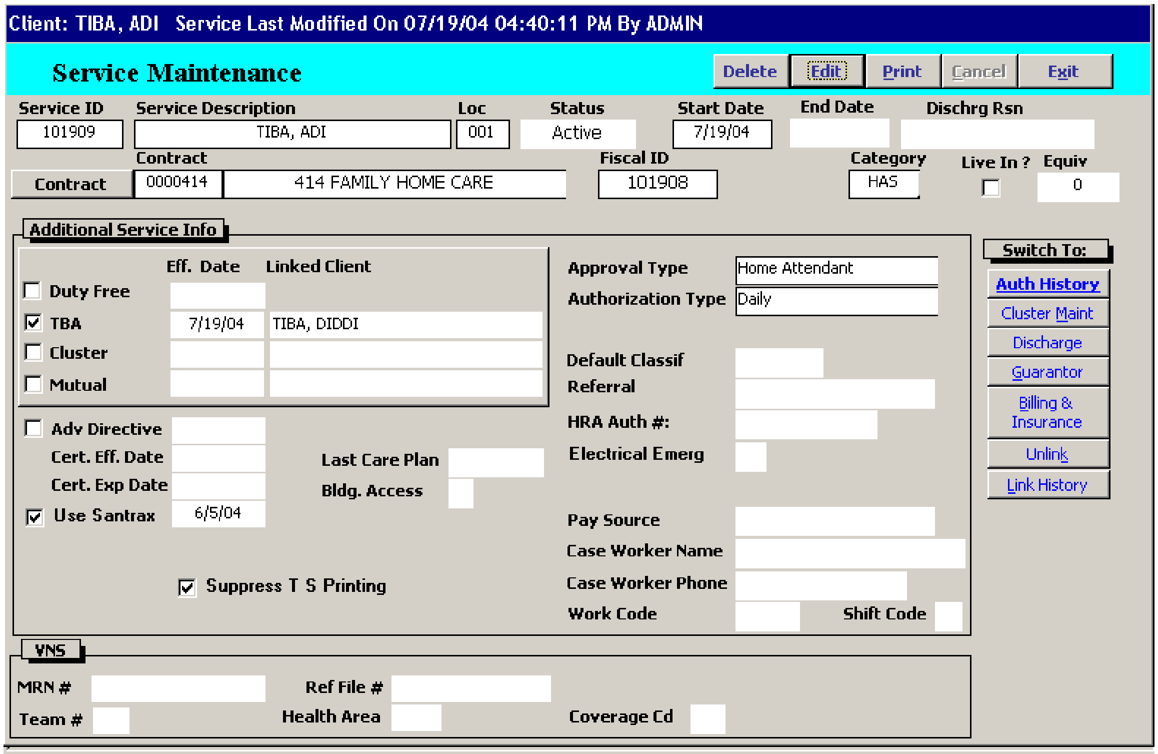
A TBA (task based assignment) case is the situation where attendants are assigned to clients based on the types of tasks required by the clients. A task-based client can be linked to one other task-based client in the SHARP system. The attendant who, on a given day, services two task-based clients who are linked will be paid at a higher hourly rate for the day. If the attendant services task based clients who do not have any link to other task based clients, the rate of pay will be the same as for a regular client. Note that TBA clients *cannot* be assigned to a cluster.

To enter a TBA client:

1. When you enter a new service for a client, check off the TBA checkbox on the Service screen (Figure 6-1) and enter a TBA effective date. A client may not be set to TBA if the client is currently a Cluster or Mutual client.



2. Use the **Link** button to select the client who is to be serviced together with this client. This newly linked client must be TBA and cannot already be linked to another client. Discharged clients also cannot be linked.



3. When linked, the Service screen will display the current TBA effective date and TBA linked client.
4. If a client who is linked to another client in discharged, there is a vendor option in SHARP to determine if the TBA link should be removed. If the vendor option for breaking TBA linkage is set to yes, then the two linked clients will be unlinked from each other (but still remain TBA clients).

6.7 View a client's link history

Press the **Link history** button at the bottom of the Service screen to see the links (Mutual, TBA, or Cluster) that had been established or broken for this client. The following screen appears:

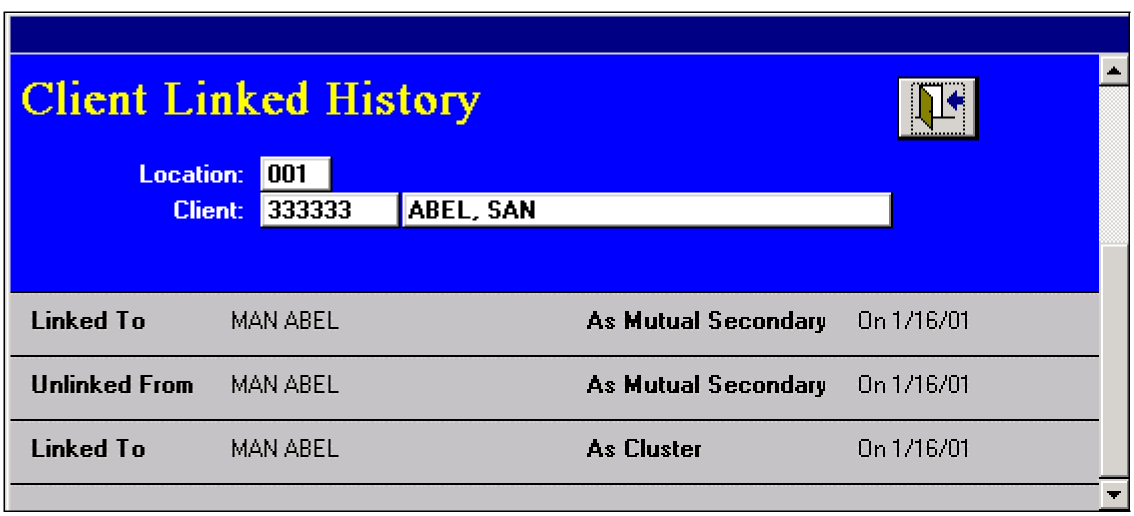


Figure 6-8: Client Link History screen

6.8 Setting up miscellaneous clients

For the purpose of assigning special codes to handle vacation, sick, or training days for employees, ‘dummy’ client records may be set up.

When an employee is on vacation, jury duty or sick leave, he/she is assigned for that day to one of these ‘dummy’ clients; and then, his/her pay for that day is properly taken care of by HC PLUS.

The services shown at the bottom of the Misc client screen describes the ‘services’ (e.g. vacation) that are assigned to the dummy client.

BZZZBR2	BEREAVEMENT, CLIENT2
ACLUSTR	CLUSTER, C
111111	JURY DUTY, R1
B211111	JURY, DUTY
B333333	NO ENTRY, HOURS
777771	SICK, R1
777772	SICK, R2
777773	SICK, R2M
666661	TRAINING, R1
666662	TRAINING, R2
666663	TRAINING, R2M
888881	VACATION, R1

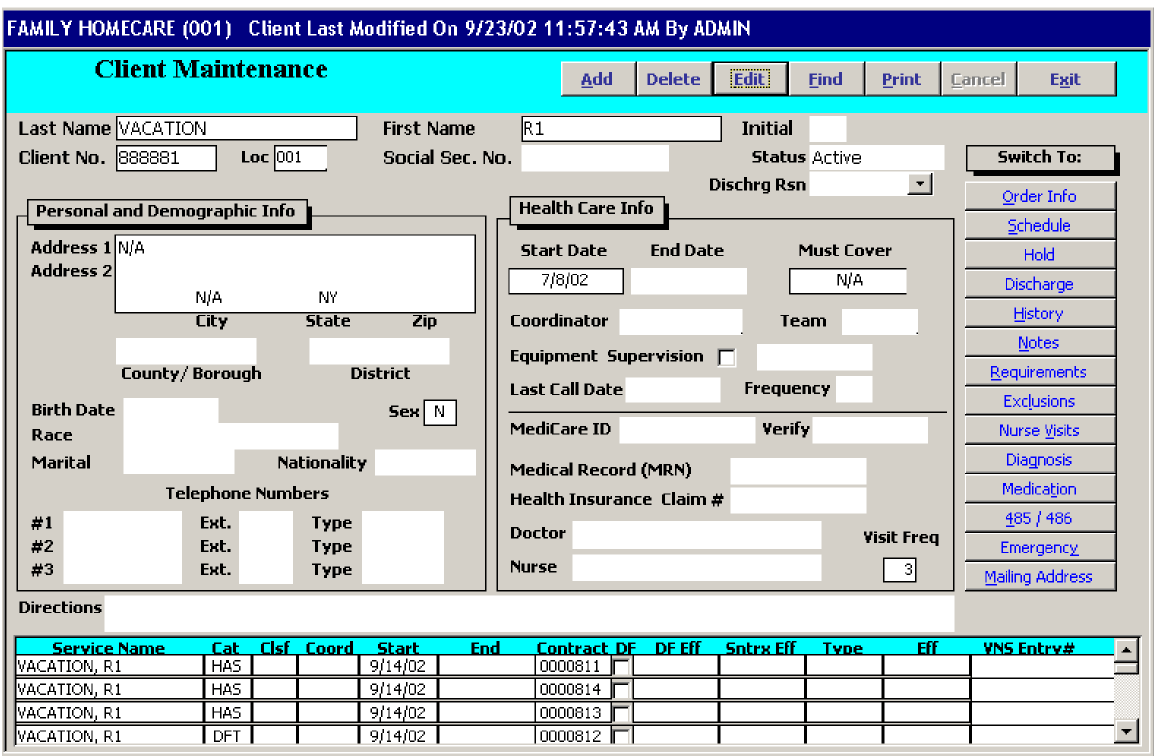


Figure 6-9: Sample Miscellaneous Client Screen

6.8.1 Special Codes on Service Screens

When you access the Service Maintenance screen (click on a service row on the Client Maintenance screen) you can, by using the dropdown box on the **Special Code Default** field, select a default code for the service. When paying an employee by special code, (see 8.18.4) the 'reason code' on the special codes screen will default to the selected code after you choose a contract/service for miscellaneous clients. If a default code had not been assigned for the service, the reason code will be blank.

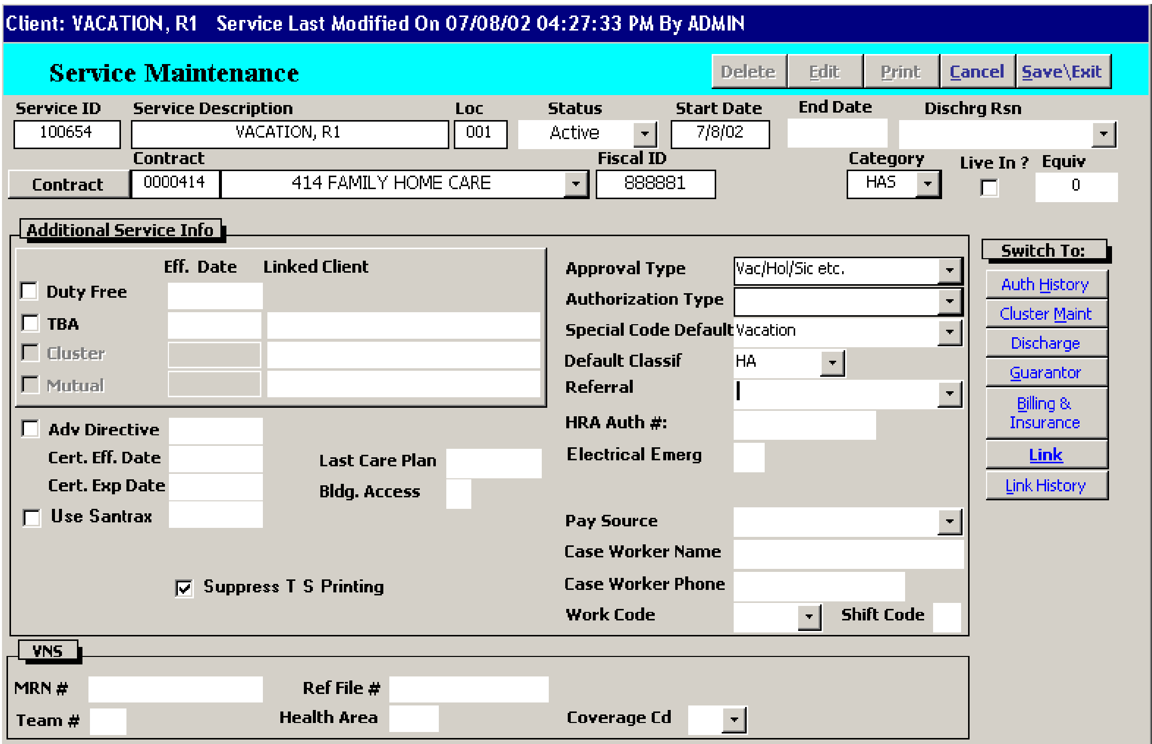


Figure 6-10: Special Codes on Service Screen

Chapter 7 Employee Maintenance

The Employee Maintenance screen allows you to enter new employees or modify the records of existing employees. It includes defining employee skills, availability, and training. It also enables you to assign employees to clients and to set up work schedules.

7.1 Find an employee

1. Click on the **Employee Maintenance** button in the Main Menu (Figure 1-1). The **Find Employees** screen opens. Enter your search parameters and click **Find Employees** to retrieve the names of the employee(s). When you check **Show All?** then the list will also include employees whose status is other than active, namely **T** (terminated), **N** (not active), or some other status such as **X** (not to be rehired).

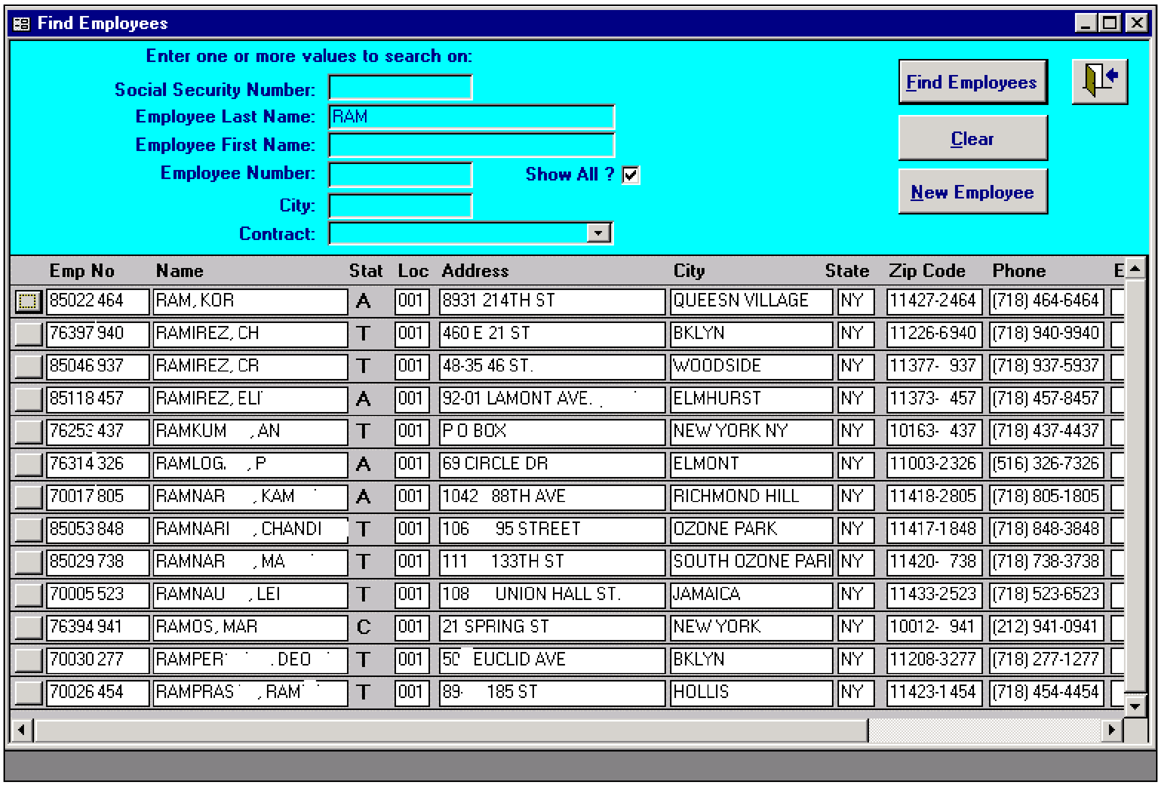


Figure 7-1: The Find Employees screen.

7.2 Edit employee data

When you click on the button to the left of an employee name, an existing record appears (see Figure 7-2). Users who do not have appropriate permissions cannot change the employee's SSN, Last Name, First Name, and Middle Initial; however, if you do have an appropriate security level, you may change employee data by first clicking on the **Edit** button on the Employee Maintenance screen and them modifying the fields.

7.3 Add a new employee

1. Click the **New Employee** button on Figure 7-1. A blank screen similar to that below appears. Proceed to fill in the employee information, including a six-digit employee number. Instead of manually entering the number, HC PLUS can automatically assign Employee IDs. If you would like to have this option activated, please contact Client Services.

2. Complete the Employee form below.

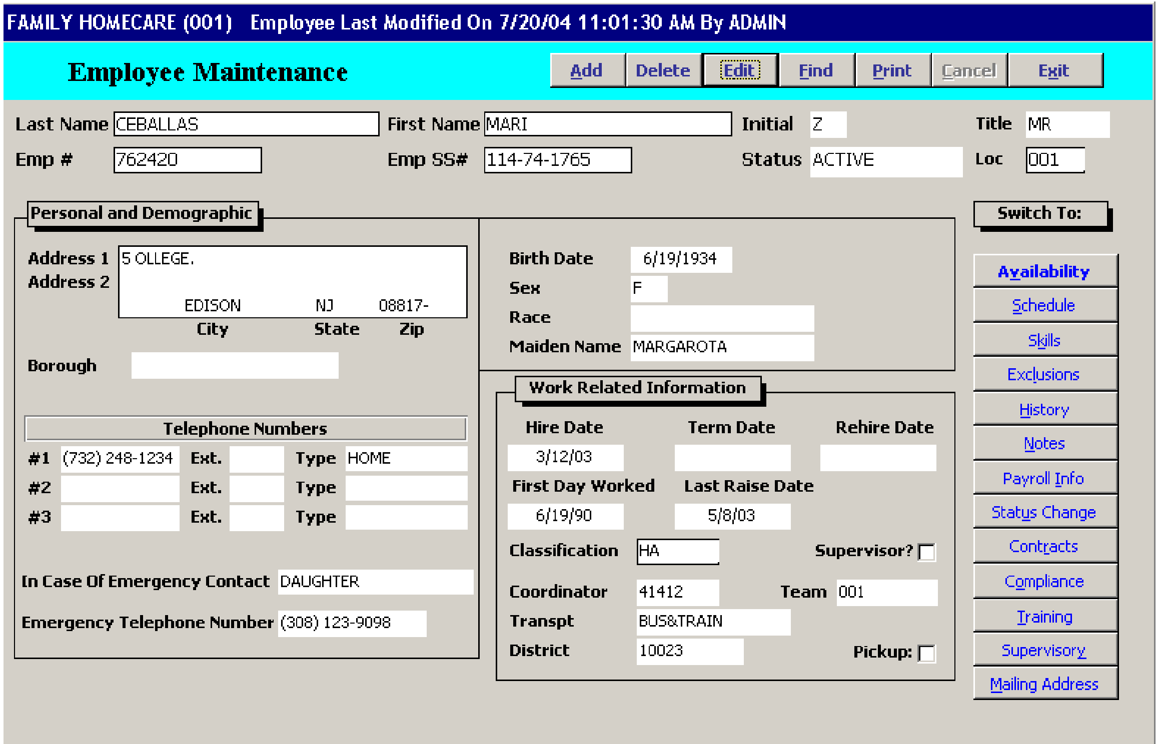
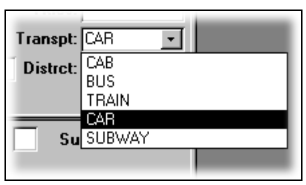


Figure 7-2: Employee Maintenance screen.

Field	Description
EMPLOYEE BASIC INFORMATION	
Name and Title	Enter the employee's name and title.
Emp #	If your agency uses employee numbers for ID purposes, enter one for the new employee. The field accommodates up to six characters.
Emp SSN#	Social Security number
Status	This field records the employee's standing with your agency. The employee may be active; eligible for re-hiring; temporarily unavailable due to classes; or may have been terminated. Use the **Status Change** button to terminate, enter a Leave of Absence, or to alter in any way an employee's status. See section 7.5.8, page 7-101
Location	Choose the location code that identifies your agency's area of coverage.
PERSONAL AND DEMOGRAPHIC	
Name, address, borough, city, state	Enter the employee's address. Use the checkbox, if appropriate, to indicate the employee is a supervisor.
Phone Numbers	Enter contact telephone numbers for the employee.
Emergency Info	Enter the person to contact in case of an emergency along with the appropriate telephone number,
Birth Date	Enter the employee's date of birth. Enter a 4-digit year.
Sex	Enter the employee's gender

Field	Description
Race	For **Race** categories, use the dropdown.
Maiden Name	Enter the employee's maiden name if appropriate.
WORK RELATED INFORMATION	
Hire Date	Enter the date the employee is to be hired cannot be more than 30 days. (HC Plus does not create an 'active' entry in the Sharp History when an employee or client is added.)
Term Date	Date employee was terminated. This is a protected field. See section 7.5.8.
ReHire Date	If the employee has been inactive or terminated and re-hired, the ReHire date appears in this protected field.
First day worked	This date is automatically populated with the first verified workday in the employee's first payroll. This indicator will remain until manually removed.
Last raise date	Enter the date when the employee was last given an increase in salary.
Classf	Classification is a drop-down used to categorize your employees. Employee types include HHA (Home Health Aide), HM (Home Maker), and PCA (Personal Care Assistant).
Supervisor?	Check this field when the employee is a supervisor.
Coordinator	The drop-down box shows the names of Coordinators who are in your system.
Team	Select or establish a **Team** in the same manner as Districts, Counties and Coordinators. A Team is any grouping of Employees within your agency. The table itself is accessed by *System Functions* ➔ *Codes Maintenance* ➔ *Coordinator Team Codes.*
Transpt	Transportation. Use the drop-down to record the employee's means for traveling to scheduled visits.



Field	Description
District	Code of District in which the employee will be working.
Pickup	This field indicates whether the employee personally picks up his check. If so, Sharp is informed. This indicator will remain until it is manually removed.

3. Once the employee form is completed, click on the **Exit** button to save its contents.

4. The **Contracts Assignment** immediately screen appears. Fill in the appropirate contract(s) and press **Exit**. Follwing your saving of the contract data, the **Employee Payroll Information** screen (Figure 7-14) appears. Fill in pay information and then press **Exit**.

7.3.1 Enter Contract Assignments

After saving a new employee record, the contract assignment screen appears (for Multi-Contact agencies) and you are requested to select the contract under which the employee will be working. When you exit and save, the completed Employee screen displays the selected contract(s). Check a **default** contract when more than one contract exists. See section 7.5.9 for details. Note that the Contract Assignment screen does not appear when adding a new employee for a *single* contract agency.

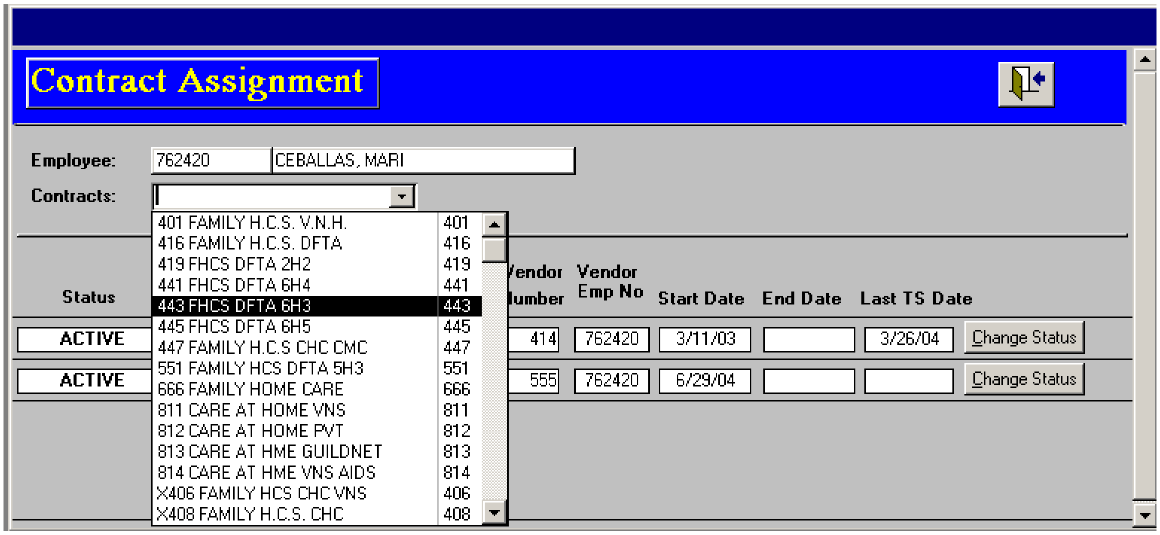


Figure 7-3: Contract Assignment screen

7.3.2 Enter New Employee Payroll information

After recording the contract for the employee, the payroll screen is displayed. See section 7.5.7 for details. You must enter the State and Federal marital status and City Tax 1 before exiting.

Note: After entering your payroll data, you will be requested to enter availability information for the employee.

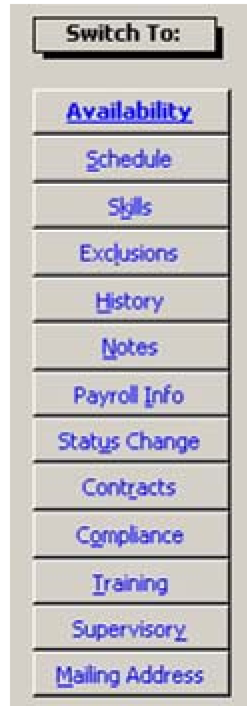
7.4 Returning Employees

HC Plus allows you to return an employee from History, if applicable. That is to say, you may use his/her past record of employment in your agency.

1. When an employee is added into HC Plus, the social security number, and HC Plus ID is compared to the history table for a possible match. If a record is found, the employees on history who matched, is displayed. You then have an option to select an employee from the list and return him/her from history.
2. If the employee # entered in HC Plus is different than the one that was used in the past, the HC Plus employee # will be replaced by the 'old' employee #.

Returning an employee from history updates the HC Plus history table's status for that employee. The Employee Contract assignment screen displays entries for vendors where the employee has a history and has the option of returning employee from history. The employee export to Sharp will send additional information to Sharp (date returned & status code) to trigger the return from history. Note that this 'return' feature must be activated on an individual Agency basis.

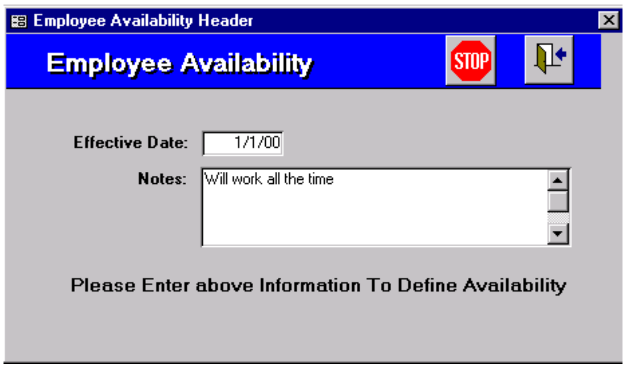
7.5 Functions of the Employee Maintenance Screen



The employee screen allows registering of special information about an employee through the use of the function buttons that are displayed on the right side of the screen.

7.5.1 Availability

For a new employee, this button opens the window below; allowing you to define the hours and days an employee is available for assignments. Enter the effective date of employment and any comment that you wish.



When you exit this window, the layout below appears.

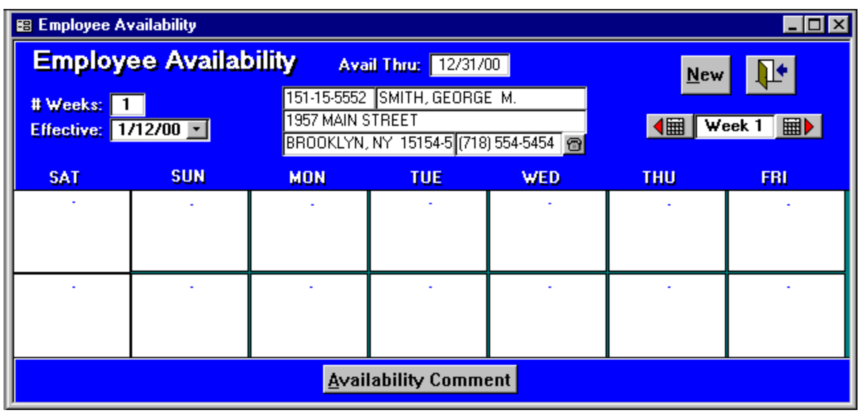


Figure 7-4: Initial Employee Availability screen.

1. Double-click in any of the cells (for example, Saturday) to define the employee's available hours for that day.

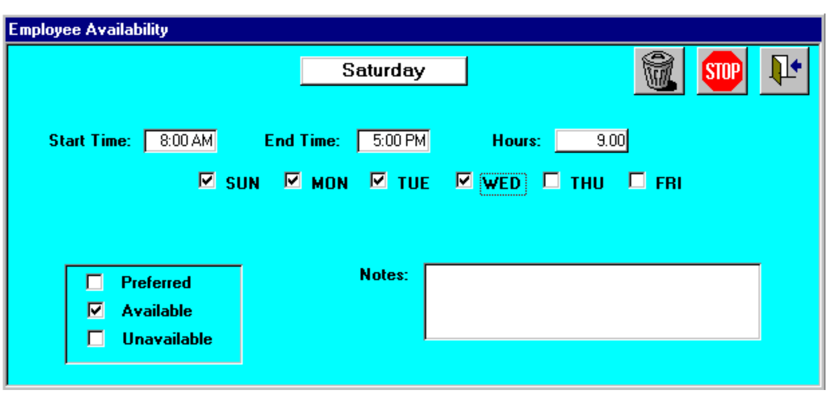


Figure 7-5: Defining availability for each day.

- Remember to enter a 2-digit hour value for Start Time and End Time.
- Enter AM or PM.
- The total "Hours" field will be calculated by the system.
- Check "Preferred," "Available" or "Unavailable" as appropriate. If an employee is unavailable, that status will appear in the time/cells of the employee's schedule calendar.
- Enter any Notes in the free-text field.

Note the checkboxes for other days in the week. These comprise a work-saving feature of the system. If the specifics of the employee's availability on a given day are the same for other days, clicking the checkboxes for those days will copy this information to the availability screen.

2. When availability data is saved, the grid reappears with the appropriate cells populated. If you wish to copy this availability to a second week, click on the red arrow to the right of 'Week 1' and you will be prompted to copy the availability one week forward.

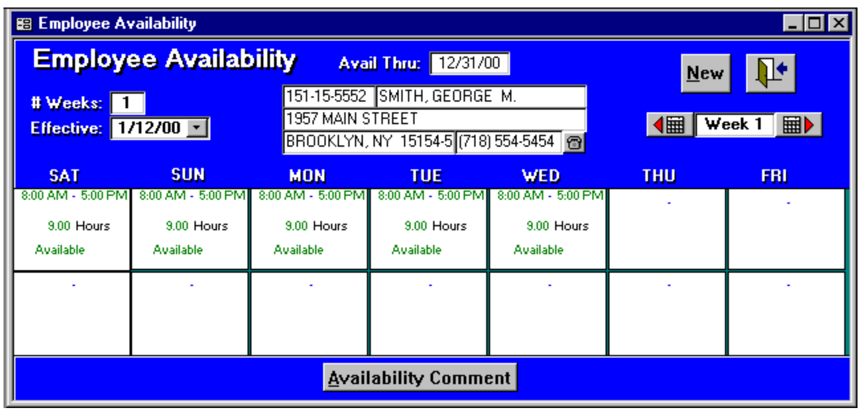
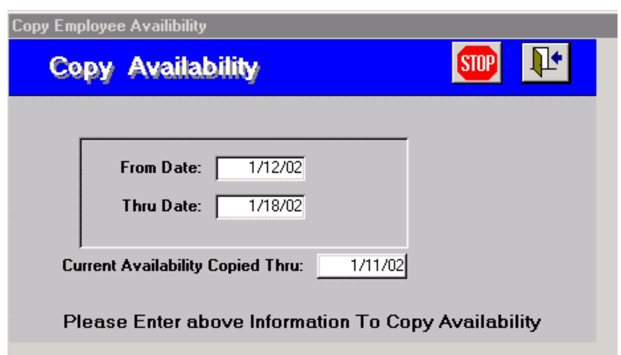


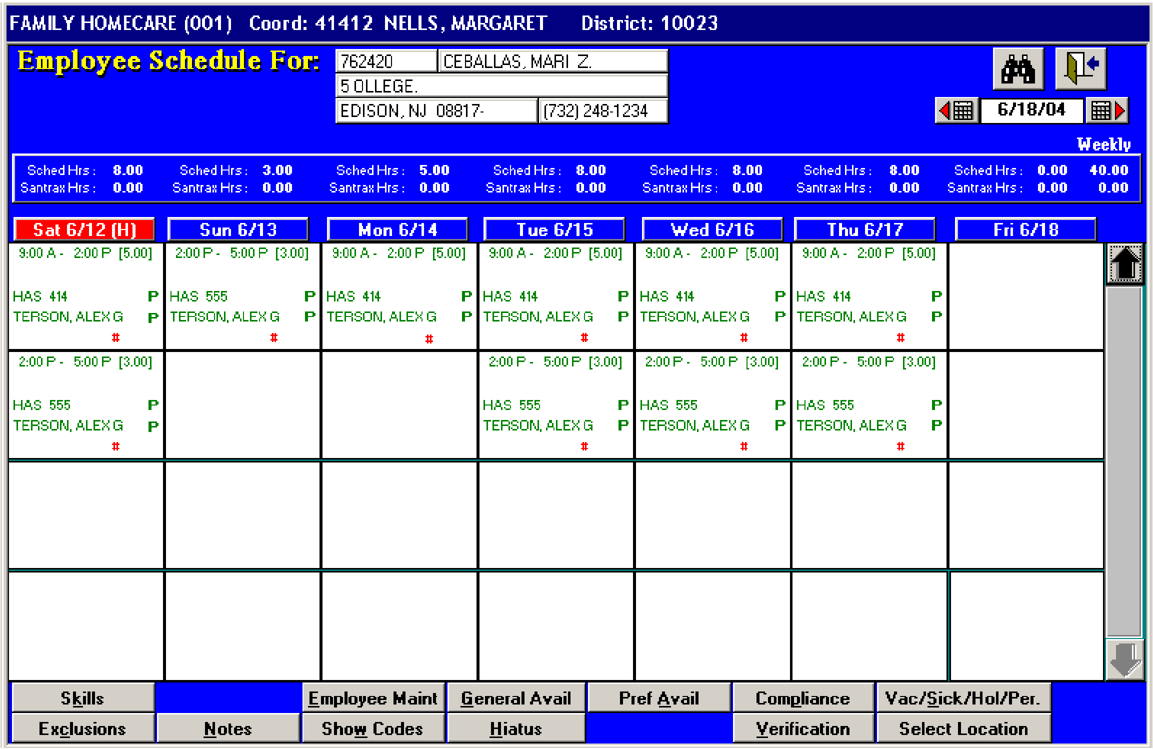
Figure 7-6: Employee Availability screen with times filled in.

When you use the  door to leave the above screen, the window to the right appears prompting whether you wish to copy the new employee's current availability status to future weeks.



7.5.2 Employee Schedule

The **Schedule** button on the Employee screen opens a display of the employee's assigned clients and hours—as shown in Figure 8-25. Employee schedules (covered in Chapter 8) may be established and forecasted for an indefinite period into the future.



7.5.3 Employee Skills

The **Skills** button opens the **Employee Skills** screen that allows definition of an employee's training and experience. This field can also include physical restrictions on an employee's duties, as well as work environment preferences. Skills, restrictions, and preferences include additional languages spoken by the caregiver; allergies, including intolerance to smoke; Pet restrictions; Lifting restrictions, or notation of capacity for heavy lifting.

Skills can be added, modified or deleted via *Main Menu* ➔ *Special Functions* ➔ *Codes Maintenance* ➔ *Skill Codes*

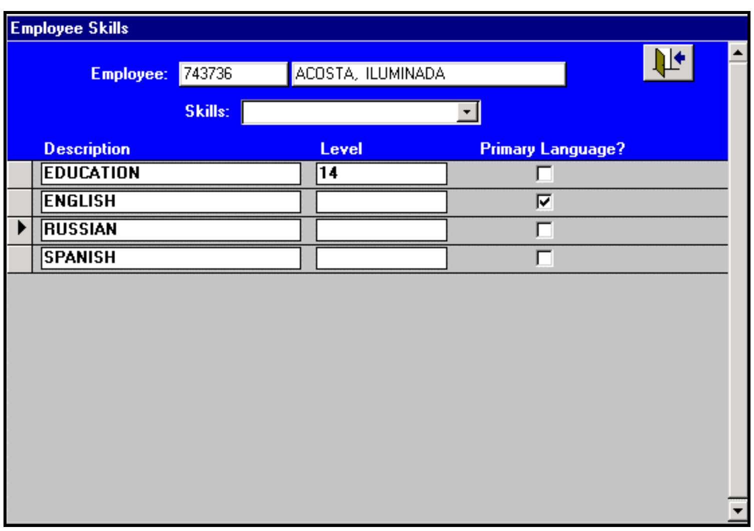
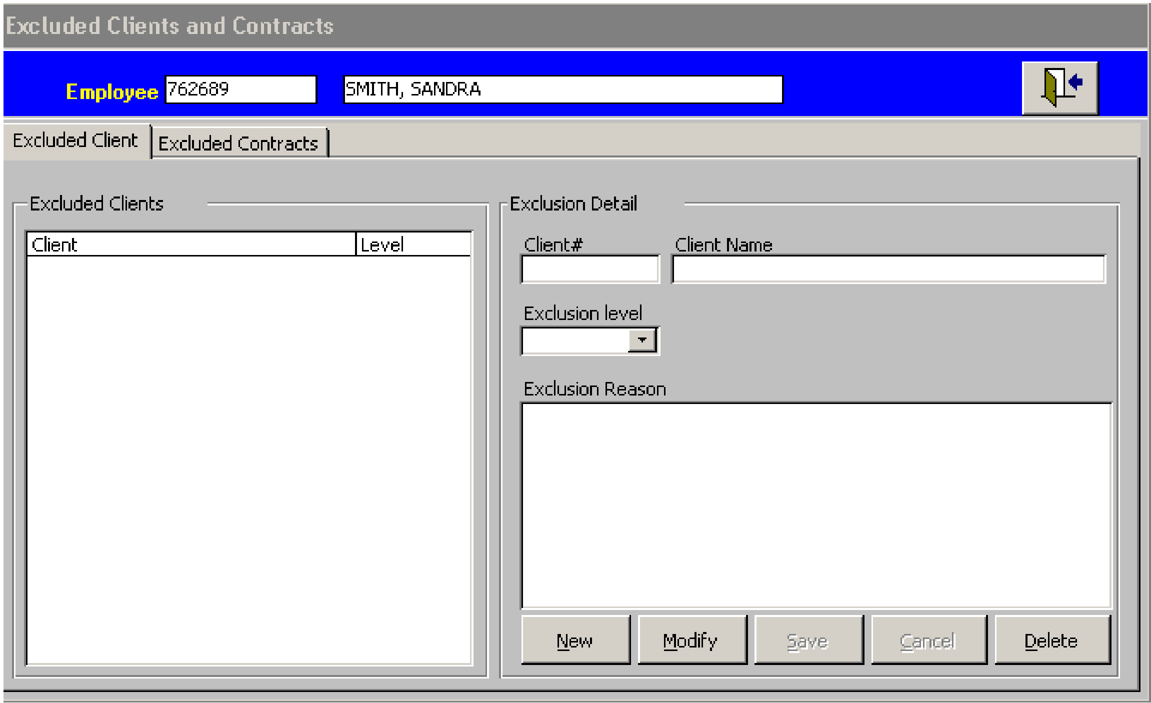


Figure 7-7: The Employee Skills screen.

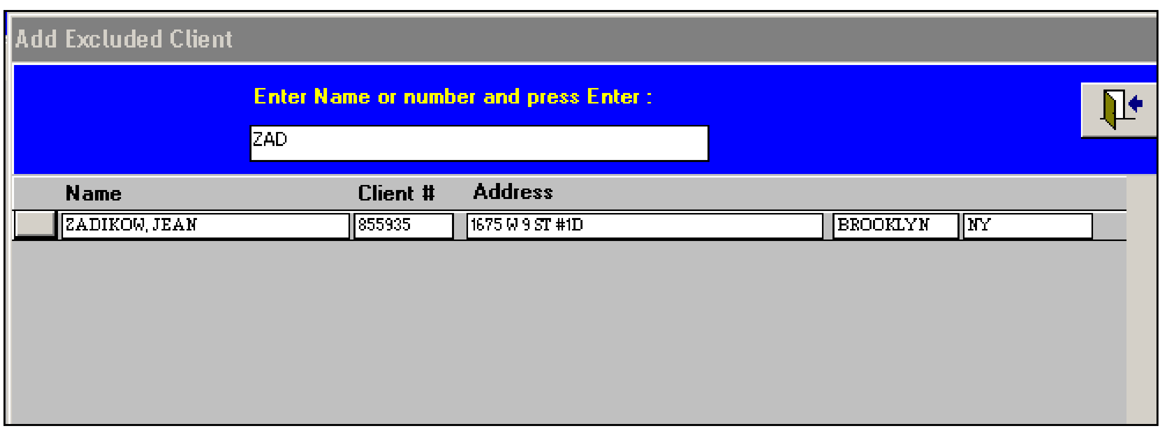
1. Use the **Skills** drop-down menu to add a skill to the employee's record. **Note** that some agencies also use the skills feature to specify restrictions on environments in which the employee can work.
2. To remove a skill, place your cursor on the skill row and press **Delete** on your keyboard.

7.5.4 Employee/Client Exclusions

The **Exclusions** button will display a screen where you can register clients (and contracts) with whom this employee cannot work. The screen displays two tabs: 'Excluded Clients' which lists clients the employee will not work with and 'Excluded Contracts' which list contracts the employee will not work for.



1. Press **New**, and key in a client's name in the following screen.



2. Press the button to the right of the client's name; that client will henceforth be excluded from being visited by this employee. You may also type in a reason for the exclusion.

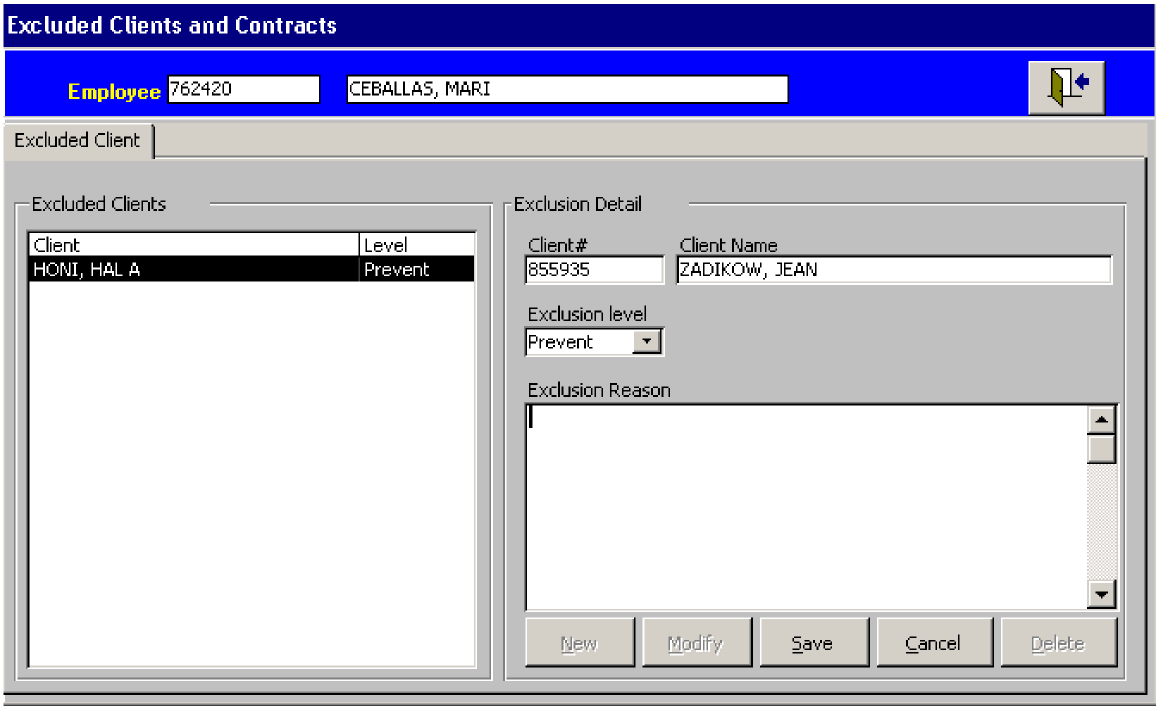


Figure 7-8 Employee/Client Exclusions

7.5.5 Employee Sharp History & Employee History

On the ‘SHARP History’ screen you may update the termination history of an employee to correct errors. The screen reflects the data SHARP uses for the employee’s status history. (The ability to view and modify information on the ‘SHARP History’ screen is controlled by the security item ‘Sharp Employee Status History’ which is located in the ‘Employee’ category under security maintenance.)

The ‘Employee History’ function, however, provides an audit trail of the employee’s work history; and changes made via the SHARP History will not alter information on this screen.

7.5.5.1 Sharp History

When you click the **History** button, the SHARP Status History screen appears listing the dates changes have been made to the employee's status. If you change the rehire date, you are asked to confirm the change. The updated rehire date is now displayed on the Employee Maintenance screen.

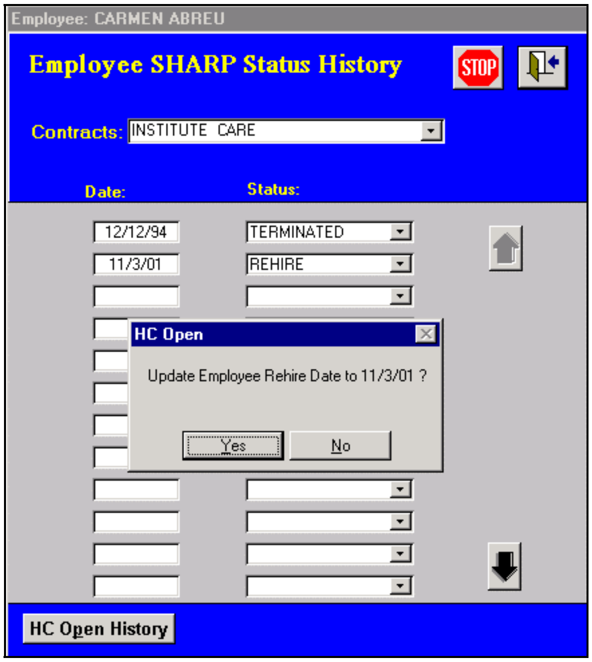


Figure 7-9 Employee Sharp Status History

7.5.5.2 Employee History

When you click the **HC Plus History** button on the bottom of the Sharp Status History window, another window appears listing all the changes that have been made to the employee's status (audit trail) with the reasons for the change.

Note: You are notified when attempting to make a change causing an inconsistency between a current HC Plus client/employee status and his/her Sharp History status. A discrepancy error message displays advising you to examine the data and correct if necessary.

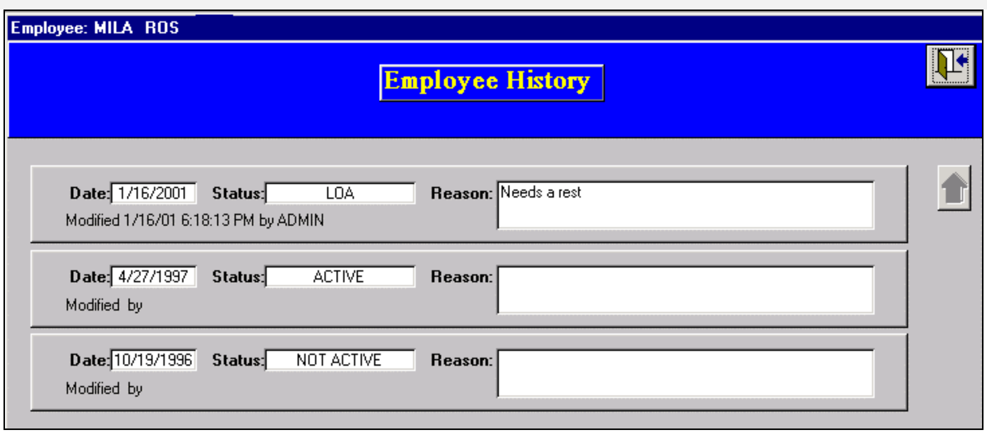


Figure 7-10 Employee History

7.5.6 Employee Notes

This button opens a screen displaying all notes that have already been recorded for the current employee. The name and address information cannot be altered.

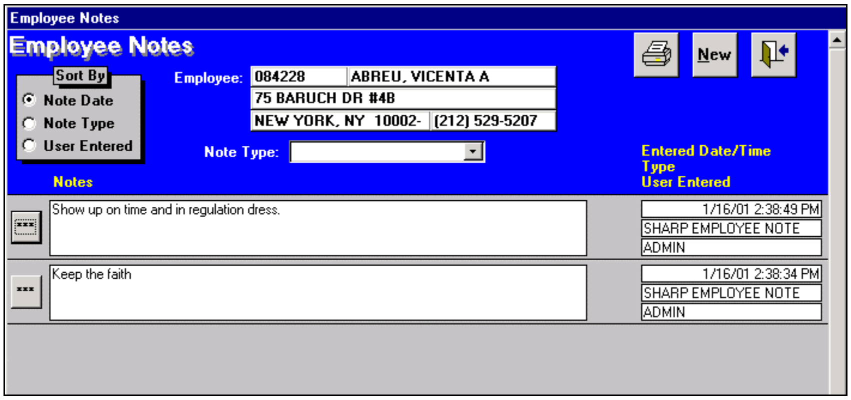


Figure 7-11 Employee Notes Summary screen

Below the address field is the drop down box **Note Type**. You can use it to select the type of note to be

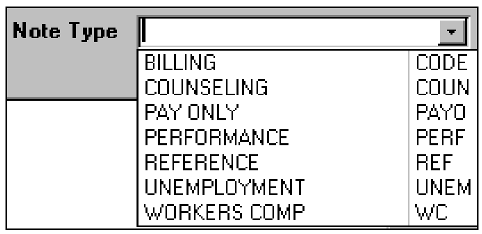


Figure 7-12 Note Types

The three-asterisk button *** to the left of the list of entries brings up a particular note to view/edit. For an existing note: use the + button to append a message to the current note. The **Continue** button displays the old note with the addition and includes a date stamp indicating who made the change to the note.

The **New** button brings up a blank note screen whose **Note Type** field and text areas are ready to be filled in.

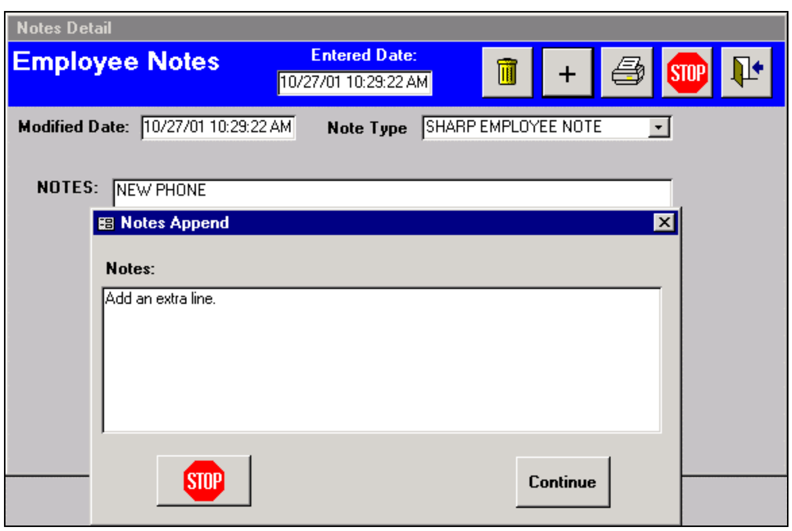


Figure 7-13 Employee Notes screen with append feature

Clicking the  button at the top of the screen will print a notes report that looks similar to what is shown on the screen.

7.5.7 Employee Payroll & Tax Information

The **Payroll Info** button opens a screen that contains employee payroll and tax information. A drop down box (**Current Contract**) on the Employee Payroll Info form allows you to enter payroll information for different **Contracts**. The **Contract Specific** screen then displays the employee ID number specific to each contract assignment. The **Direct Deposit** information screen also has a drop down contract selection box for viewing direct deposit information.

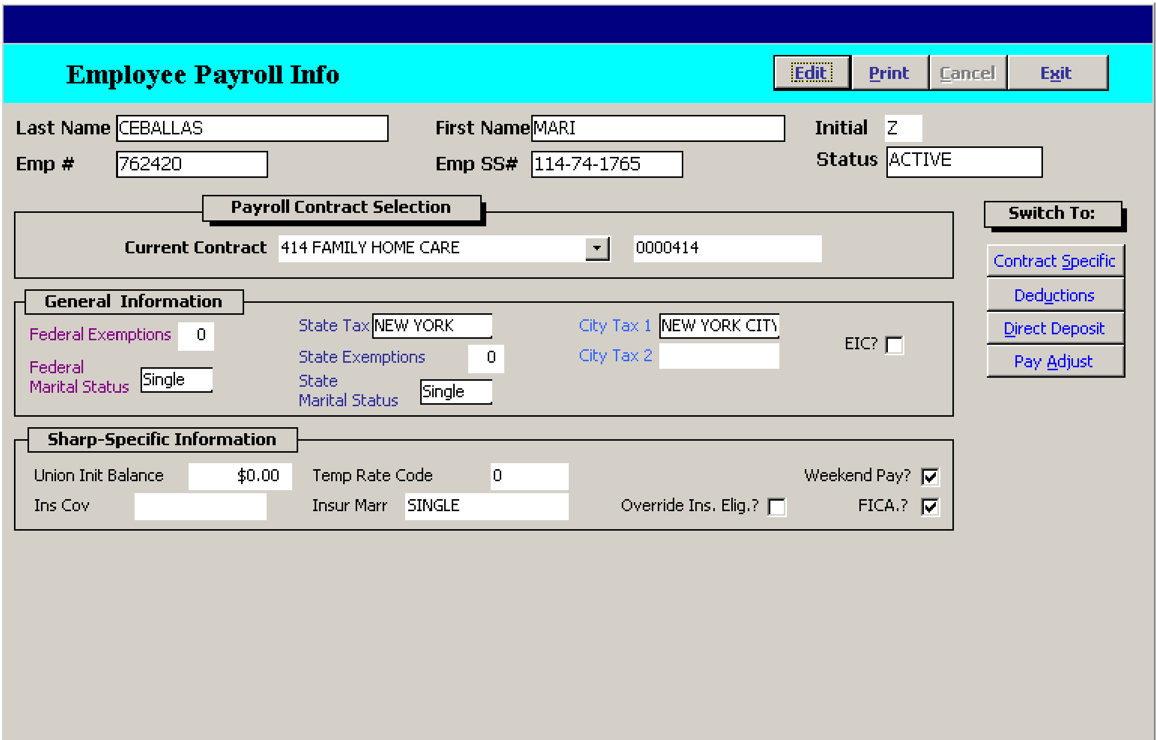


Figure 7-14 Employee Payroll Information

Field	Description
GENERAL INFORMATION	
Federal Exemptions	Enter the number of federal tax exemptions (0-30 or 99). Required field.
Federal Marital status	Enter married or single for Federal tax purposes. Required field.
State Tax	Use the dropdown to select the state. Required field.
State Exempt	Enter the number of exemptions. Required field.
State Marital status	Enter married or single. Required field.
City Tax 1	Use dropdown for city tax entry. (NOTE: City Tax 1 is a required field.)
City Tax 2	Use dropdown for city tax entry
EIC	Click to indicate Yes if the worker is eligible for and can claim the Earned Income Tax Credit (EITC). The credit reduces the amount of tax an individual owes, and may be returned in the form of a refund.
SHARP-SPECIFIC INFORMATION	

Field	Description
Union Init Balance	Enter amount of union initiation fee.
Ins Cov	Use the drop-down for the type of insurance coverage—Family or individual.
Temporary Rate code	I f applicable, a dropdown for a 0-9-rate code can be assigned for tax w ithheld where zero is the default value. In **Group Maintenance,** a security option *Temp Rate Change* is present in the Available Objects for Selected Category within the 'Employee' Available Categories option in order to allow access to updating this field This option works in conjunction with the 'Payroll Information' security permissions: If a Security Group allows Access and Update rights assigned in 'Payroll Information', then the *Temp Rate Change* security option will have Allow Access and Update rights <u>automatically</u> enabled. However, if the Security Group has only Allow Access enabled in 'Payroll Information', then the *Temp Rate Change* will only have the Allow Access right enabled. In that case, the Allow Update (in the Employee Available category) will have to be set manually to allow updating the temp rate field on the payroll screen.
Ins Marr	Use dropdown to record whether employee is single, married, divorced, legally separated, or widowed.
Override Ins. Elg?	Check when you want to override an employee's eligibility for insurance coverage.
Weekend pay	Check if employee is paid at a different weekend rate. Defaults to yes.
FICA	Check if FICA is to be deducted.
Pay Adjust	If applicable, should you need to add additional dollars to the gross payroll or subtract dollars from the gross payroll you can you this function.

7.5.7.1 Contract Payroll information

Click the **Contract Specific** button to display the payroll data related to a contract. The contract Payroll information screen displays employee contract accumulated totals for Paid Hours, Insurance Hours and Accrued Vacation and Sick Hours. Employee totals are displayed on this screen when an employee is assigned to multiple contracts.

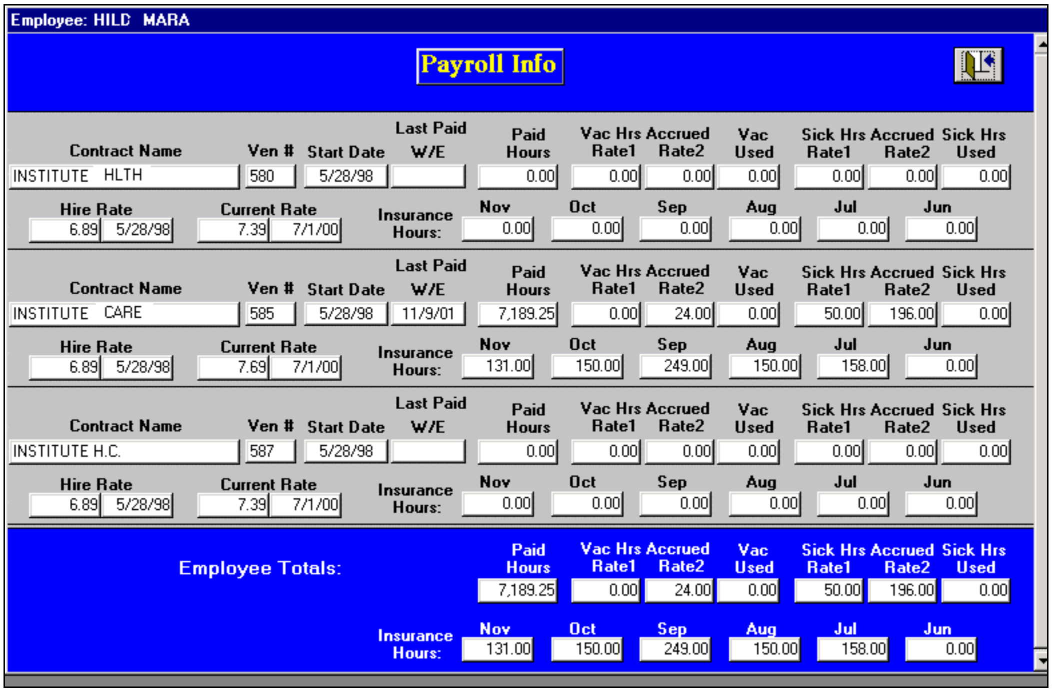


Figure 7-15 Contract Specific Payroll Information

7.5.7.2 Deductions

The deductions screen lists all the items for which an amount will be garnished from the employee's pay.

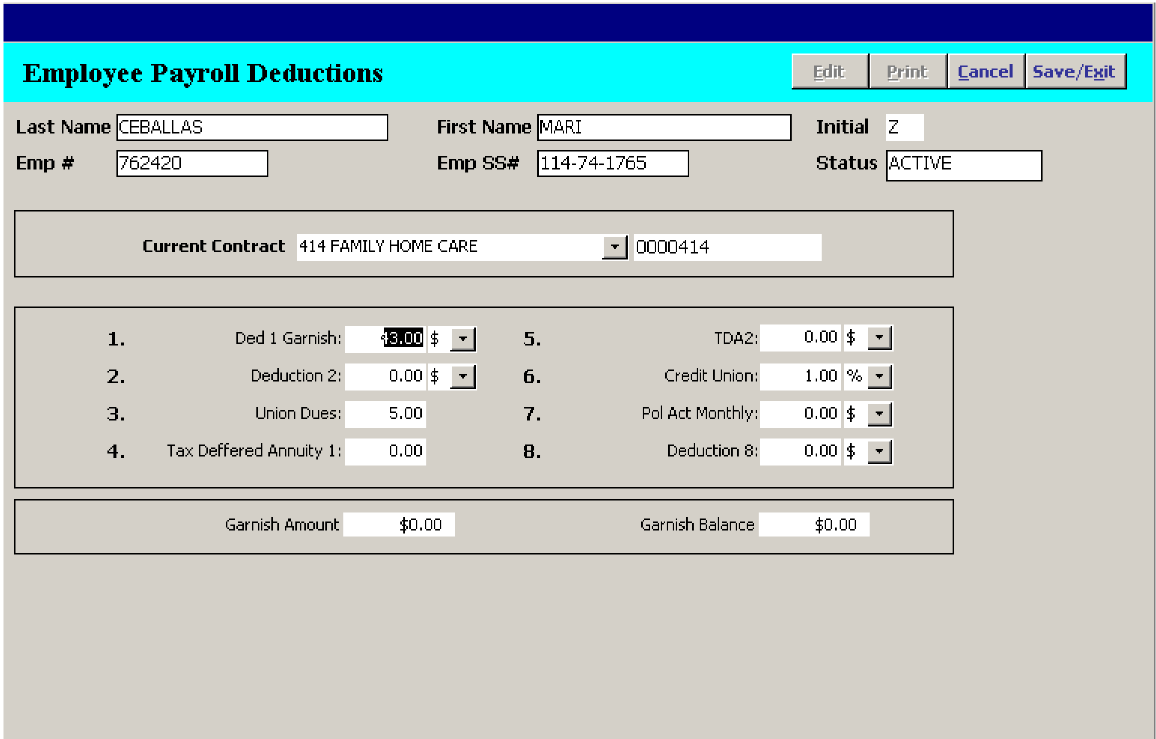


Figure 7-16 Deductions Information

Fields	Description
Deductions 1 Garnish	Enter amount of a first deduction.
Deductions 2	Enter amount for a second deduction.
Union dues	Enter the Union dues amount.
	Note: The system (on a contract level) can disable the copying of union dues from one contract to another. Contact Customer Relations for further help.
Tax Deferred Annuity	Enter the tax deferred annuity value.
TDA/2	This deduction is agency defined. Some agencies refer to this deduction as TDA2, while other agencies refer to it as Deduction # 5.
Credit Union	Credit Union fee amount or percentage.
Pol Act Monthly	This deduction is agency defined
Deduction 8	This deduction is agency defined.
Garnish Amount	Total amount to be garnished from employee's salary.
Garnish Balance	Balance remaining after salary has been garnished.

7.5.7.3 Direct deposit information

The payroll screen above allows you to enter an employee's direct deposit data. Click on the **Direct Deposit** button and the screen below appears. Fill in the necessary bank account information.

The Pre-Note Waiver option is enabled when the ABA number is entered; and the Pre-Note date is automatically copied from the default Contract to any other Contracts the employee may be assigned to in a Multi Vendor Agency.

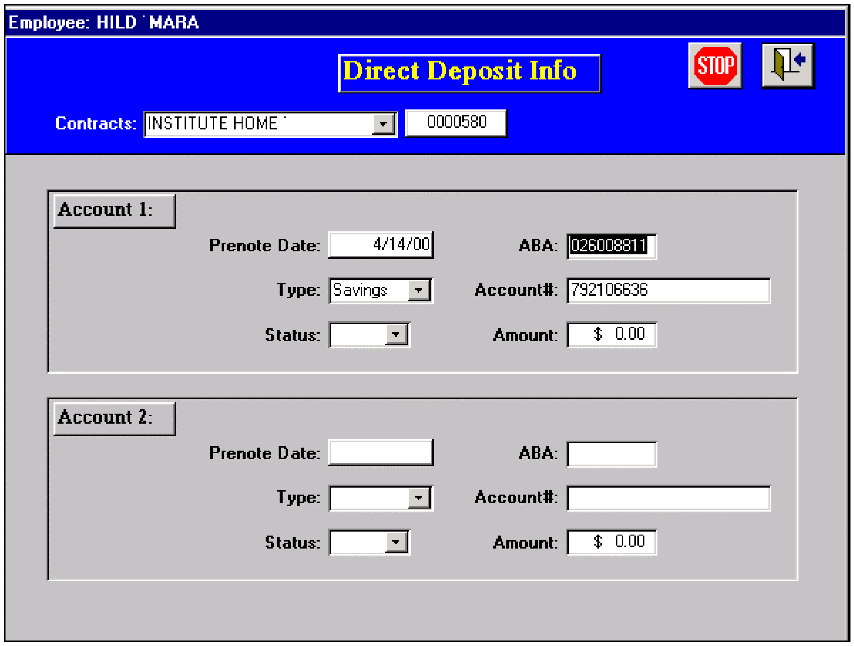


Figure 7-17 Employee Direct Deposit Information

7.5.7.4 Payroll Adjustments

Press **Pay Adjust** on the Employee payroll information screen to enter adjustment amounts for an employee working under contract.

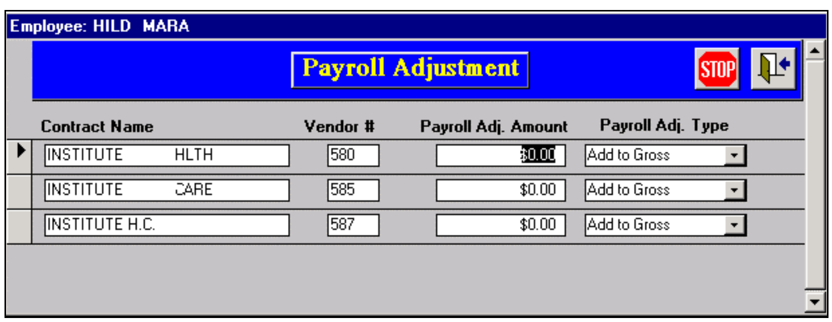


Figure 7-18 Payroll Adjustment screen

7.5.8 Employee Termination or status change

The **Status Chng** button allows you to record any change in the employee's position in your company including his/her termination or quitting. Use the **Status** dropdown in the screen below to record the new status and enter a note detailing the reasons for the change. For example, if the new status is LOA (leave of absence) enter the reason such as maternity, illness etc. When you terminate an employee, a popup appears asking you to confirm this action for the date. Following termination, the schedules for that employee will be deleted for all days subsequent to the date of discharge. For example, terminating on 3/8 will go into effect on 3/9—the 3/8 calendar cell will contain data but from 3/9 and forward the cells will be empty.

When a terminated employee has an unscheduled visit that is used to create a scheduled visit, the employee's overall status will be updated to active. This prevents a discrepancy showing the employee active at the contract level but terminated on the employee maintenance screen: rather, the employee will be active on both.

An option is available for multi-vendor agencies so that, prior to the automatic termination of an employee, HC PLUS will check whether the employee is inactive in **all** contracts.

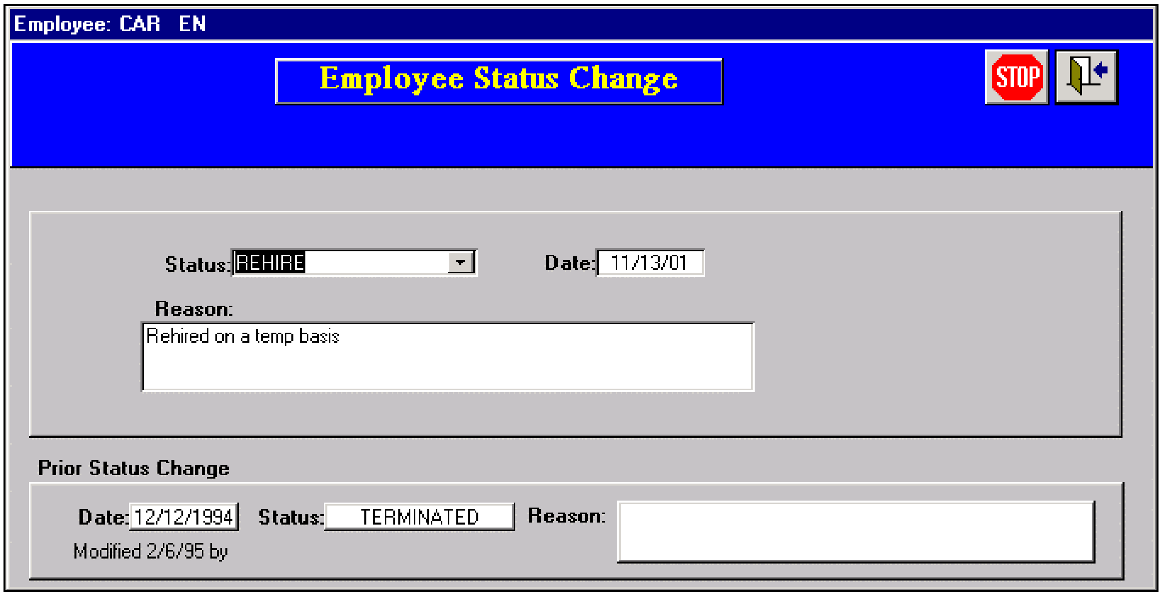


Figure 7-19 Employee Status Change

The employee's most recent status change history appears at the bottom of the screen whenever an employee status change is selected and the HC Plus employee interface to SHARP will pass only the latest status code and date when more than one status change occurs on the same date. The termination of an employee is not allowed if vacation/sick/holiday/misc transactions exist after the termination date.

You have the ability to remove the Rehire Date when the employee was incorrectly terminated. Functionality will work as follows:

1. Select an active employee who was previously terminated incorrectly and has a date in the Rehire Date field.
2. Select Status Change and change the employee's status to the SAME active status they are currently in.
3. Once selected, a system-generated message appears: Warning! Previous Status: Active. Do you wish to clear out the Rehire Date? If yes is selected, the rehire date is removed from the Employee Maintenance form. If you select no, then rehire date will remain on the Employee Maintenance form. Note that a record is kept in HC PLUS history of any attempt to remove the rehire date.

NOTE: You may enter a special code for terminated employees without having to do a re-hire transaction. You may also inactivate an employee using a termination date before the date of a special code. However, the termination-date cannot be earlier then the date of a verified visit. Also, when using Copy Visit, Employees with a rehire status will be assigned to the permanent schedule.

NOTE: Additionally, if an employee's status is non-rehire-able as a safety factor, you must first terminate that employee and then re-hire them.

7.5.9 Assign Contracts to an Employee

To record the contracts the employee will be filling, press the **Contracts** button on the Employee Maintenance screen; the screen below appears. NOTE: If employee is Non-re-hirable, you must terminate before you re-hire.

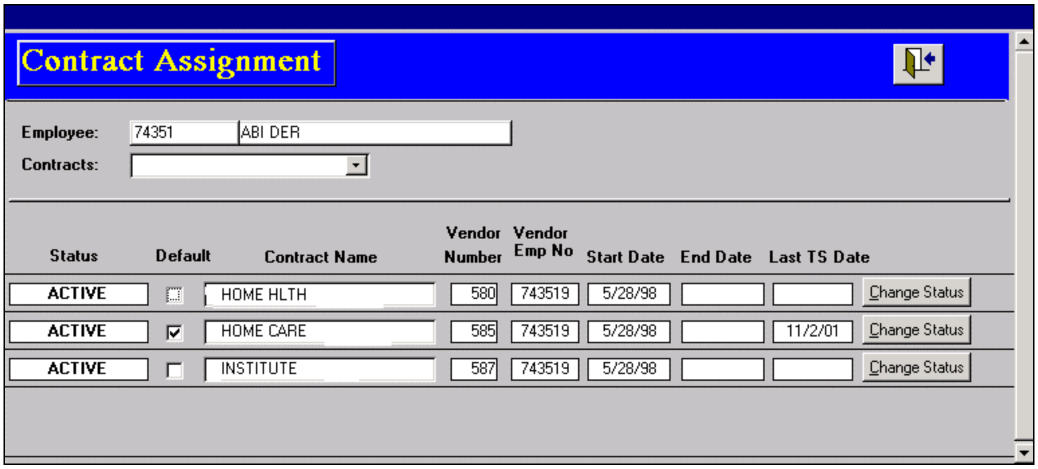
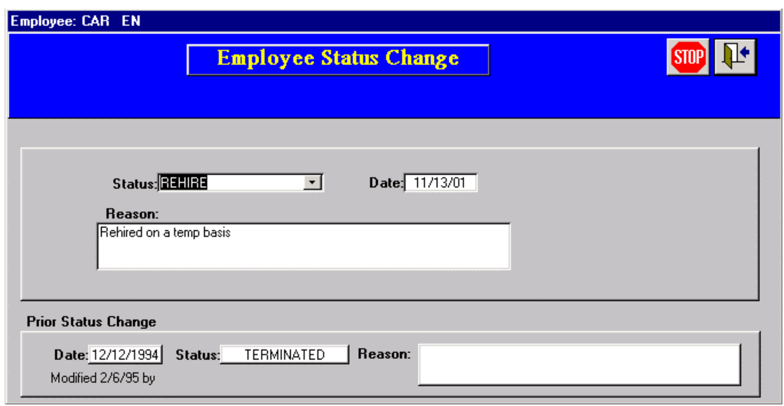


Figure 7-20 Employee Contract Assignment Screen

1. Use the **Contracts** dropdown to select the contracts pertaining to this employee. The first contract the employee is assigned to is the one the system will automatically default to. When adding additional contracts make sure your designation is correct. And make sure to designate one of the contracts as **Default**, i.e., the prime contract he/she will be servicing.

2. When necessary, use the **Change Status** button to update the employee's status for individual vendors.



7.5.10 Employee Compliance Record

The **Compliance** button displays a list of the non-compliant issues for the employee. See section 10.4.1. Bring up to date, as necessary, any compliance row by changing its completion, expiration and result fields.

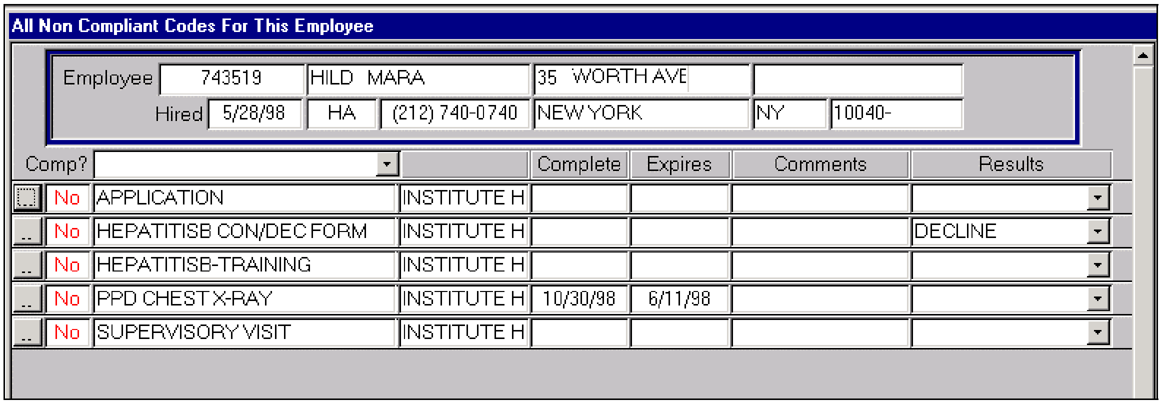


Figure 7-21 Employee Non-Compliance records

7.5.11 Employee in Service/Training Records

This **Training** button on the Employee Maintenance screen opens a screen that displays any classes attended and certificates earned by the employee. See Chapter 12 for more information on maintaining your agency's employee training database.

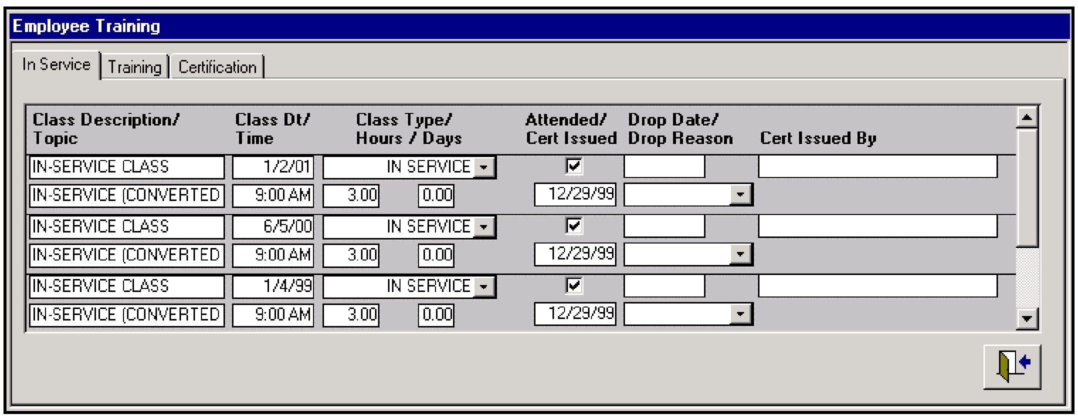


Figure 7-22: Employee Training & In-service information

When you click on the **Certification** tab, you may add any certificates the employee holds, if this option is set-up in System Functions. To delete a certification, remove the **Class Date** and the record is deleted. You may click on the Attended/Cert Issued checkbox to indicate that the employee completed the required In-Service program. Note: The HRA Certificate compliance dates are updated whenever you make changes to the Training/In Service records.

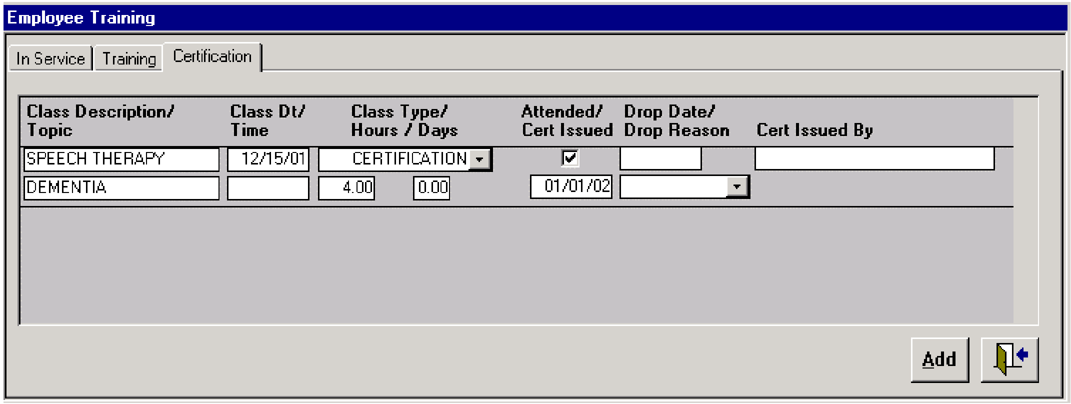
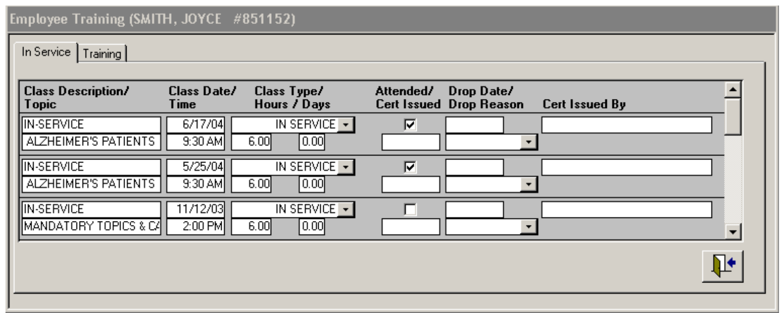


Figure 7-23: Employee Certification information

You may enter the HRA Certificate information from the Compliance module. If your agency chooses to do that, then the Employee Training screen appears without showing a certification tab.

This option is accessed from System Functions ➔ Scheduling Defaults ➔ Compliance Tab ➔ "Enter Cert through Compliance."



If checked, certification is entered directly through Employee Compliance by entering a complete date for the in-service course. If it is not set, than the Certification Tab appears on the Training screen.

7.5.12 Supervisory visits/Administrative Evaluation

The **Supervisory** button brings up a screen to record visits of this employee that have been supervised.

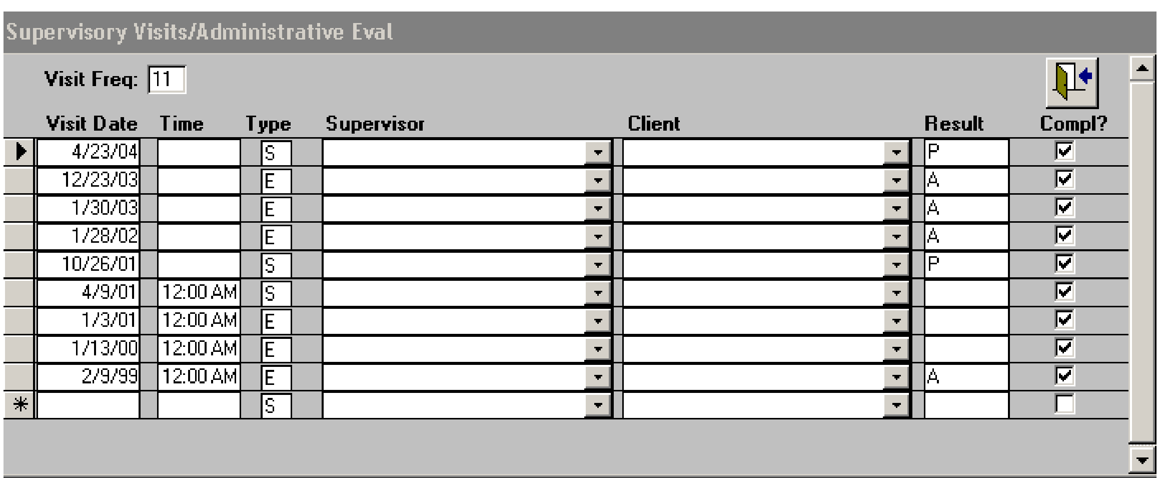


Figure 7-24 Supervisor Visits/Administrative Evaluations

1. Enter the **Date and Time** of the supervised visit. The date may not refer to a future date. The **Type** may be E for evaluation and S for supervisory. The **Result** field may only be A = administrative; P = professional; C = competence; or blank. Click on the **Compl** check box if the visit was completed.

7.5.13 Employee Mailing Address

By clicking on the **Mailing Addr** button, you can display a screen in which you can enter an employee's mailing address when different that the address on his main record. This is the address to which all non-payroll related material will be mailed. The address that appears on the Employee Maintenance screen is the address to which all payroll related material will be mailed. (e.g. payroll checks, direct deposit stubs, tax information, etc.)

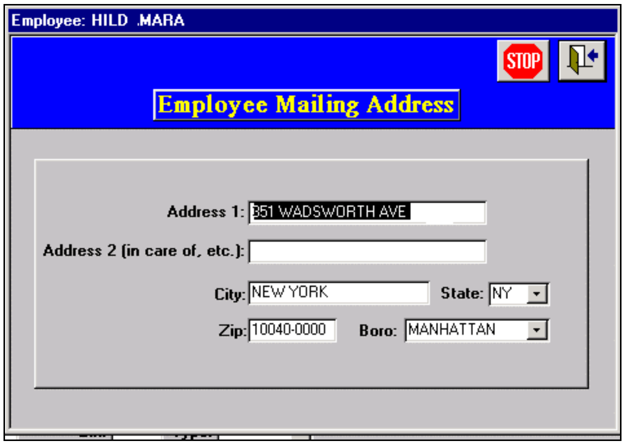


Figure 7-25 Employee Mailing Address

7.6 Employee Reports

A variety of employee reports may be created using the template below, including Employee Information (Profile); Employee List; and Employee Schedule.

1. Press the **Reports** button on the Main menu, Figure 1-1. The Reports Menu appears. Press the **Employee Reports** button.

Figure 7-26 Employee Reports Menu

2. Select one of three checkboxes for the type of report you want. As seen above, clicking on an option (e.g., Employee list) defines the options you have for producing the report.
3. In the REPORT ON section, you may limit the report scope to one or all employees, coordinators etc.
4. The INCLUDE section allows for the inclusion/exclusion of specific data by clicking or blanking any of the active checkboxes. Note that if you check the **Header Page** box, the first page of the report will display the options you chose for that report. The toggle button to the left of **Empl Addr/Phone** allows you to include both address and phone information or only one of them.

   Note that the Hammer icon allows you to save the options you prefer for the next report you may want to generate.
5. After choosing your options, press the printer icon or the magnifying glass buttons to print or preview the desired report.

FAMILY HOMECARE

Run Date: 8/11/04 12:39:50 PM — Employee List — Contract: 414 FAMILY HOME CARE

Name / Status	DOB	Emp No	Address	Phone #'s	Date Hired	First Day Wrk	Clsf
.MUSINAL YUBOV Active	11/02/48	765424		(718)376-0718	06/23/99	6/23/99	HA
.NASTASIO Active	07/28/39	900188		(718)720-1728 (917)340-6640	08/14/00	8/16/00	PCA
'DERSON DO Active	04/03/51	766420		(917)376-1672	08/03/02	8/3/02	HA
':DERSON LISA Active	12/09/83	767177		(718)485-5427 (718)345-9118	07/08/04	7/8/04	HA
.DERSON SUZETTE Rehire	02/06/77	850555		(718)771-0531 (347)729-6945	05/22/00 R 09/01/01	5/22/00	HA
ANDREWS NIT Rehire	11/22/58	764227		(718)265-1519	07/20/96 R 12/08/97	11/13/97	HA
AND NOVA Active	09/18/51	766930		(718)434-2492	11/08/03	11/10/03	HA

Figure 7-27 Employee List Report

* For those employees who have a Rehire status: an 'R' indicator displays to the left of the rehire date and the original hire date appears above it.

Employee Information (Profile) — IC

Location: 001 — 29-Jul-04

Name	Emp No	Clsf	Address	Phone #s	Ext	Type	Birth Date	Hired/Term	Dist	Sex
.GUSON, MAR. ACTIVE	763652	HA	'499 E 46TH ST BROOKLYN, NY 11234-	(718)951-7248			10/18/1944	4/10/93		M

Emergency Contact: HUSBAND (143)234-5678 Transportation: BUS&TRAIN

Employee Skills:

Description	Rating
ENGLISH	
SPANISH	
TURKISH	

	Date	Time	Supervisor	Client	Complete
Admin Evaluation:	1/6/04				☑
Supervisory Visit:	7/22/03				☑
Admin Evaluation:	2/27/03				☑
Admin Evaluation:	4/10/02				☑
Admin Evaluation:	5/1/01	12:00 AM			☑
Admin Evaluation:	6/2/00	12:00 AM			☑
Admin Evaluation:	7/13/99	12:00 AM			☑

Payroll Info:

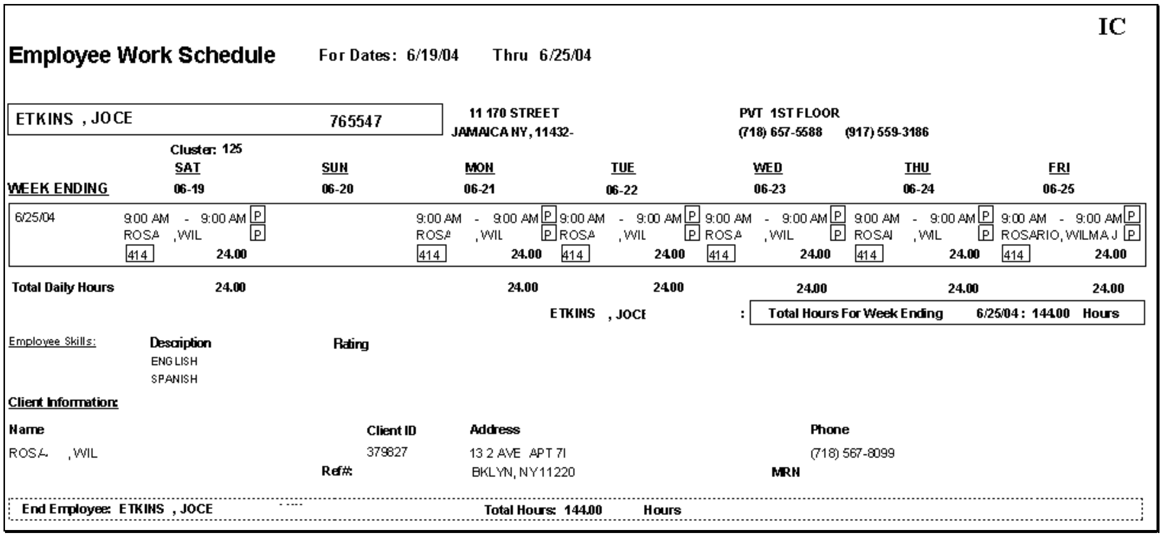
--- Federal ---		--------- State ---------			----- City -----			
Marital	Exempt.	Marital	Exempt.	Tax	Tax 1	Tax 2	EIC	W/E Pay
S	0	S	0	33	101	0	No	Yes

Figure 7-28 Employee Profile Report (Payroll information selected)

The Payroll Information section of the report for Sharp and Pro-Health will always display the common fields Federal and State Marital Status and Exemptions, State and City Tax Codes and EIC data. If the

Scheduling Defaults Integration Type is Pro-Health or Combined then Pay, OT Rates and W4 Status will also be displayed. If the Scheduling Defaults Integration Type is set to Sharp then W/E Pay will display.

The Employee Information Profile report includes excluded contract/s as well as excluded client/s.



IC

Employee Work Schedule For Dates: 6/19/04 Thru 6/25/04

ETKINS , JOCE 765547 — 11 170 STREET, JAMAICA NY, 11432- — PVT 1ST FLOOR, (718) 657-5588 (917) 559-3186

Cluster: 125

WEEK ENDING	SAT 06-19	SUN 06-20	MON 06-21	TUE 06-22	WED 06-23	THU 06-24	FRI 06-25
6/25/04	9:00 AM - 9:00 AM P ROSA , WIL P 414 24.00		9:00 AM - 9:00 AM P ROSA , WIL P 414 24.00	9:00 AM - 9:00 AM P ROSA , WIL P 414 24.00	9:00 AM - 9:00 AM P ROSA , WIL P 414 24.00	9:00 AM - 9:00 AM P ROSAI , WIL P 414 24.00	9:00 AM - 9:00 AM P ROSARIO, WILMA J P 414 24.00
Total Daily Hours	24.00		24.00	24.00	24.00	24.00	24.00

ETKINS , JOCE : Total Hours For Week Ending 6/25/04 : 144.00 Hours

Employee Skills:

Description	Rating
ENGLISH	
SPANISH	

Client Information:

Name	Client ID	Address	Phone
ROSA , WIL	379827 Ref#:	13 2 AVE APT 7I BKLYN, NY 11220	(718) 567-8099 MRN

End Employee: ETKINS , JOCE Total Hours: 144.00 Hours

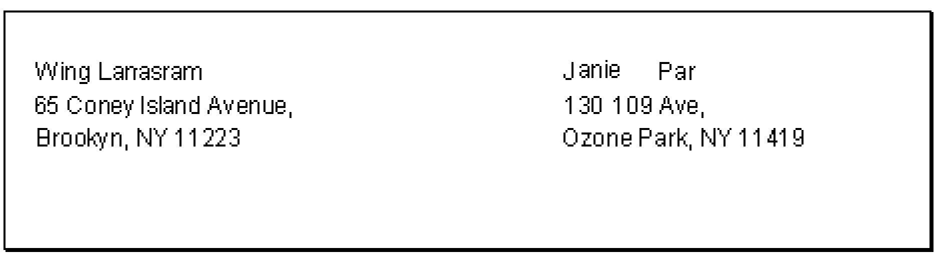
Figure 7-29 Employee Work Schedule Report

Note: Do not select Page Break Per Employee if printing more than one employee schedule. Page Break option will only print **ONE** Employee schedule per page.

7.6.1 Employee Labels

You may also generate labels for employees based on criteria selected on the Employee Reports Menu screen. All employee payroll checks, stubs and tax info will be mailed to the address stored in the Employee Maintenance Page. All non-payroll matering will be mailed to the Mailing Address.

Note that the printing of employee labels is allowed only if security access is given to Employee Labels and Employee Compliance.



Wing Larrasram
65 Coney Island Avenue,
Brookyn, NY 11223

Janie Par
130 109 Ave,
Ozone Park, NY 11419

Figure 7-30 Employee Labels

There are additional employee reports that can be accessed via the **Reports menu**. They are the Employee Overtime hours report, the Employee Hours Worked report and the Employee Unavailability report. See sections 13.12, 13.29 and 13.30.

Chapter 8 Schedule Maintenance

After entering work orders for a client, you can fill your open orders by scheduling an employee to service the client.

8.1 Schedule Maintenance functions

When the **Schedule Maintenance button** is clicked in the HC Plus Main Menu (Figure 1-1) the screen below is displayed.

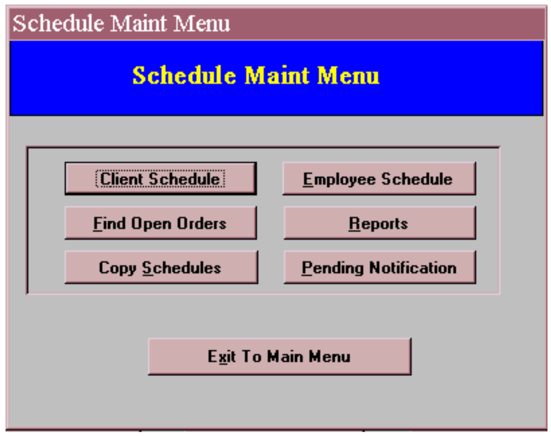
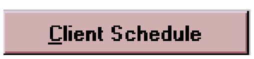


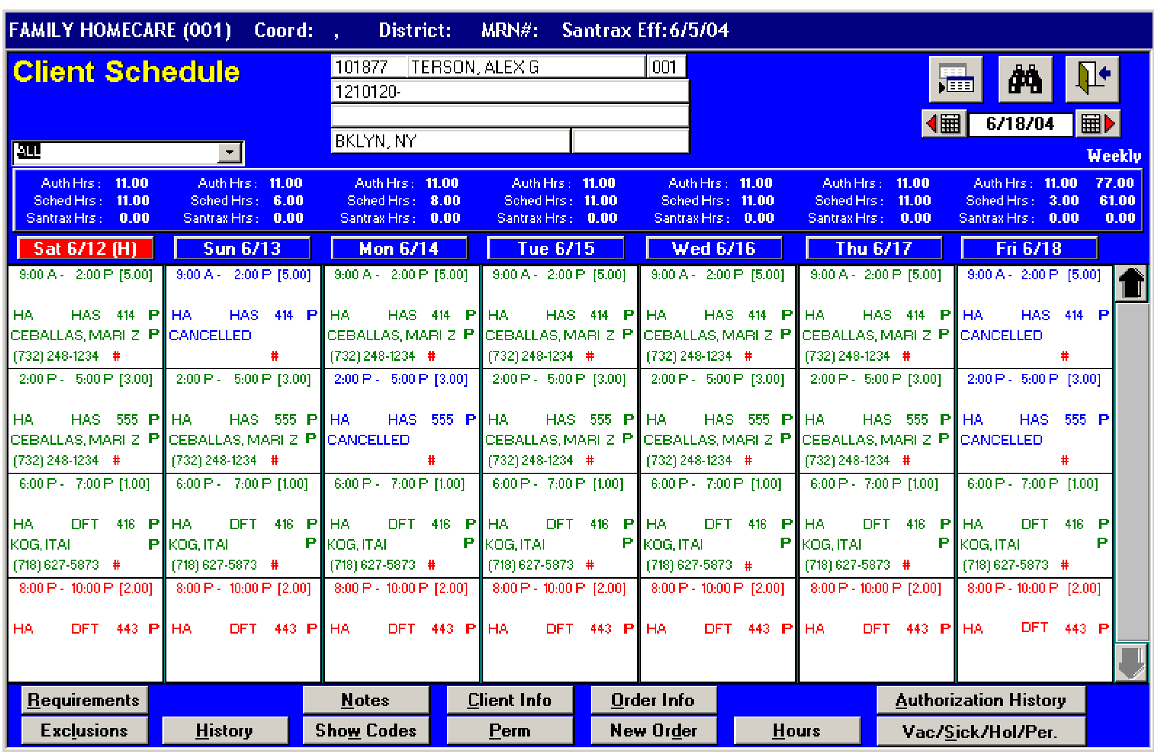
Figure 8-1 Schedule Maintenance Menu

8.2 View a Client's Schedule

Clicking 

first brings up the find client screen. After selecting a specific client to view, his/her schedule screen appears.

NOTE: If a calendar cell is blank, you may have to create a new work order for that time period.



The above schedule represents a case where there are several service orders for the client. The ALL in the dropdown box displays the schedules of all of these orders; however, if you select a specific service from the dropdown, only the schedule for that service is displayed. In the example below, the schedule (in red) signifies that an employee has not yet been assigned to fill the order.

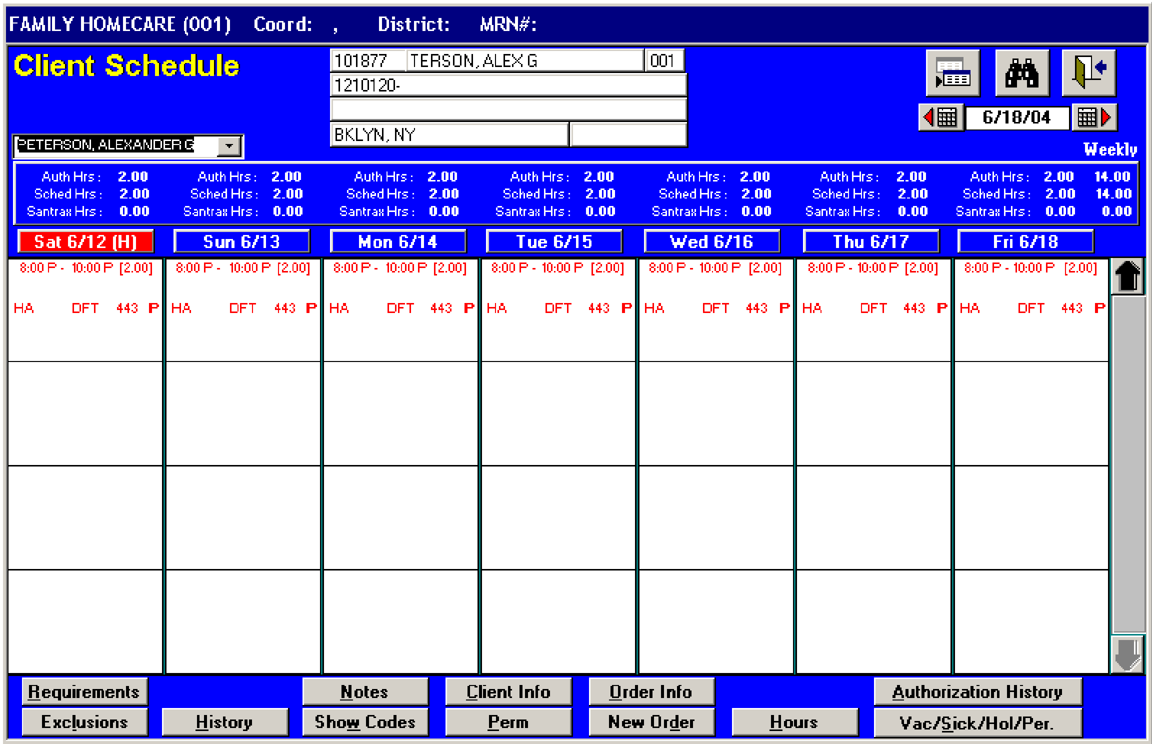
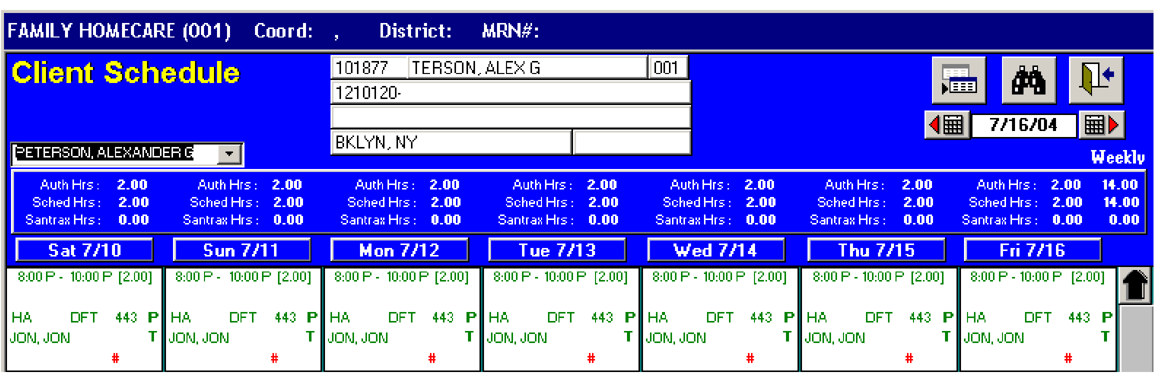


Figure 8-2 Client Schedule before Assigning Employees

Once, an employee is assigned, the entry appears in green with the employee's name filled-in.



8.2.1 Schedule screen properties

The Scroll Forward/Backward icon  moves the calendar display by one-week increments or decrements. To increment the WOS (week of service), click on the arrow to the right of the box, to decrement, click on the arrow to the left. To jump to a desired WOS, without scrolling, key in the desired date and press **Enter** on the keyboard.

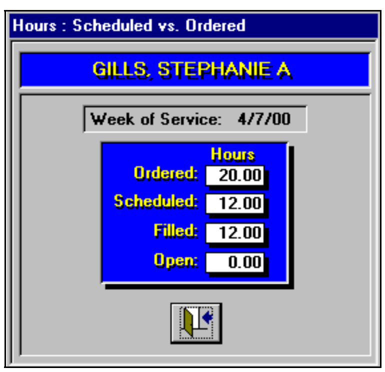
The upper portion of the Calendar screen displays client information. The second portion displays both the authorized hours (even for clients who were discharged or placed on hold), scheduled hours, and the Santrax hours for the client. When applicable, it also displays the Prior Approval Expiration date (**PA Exp**).

The rest of the screen is a calendar-like arrangement of days and times. The WOS follows a normal seven-day pattern, each day column possibly having several Day/Time cells. Each cell reflects a visit scheduled for that day. The cells show: start and end times for visits; the P/T (Permanent or temporary) status; the classification of the to-be assigned employee; and the contract ID.

Once an employee is assigned, each cell will display his/her name and phone number. See section 8.4: Assign an employee to a visit.

The **Color** of the text information indicates the status of the visit. **Filled** visits (an employee has been assigned) are displayed in **GREEN**. **Open** (employee not yet assigned) visits are displayed in **RED** and **Canceled** visits are displayed in **BLUE**. **Verified** visits are displayed in **BLACK** and visits **Pending** notification are in **PINK**. A # sign appearing in a cell signifies that the data had been changed. When you click on a ‘colored’ cell, the detail screen appropriate for that cell appears. For example, clicking on a black-verified cell will display the Verification detail screen. Note: You may click on the binoculars icon to access the client search screen.

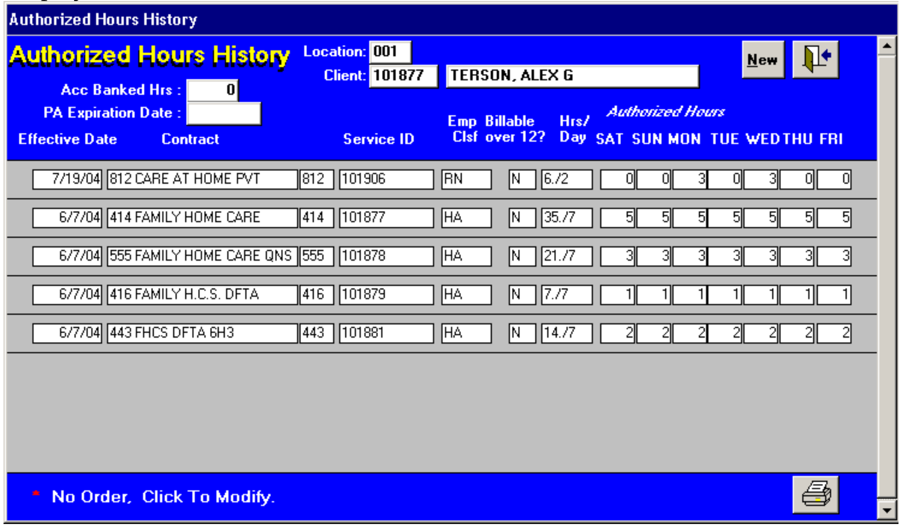
BUTTON	**Feature**
Requirements	See client requirements, Figure 3-13.
Exclusions	View those employees who may not work for this client. See Figure 3-14.
History	Click to see the client’s Sharp Status History.
Notes	See client notes, Figure 3-11.
Show Codes	This button toggles between displaying the work/service and procedure codes—and the default of **Show Emps** displaying the name of the assigned employee.
Client Info	See client information, Figure 2-4.
Order Info	See the order information, Figure 3-1.
New Order	Enter a new order, Figure 3-1.
Hours	Display the scheduled hours as compared to the hours specified by the client order.



Perm	Displays the permanent schedule for this client. An OPEN visit appears in RED, a SCHEDULED in GREEN, and a CANCELLED in BLUE. (See section 8.8)

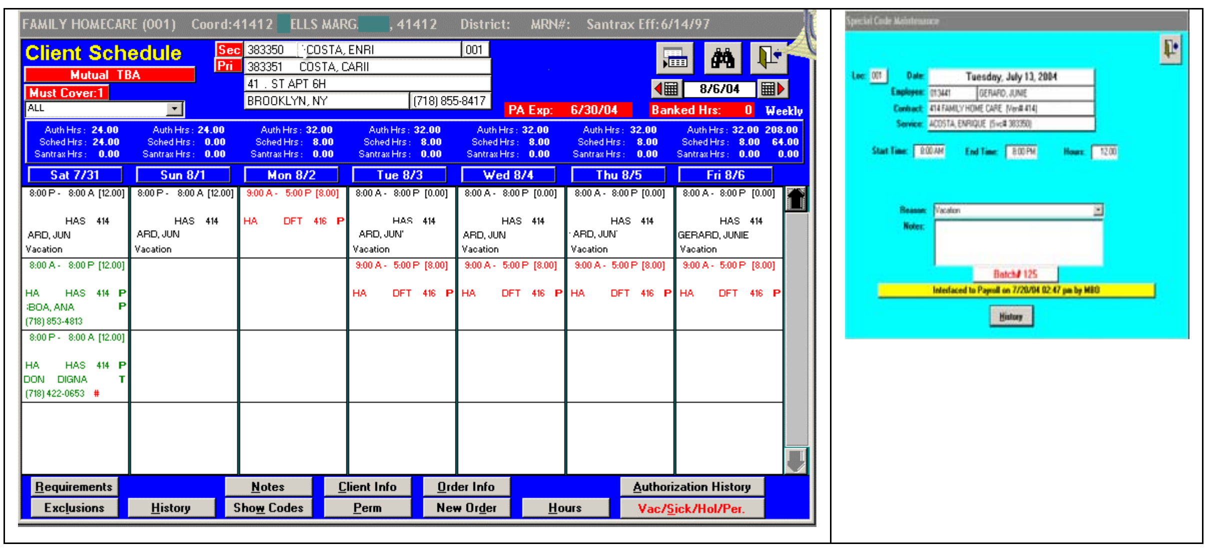
Authorization History

Displays the authorized hours for the client.



8.2.1.1 Scheduled vacation/sick days.

Scheduled vacation, sick or holidays are specified in the appropriate calendar cell. In the example below, the employee assigned was on vacation Tuesday, 8/3. When you click on cell containing a special code, the Special Code Maintenance screen appears showing the transaction details for that day.



On the Schedule Maintenance Screen:

When you click the **Vacation/Sick/ Holiday/Personal** button (the button is red when codes exist) the window to the right appears, displaying the hours or amounts relegated to each code for the week of service.

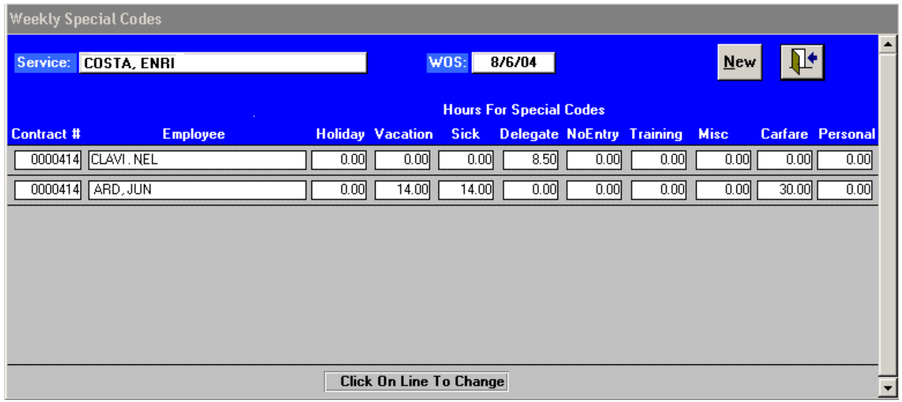


Figure 8-3 Weekly Special Codes record

A history record is created whenever changes are made to daily and weekly special codes. To view the weekly special code history, click on a specific record; the Special Code Entry screen appears as shown below. It has a History button: select this button to view all changes to the special codes.

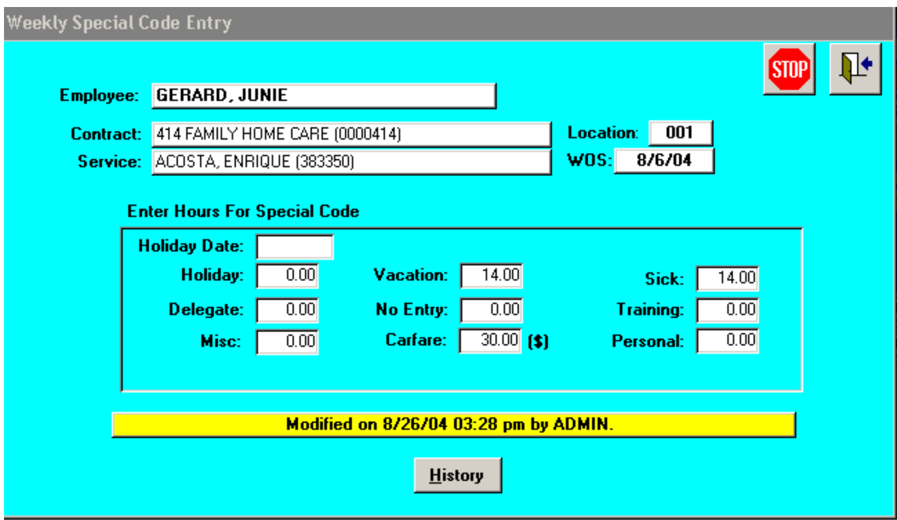


Figure 8-4 Weekly Special Codes Entry

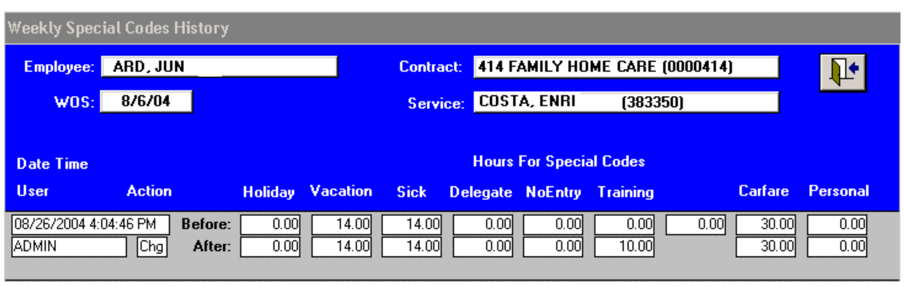
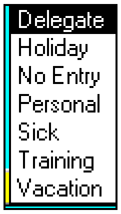


Figure 8-5 Weekly Special Codes History

In the example above, the allocated training hours were changed to ten from zero.

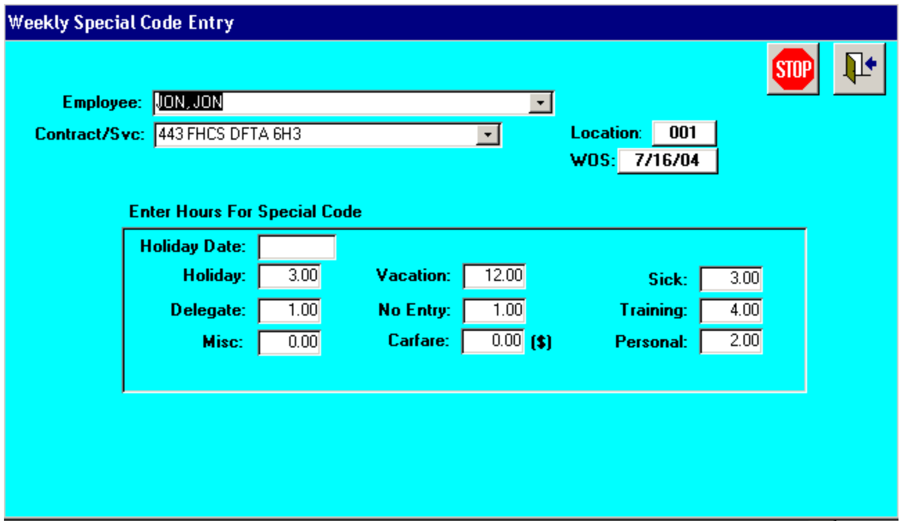
8.3 To add special codes



Special holiday, vacation and sick codes—including carfare units—may be allocated to each employee. Training visits and personal days may also be entered using the special code entry procedure.

To add special codes:

1. Press **Vacation/Sick/ Holiday/Personal** on the Schedule screen. The Weekly Special Code record appears.
2. Press **New** on that screen and the form below appears.
3. Select an employee and a contract/service and then fill in the values for each code that is needed.



8.4 Assign an employee to a visit

To assign an employee to a visit (or to change the current employee), do the following:

1. Click within a non-blank calendar day/time cell to view current visit information.

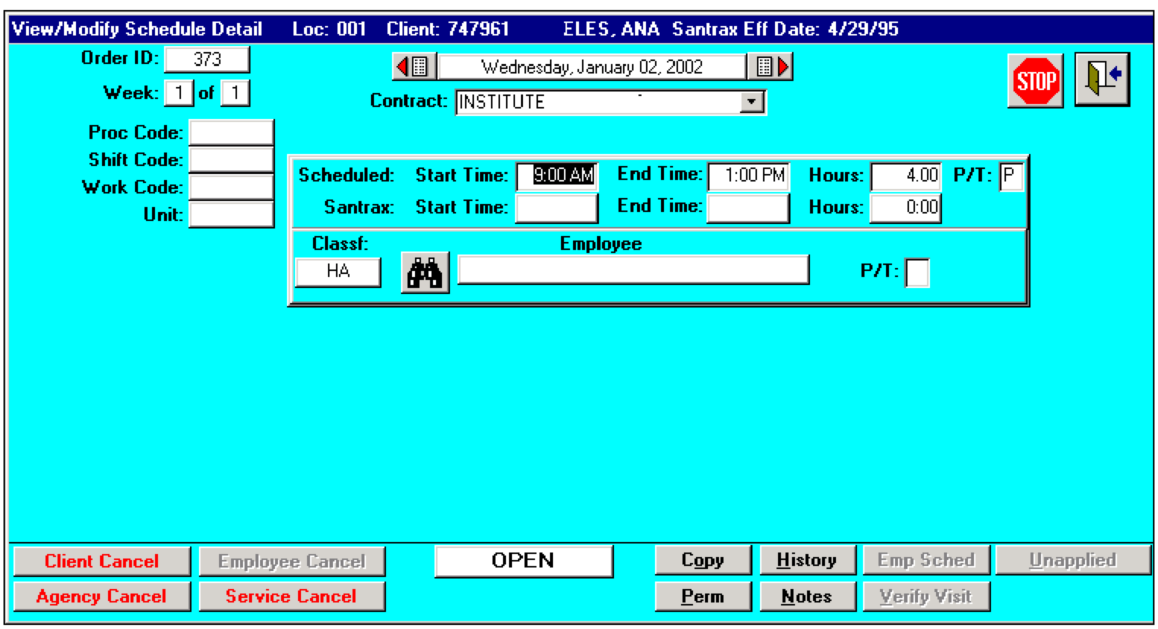


Figure 8-6 Schedule Detail

2. You may change times or assign another employee using this screen. Be careful to indicate by **P** (permanent) or **T** (temporary) the nature of your modification.

3. Use the binoculars to the left of the employee name to access the **Find Employees** screen.

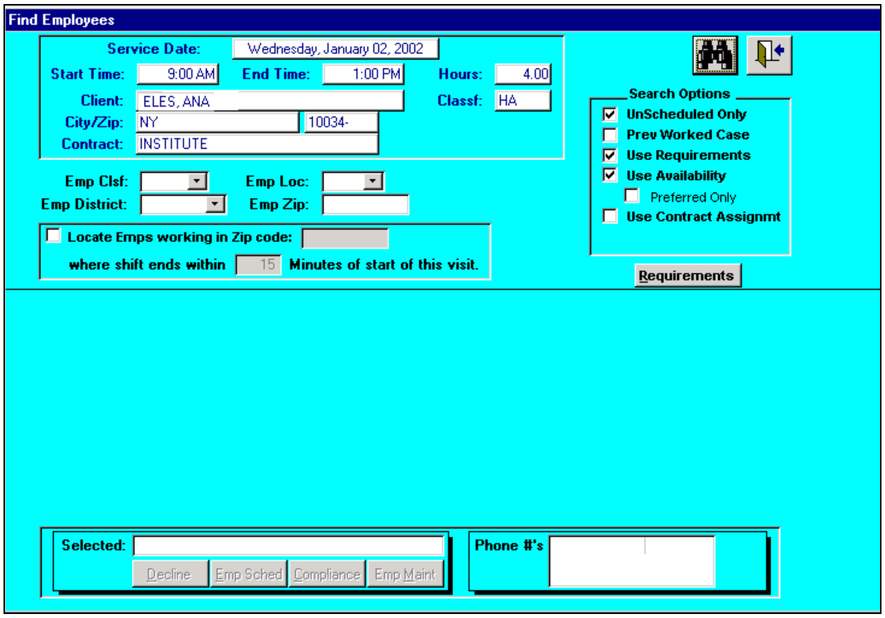


Figure 8-7 Find/Assign Employee Screen

4. To view the client's requirements, click on the **Requirements** button. You may want to use this information to find the appropriate employee who can meet those requirements.

5. Use the dropdown boxes to specify the sought for employee's **Clsf** (classification), **Loc** (location), **District**, and **Zip**.

6. Check off the desired **Search Options**:

UnScheduled Only	Restrict search to employees who have not been scheduled for that period.
Prev Worked Case	Restrict search to employees that have already worked the case.
Use Requirements	Include the client's requirement parameters to narrow the search for an employee.
Use Availability	Narrow the search by taking the employee's availability into consideration. Once an attendant is terminated, he/she is removed from this list.
Preferred Only	As part of availability, select employees who 'prefer' to work on those day(s).
Use Contract Assignment	Choose only from employees assigned to the client contract.

7. Click on the binoculars on the top right to bring up the list of employees matching your search criteria.

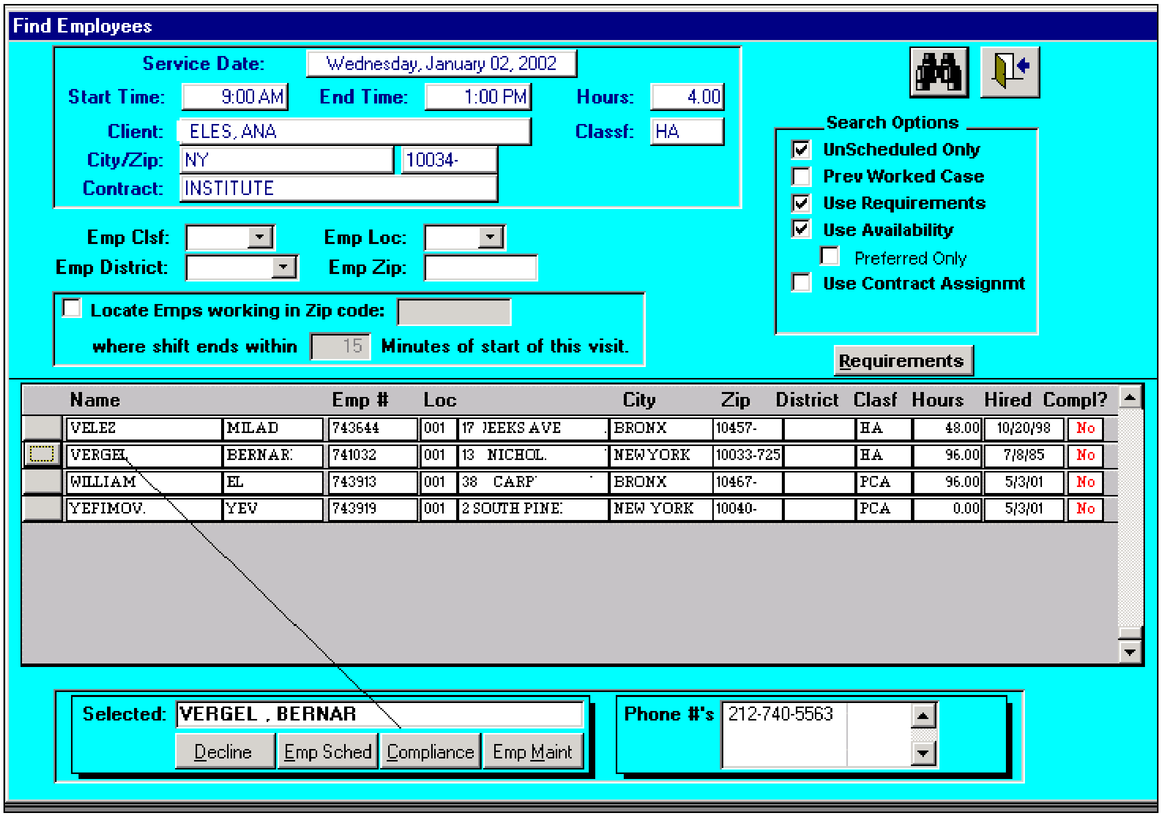
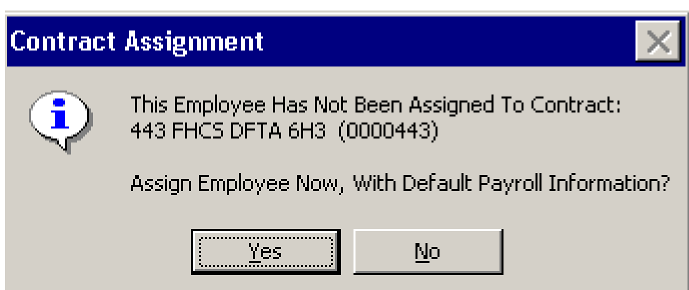


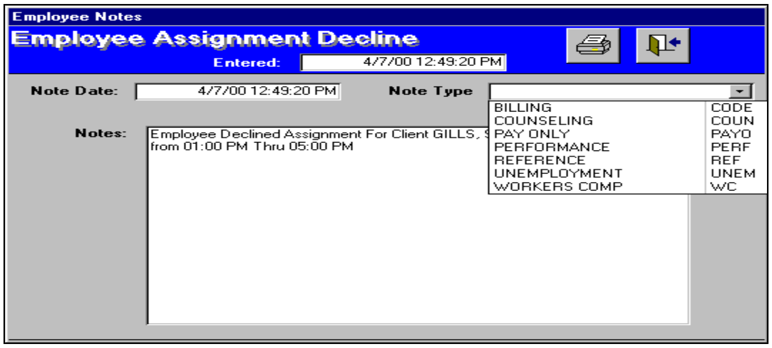
Figure 8-8 List of Employees available for a client

8. The *first* employee in the list will be automatically selected; and his/her data appears at the bottom of the screen. (If you click <u>on the name</u> of another employee, e.g. VERGEL, that name will appear on the bottom.) Employees are not active will not appear in the list, as they are ineligible for assignment.

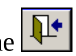
9. If the employee you selected had not been assigned to the specified contract, you will see the following popup:

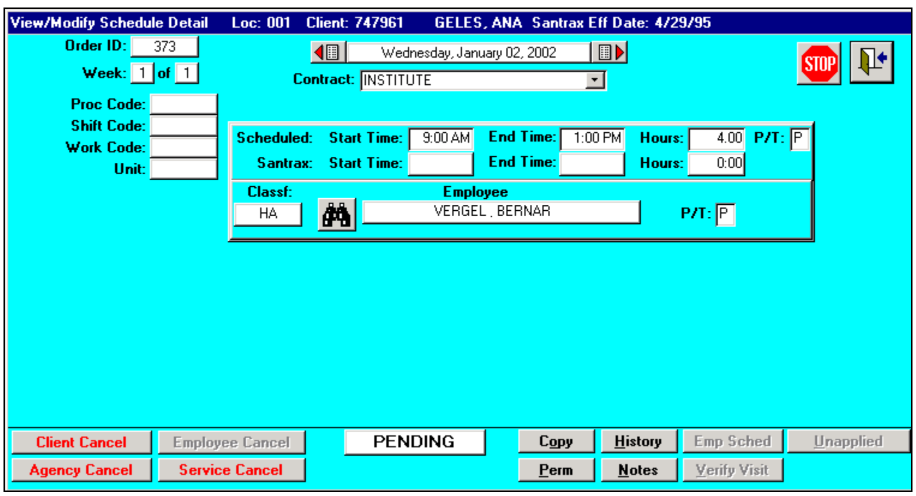


10. After selecting an employee, several features on the bottom of the **Find Employees** screen allow you to obtain additional information about the person you want to assign to this client.

BUTTON	Description
Decline	Creates a note specifying the date and time and the fact the employee declined the assignment. 
Emp Sched	View the chosen employee's current schedule. See section 8.18.
Compliance	Transfers you to the employee's compliance data. See Figure 7-21
Emp Maint	Check or MODIFY the employee's personal information, Figure 7-2.

11. Click to the left of a name on the list on Figure 8-8 to assign the chosen employee to the client.

12. Once you have selected the employee, click the  button on Figure 8-8; you will be returned to the Figure 8-6 Schedule Detail screen where the name is now inserted into the employee text box.



13. Click on the  button of Figure 8-6. This will bring up the change notification screen where you may record whether the employee and/or the client have been notified about the assignment.

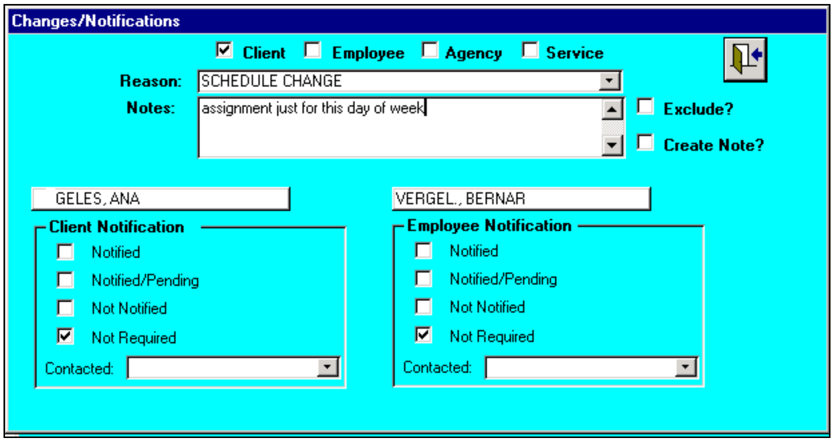
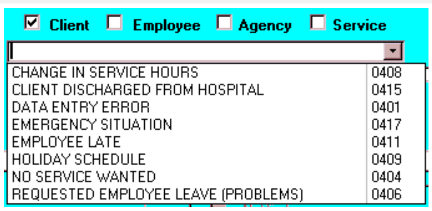
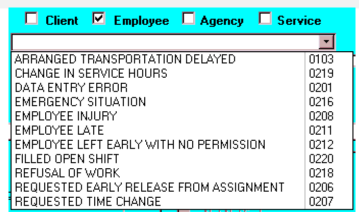
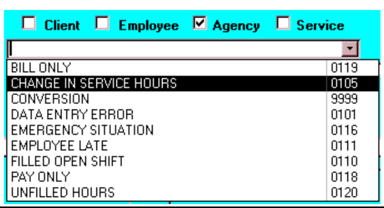


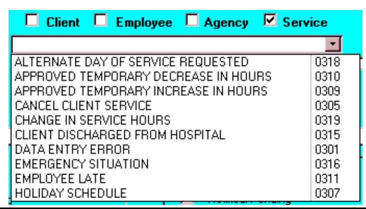
Figure 8-9 Change/Notification screens

Note: The Reason drop down boxes for Client, Employee, Agency, and Service Change/Notifications differ in content as each is checked.





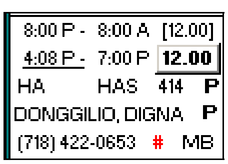




14. Click on the  button on the notification screen. You will be returned to the calendar screen (Figure 8-2) with the assigned employee's name appearing in the cell for the specific day.

Note: You can always view those clients who are pending notification by following the procedures in section 8.7 below, Find Schedules Pending Notification.

8.4.1 Santrax data on Schedule Screen



The total Santrax hours for each day appear in a row above the calendar cells. Each cell contains the start and end times of the recorded Santrax call along with the total hours displayed, whether matching or differing from the hours that were scheduled. A raised total-hour indicates that either an in-call or an outcall was missing, yet the visit was verified. An underlined call time indicates that a call had been applied to the day's visit using the Santrax Apply Call procedure.

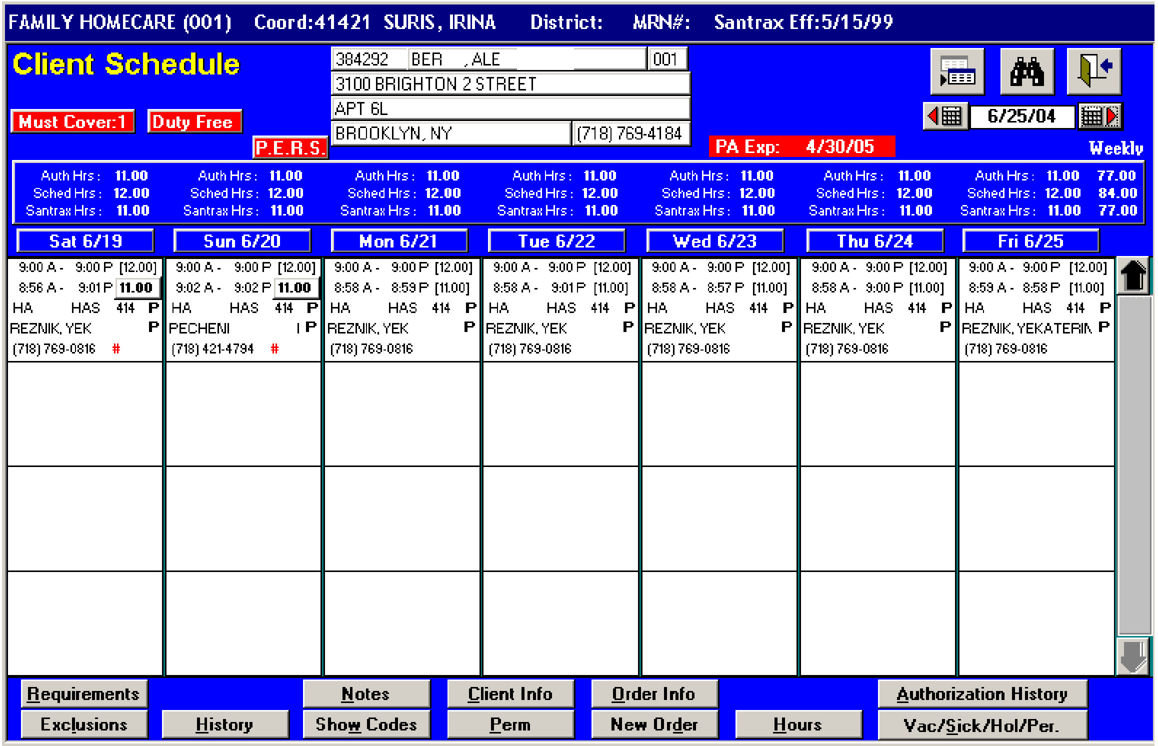


Figure 8-10 Client Weekly Schedule with Santrax data

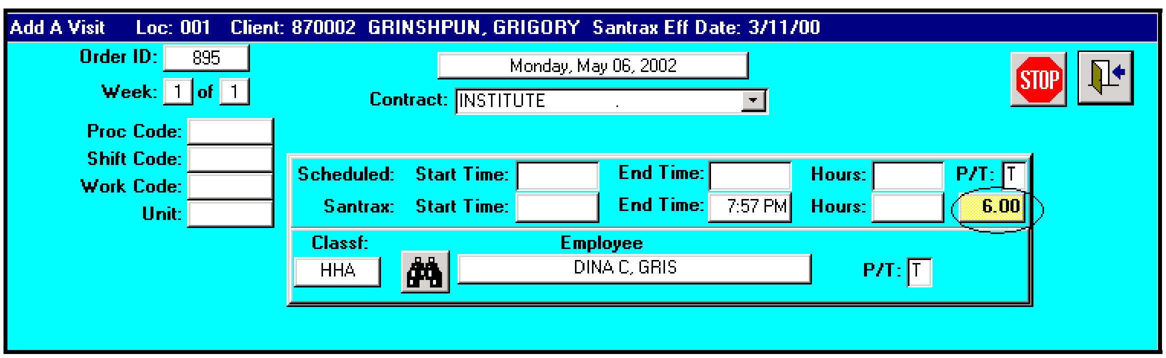


Figure 8-11 Client Daily Detail screen showing Santrax corrected hours

Note 1: Unscheduled visits via Santrax, having a valid client and employee, are displayed on the client schedule screen. The literal **Unsched** (in red) identifies these visits**.** You can click on an unscheduled visit cell and create and verify the visit from this entry. In assigning an employee for an unscheduled Santrax call, the system validates the active status of the employee in the contract for which the assignment is being made.

Note 2: Holiday hours (date is in red alongside an **H**) are updated automatically when permanently removing and/or assigning an employee to a visit that occurs on a holiday. You will be prompted to confirm any update of holiday hours.

Note 3: If there are several visit schedules on any day, you may have to use the scroll bar at the right to view those visits.

Note 4: Schedule screens display corrected hours entered via Santrax Visit Maintenance. Corrected hours, if present, appear on the Schedule Detail screen next to Santrax actual hours and display with a yellow background. The weekly and daily verification screens use corrected hours as the default when a visit is manually verified.

8.4.2 Copy a schedule to other days of the week

The following procedure allows you to copy a day's schedule for other days of the week. This is often useful when a schedule needs to be moved forward a day or so.

1. On the client calendar screen, click on an individual cell. The Figure 8-20 View/Modify Day's Schedule Data appears. Click the **Copy** button at the bottom of that screen. A copy parameter area appears (outlined in the next figure by a dashed-line rectangle).

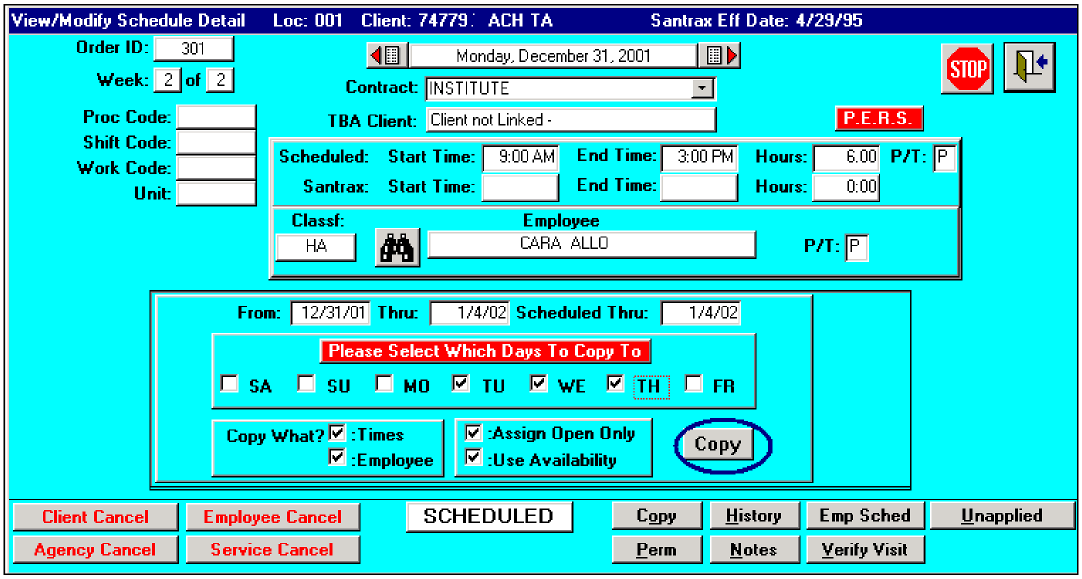


Figure 8-12 Copying a Schedule

2. If, as in the above example, you want to copy Monday's schedule to Tuesday, Wednesday and Thursday, click on the appropriate checkboxes.
3. Check also the **Times** and/or **Employee** checkboxes if you want that data to copied.
4. Click on the **Copy** button. The schedule is now replicated for the new day(s).

8.4.3 Copy a schedule a week forward

You may duplicate a week's schedule for the following week.

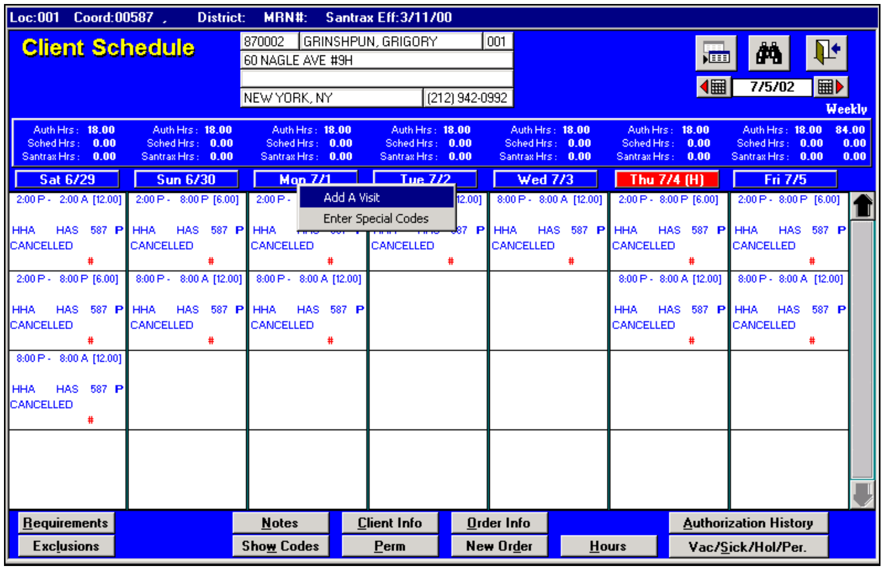
1. On the calendar screen, click on the right arrow of the date. A blank calendar screen is displayed.
2. Click on the copy  button that is to the left of the binoculars. The previous week's schedule appears.

8.4.4 Add a 'sudden' visit to a schedule

Due to a medical emergency, you may have to add more visits to an already scheduled patient. To do so:

1. Right-click your mouse after positioning it over the date of the day for the added visit. Click on the **Add A Visit** button.

2. The Add a Visit screen then appears. Note that for Cluster Clients, the Duty Free Indicator is selected.



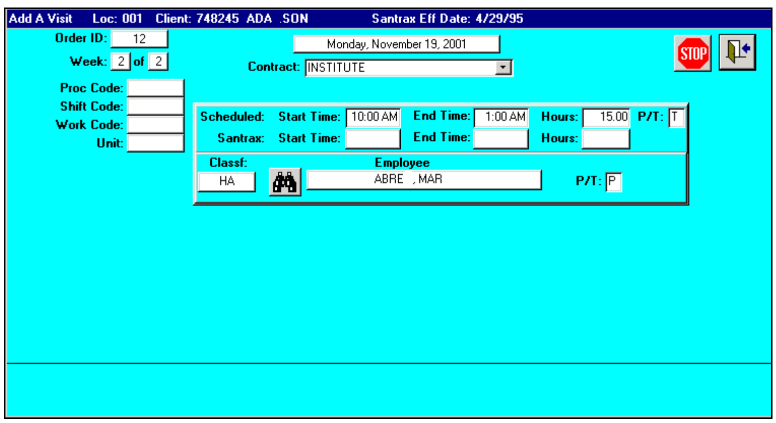
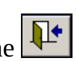
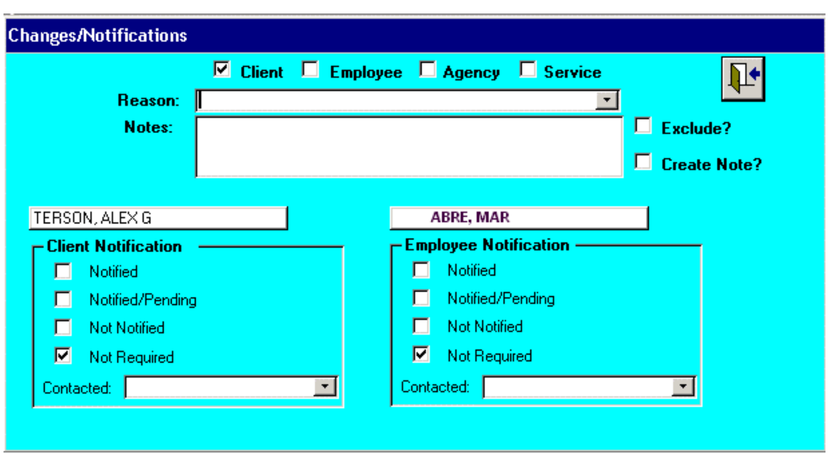


Figure 8-13 Add a Visit Screen

3. Enter an employee name and the time/duration of the visit. Click the  door. The next screen appears where you will enter the reasons for the added visit and whether the client and/or employee have been notified of the change.



4. Once you complete the above screen, click on . The new visit will appear in a cell as part of the day's schedule. Accordingly, the scheduled hours for that day will be updated to reflect the added 'emergency' visit.

8.5 Find Open Orders

For the purposes of scheduling, you often have to locate those orders that are still unfilled, that is, no employee is assigned to the client for a day mandated by the order. To correct this problem, do the following:

1. Press the **Find Open Orders** button on the Schedule Maintenance Menu. See Figure 8-1.
2. Enter search criteria in the fields below to narrow the results of the open orders returned.

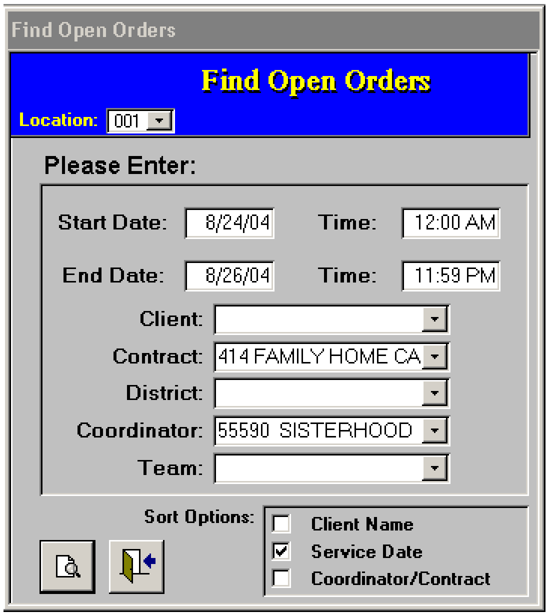


Figure 8-14 Find Open Orders

FIELD	Description
Start Date and Time	Enter the beginning date and the time the system will use to start finding open orders. The default date for this field is the actual date when the screen first appears. The default time is 12:00 AM. Enter a different date and time if you do not want the current defaults.
End Date and Time	Enter the ending date and the time the system will use to stop searching for open orders. The default date for this field is the actual date. The default time is 11:59 PM. Enter a different date and time if you prefer other limits.
Client	To limit the open order search, use the drop down menu to select a specific **Client**. Leave the field blank when you want to search for all clients having open orders.
Contract	Use the drop down menu to select the name of a **Contract**. Leave blank to search for all contracts.
District	Use the drop down menu to select the name of a **District** or branch within the agency. Leave blank to search all districts.
Coordinator	Use the drop down menu to select the name of a **Coordinator** responsible for the specific clients with open orders. Leave blank to search all coordinators.
Team	Use the drop down menu to select the name of a **Team** responsible for specific clients with open orders. Leave blank to search across all teams.
Sort Options	Set the sequence for listing the open orders: check the Client Name, Service Date or the Coordinator/contract box.

Coordinator/contract box.

3. After the search criteria have been filled in, click on the magnifying glass button to generate a list of open orders. The following screen appears.

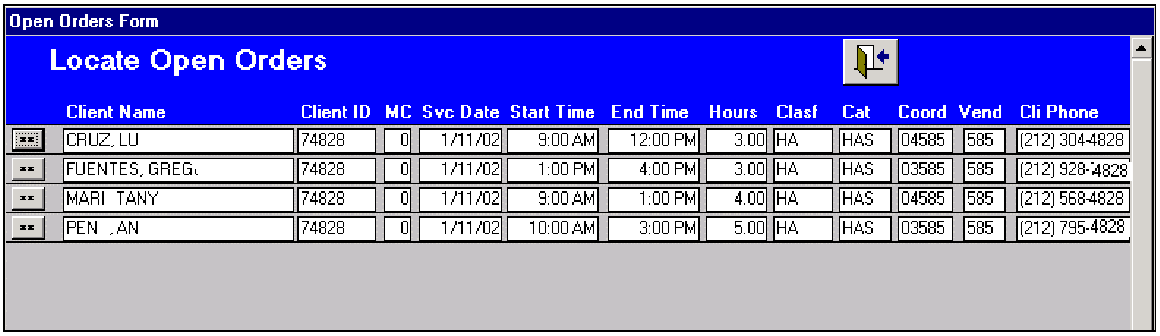


Figure 8-15 Open Orders List

4. To see the detail for an open order, click on the asterisk button next to the client's name. The View/Modify Schedule screen appears so that you can assign an employee to cover the open order. See Figure 8-20.

8.6 Copy All Schedules

This function allows you to copy all schedules for all clients as far into the future as needed. The copying of schedules forward has been automated to work as a batch process as well as online. Be careful: once you start this process, the system will take time to do the copying. We recommend you do your entire schedule copying on an overnight basis.

There is no need to copy schedules on an individual client level. The Copy All Schedules function does this copying (at one time) for all clients that have an active order and a related schedule. This holds true whether the client has a permanent employee assigned to them or not. If there is no permanent employee, the system copies the schedule as an open order.

If for some reason, an individual client's schedule had already been copied forward to a week when all clients' schedules are now being copied, the system insures that no duplication occurs with the more recent copy.

1. To duplicate schedules, click on the **Copy Schedules** button on the Schedule Maintenance Menu (Figure 8-1)

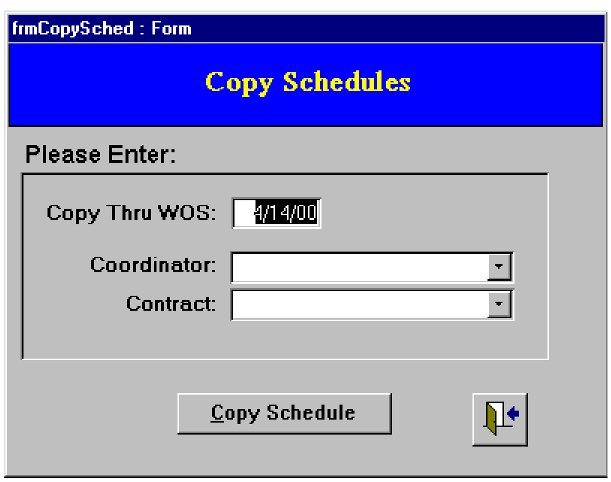


Figure 8-16 Copy Schedules form

2. Use the **Copy Thru WOS** field to specify the **W**eek **of S**ervice end date—the date through which you want all schedules copied.

3. The **Coordinator** drop down menu can be used to copy only those schedules for which a particular coordinator is responsible.

4. Use the **Contract** drop down menu to copy only those schedules related to a specific contract

5. After all the information has been entered, click on the **Copy Schedule** button. The system may take some time to copy the schedules, depending on the number of weeks forward that you set. Messages at the bottom of the screen alert you to the progress of the copy.

6. When the copying is complete, a confirm-popup displays the date through which the schedule was copied.

8.7 Find Schedules Pending Notification

Schedules may have been set up but the client or the employee has not yet been notified of the assignment. The following feature allows you to locate all such pending notification orders.

1. Click on the **Pending Notification** button on the Schedule Maintenance Menu (Figure 8-1)

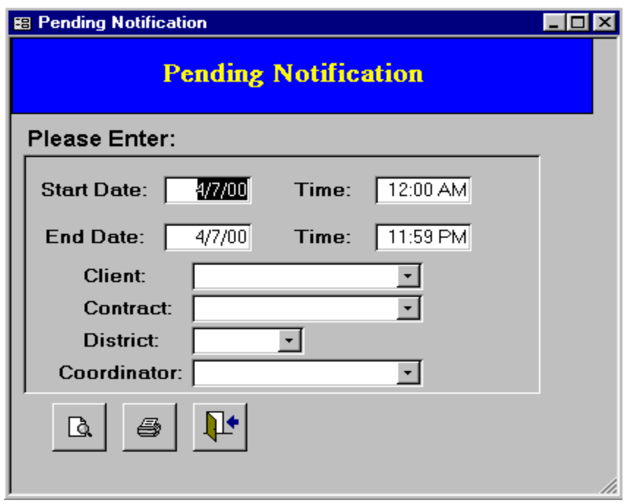
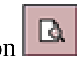


Figure 8-17 Pending Notification

FIELD	Description
Start Date and Time	The beginning date and time the system will use to find schedules pending notification. The default date for this field is the current date. The default time is 12:00 AM. Enter a different date and time if you do not want the current defaults.
End Date and Time	The ending-date and time to stop finding schedules pending notification. The default date is today and the default time is 11:59 PM.
Client	Use the drop down menu to limit the search to one client.
Contract	Use the drop down menu to limit the search to a specific contract. Leave blank to search for all contracts.
District	Use the drop down menu to limit the search to a district or a branch within the agency. Leave blank to search all districts.
Coordinator	Use the drop down menu to select a coordinator responsible for certain clients. Leave blank to search all coordinators.

2. After search criteria have been filled in, click on the magnifying glass button  to get a list of schedules pending notification. Click on the ** button to see the schedule's details.

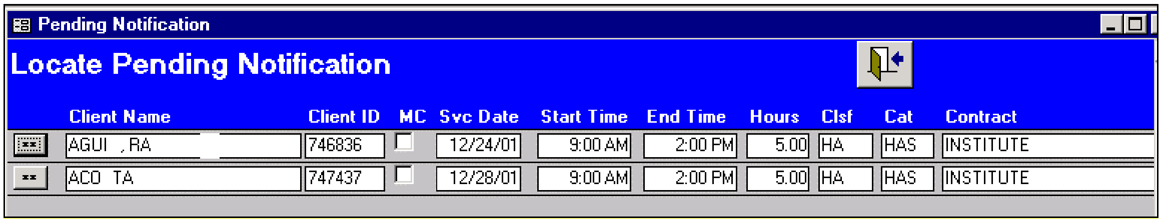
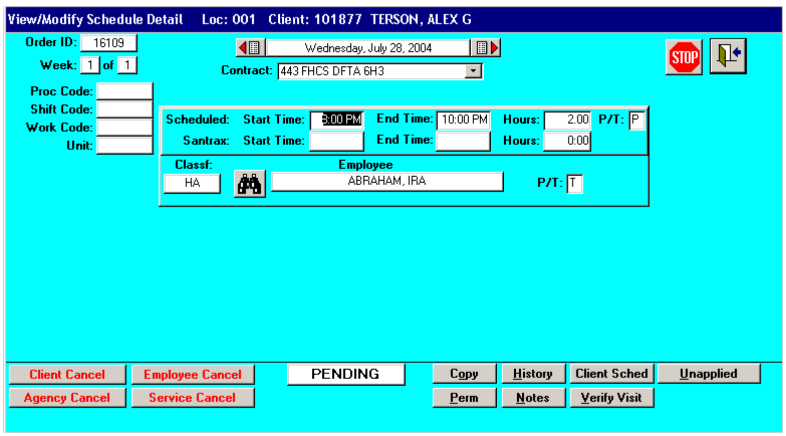


Figure 8-18 Schedules pending notification



 By double-clicking on PENDING, you can change the status to SCHEDULED once the employee and/or client is notified of the assignment.

Also keep in mind: The Figure 13-3 Pending Notification Report can also be generated for the purpose of tracking clients who have not been notified of employee assignments.

8.8 View a Permanent Schedule

The **Perm** button on the Figure 8-6 Schedule Detail screen (or on the Client Schedule screen) allows you to see the schedules which are permanent for this client, that is, the pattern that usually works for this client.

Take note:

- Permanent Schedules cannot exceed the Authorized Hours for the client.
- An OPEN visit appears in RED, a SCHEDULED in GREEN, and a CANCELLED in BLUE.
- The permanent schedule does not display open orders or only temporary assignments. However, an actual schedule reflects even temporary (T) changes made to a client's schedule.

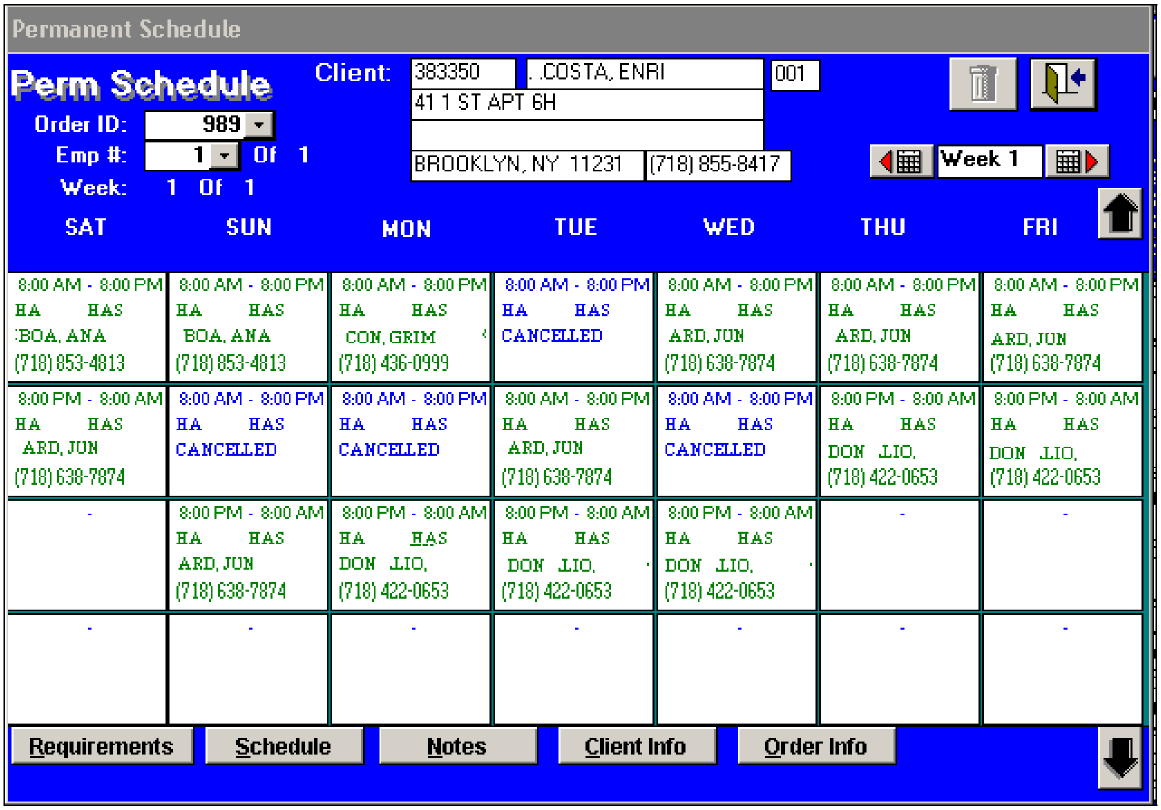


Figure 8-19 Permanent Schedule

1. If you click on the Week arrow, going forward to week 2, the system prompts you as to whether you want to copy this pattern for the following week. Click Yes to affirm. When creating a permanent schedule pattern for a second week, permanently cancelled visits are not copied into the second week.

BUTTON	Feature
Requirements	See Client Requirements, Figure 3-13.
Schedule	See Client Schedule, Figure 8-2.
Notes	See Client Notes, Figure 3-11.
Client Info	See Client Maintenance, Figure 2-4.
Order Info	See Order Entry Figure 3-1.

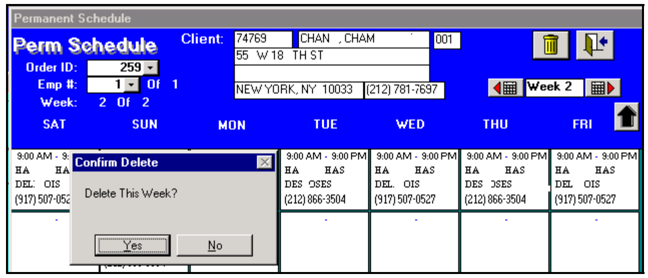
Adding an additional week takes effect immediately based on current system date. For example, if week #2 is added to pattern, then the current schedule week becomes week #1 of the pattern and the following schedule week becomes week #2. Adding or deleting a week on the permanent pattern will cause the scheduler to scan all visits affected by the change and to update their Perm/Temp indicators to match the new pattern.

NOTE: You cannot directly access the permanent schedule of a secondary mutual client. Instead, proceed to the schedule of the primary client and click **Perm**.

8.8.1 Delete a permanent schedule

You can delete a week from the pattern; but you must delete the weeks in descending week order

Click on the trash can to delete and then press **Yes** on the confirm window.



8.9 View/Change a Calendar Visit

1. Click within a non-blank calendar day/time cell to view and change current visit information. The screen below appears, showing the day's schedule data. Use the red date arrows to view the schedule of an earlier of a later day.

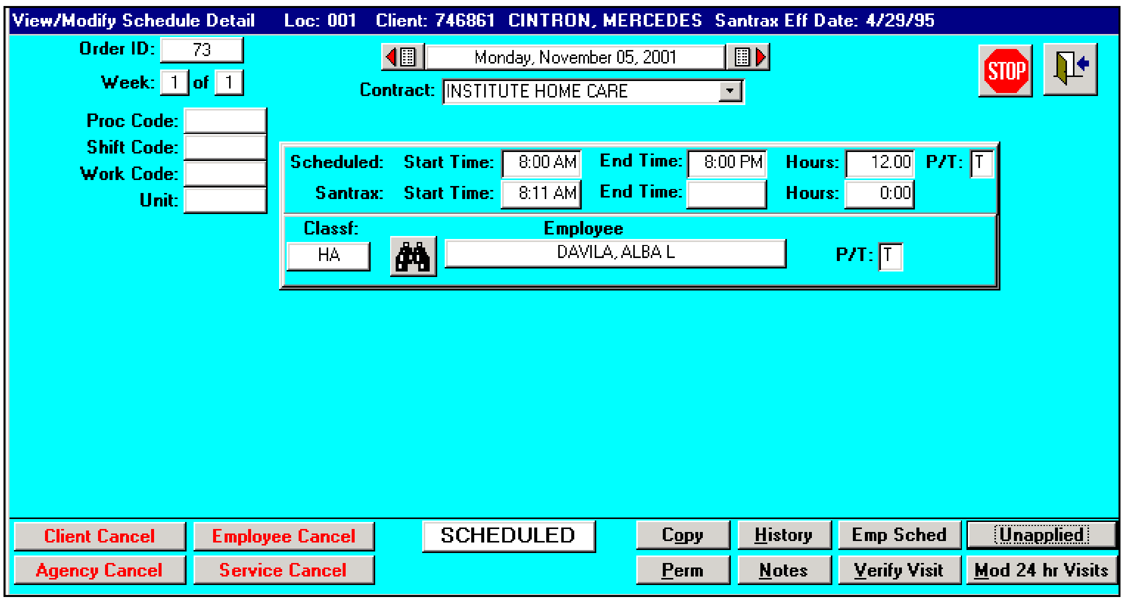
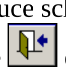
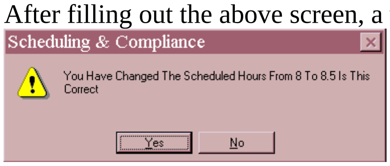


Figure 8-20 View/Modify Day's Schedule Data

The visit **Start Time** and visit **End Time** may be altered in this screen. The **P/T** (Permanent or Temporary) status of the scheduled visit may also be updated for either the client or the employee. You may reduce scheduled hours when they exceed weekly authorizations including banked hours. When you click the  door, the change notification screens appear. (See the next section).

After filling out the above screen, a verification popup appears requesting you to confirm the change.



 The Santrax end time is missing in the example above. But by pressing the **Unapplied** button, you may begin a process to verify the visit and have it batched. See section 9.8.

8.9.1 Change Notification options

Upon changing a visit's details, the screen below appears offering several options related to the notification of the client and/or employee as to the schedule's change. All changes that you make to a schedule will appear in the Change Log Report—as shown in Figure 8-23. However, checking the **Exclude** checkbox will cause this notification change not to appear on that report.

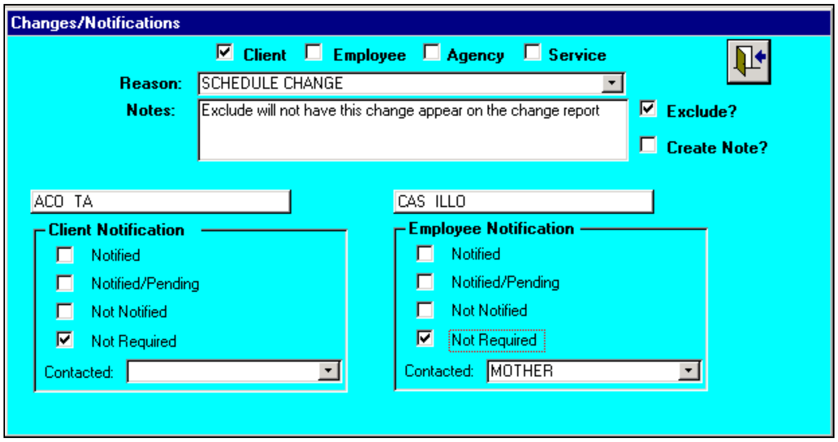
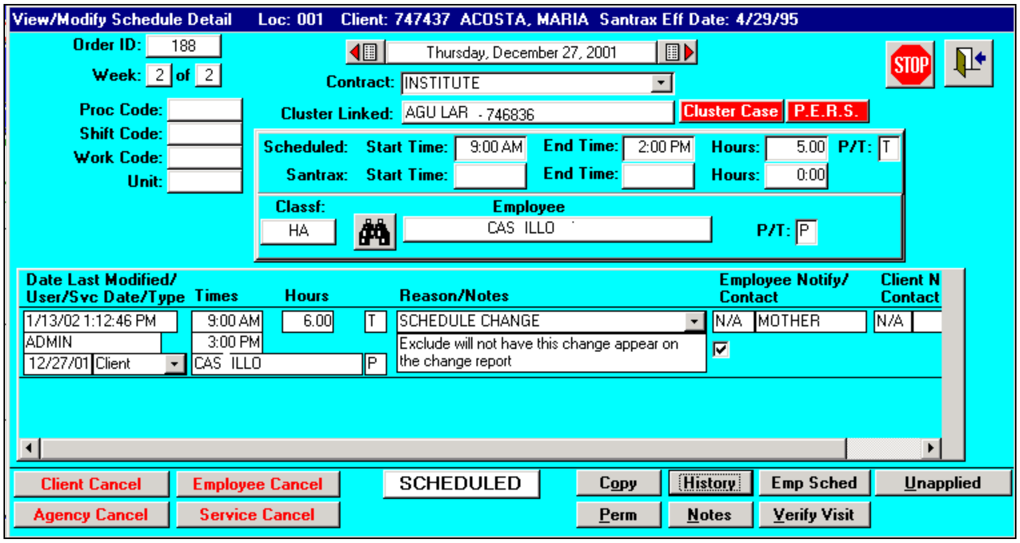


Figure 8-21 Change Notification screen

When you return to the calendar schedule and click on a day cell for this date, the screen below appears. Click on its **History** button to view the changes that you previously made to this day's schedule. You may also change the text in the Reason/Notes section.



8.10 Verify a visit

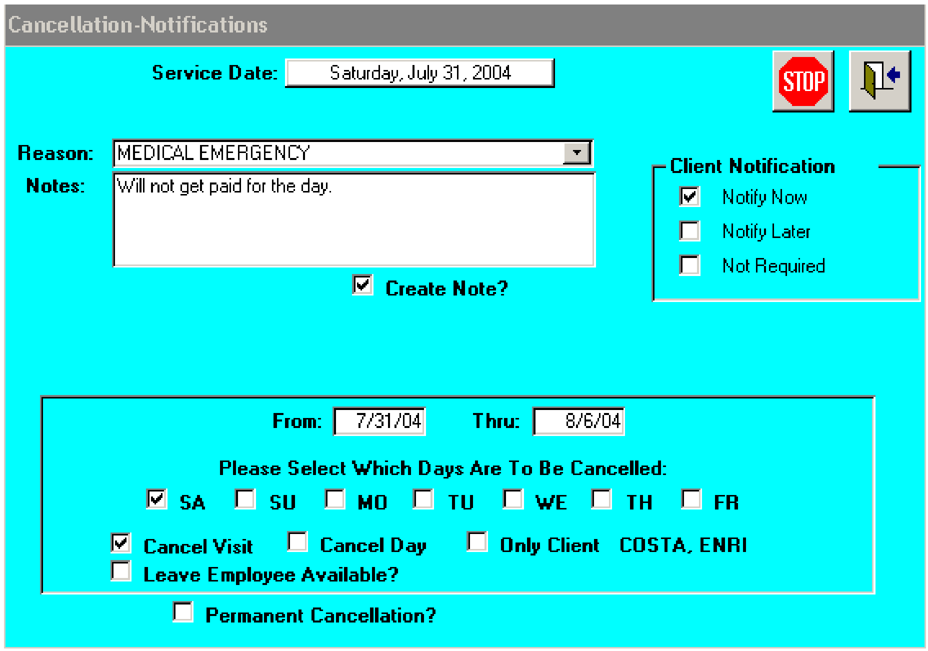
After clicking on a day's cell and displaying the schedule information as shown in Figure 8-20, you can verify that the visit was completed by hitting the **Verify Visit** button on the bottom of the screen. For further details on the verification procedure, see Chapter 9, Verification procedures.

8.11 Cancel a visit

Several buttons are available on Figure 8-20 providing different options for canceling a visit and notifying the involved parties. Always enter a reason for cancellation and add a note, if necessary. Be aware that you may cancel an employee's visit and set his/her pay hours to zero.

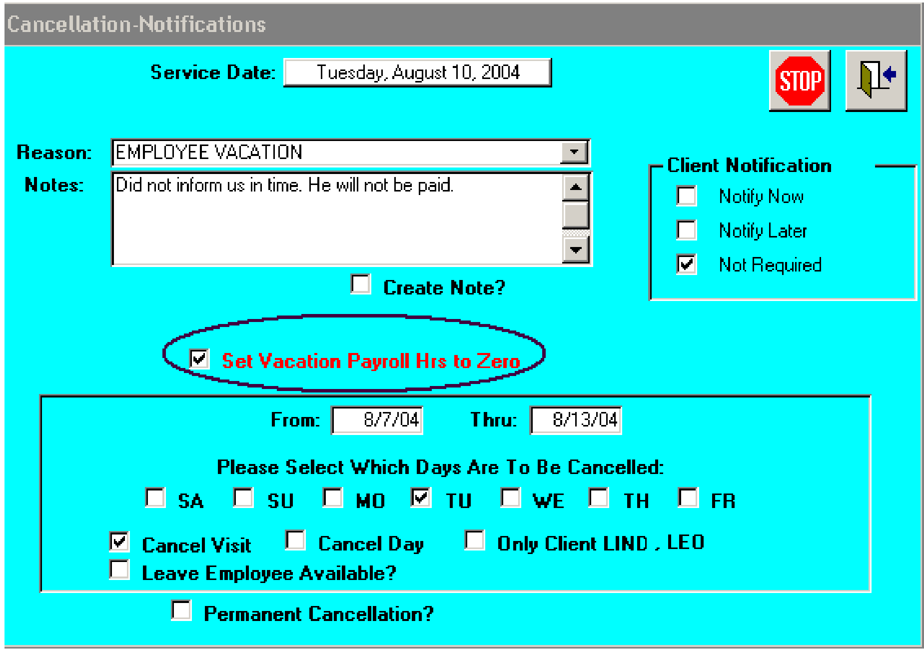
BUTTON	Description
Client Cancel	The visit is to be cancelled because of the client. This button displays the client cancellation-notification screen that is similar to the one shown for the cancelled employee below.

Employee Cancel



The cancel options (checkboxes) in the above screen allow you to cancel a whole day's visits or to simply cancel this visit. You may also limit the cancellation for this client only and/or leave the employee available for other visits. When you check the box indicating cancellation for only this client, another checkbox appears prompting you to indicate whether you want to add this employee to the exclusion list for this client.

When you cancel an employee, the client's schedule cell is not marked CANCELLED but is treated as an open visit requiring the assignment of another employee.



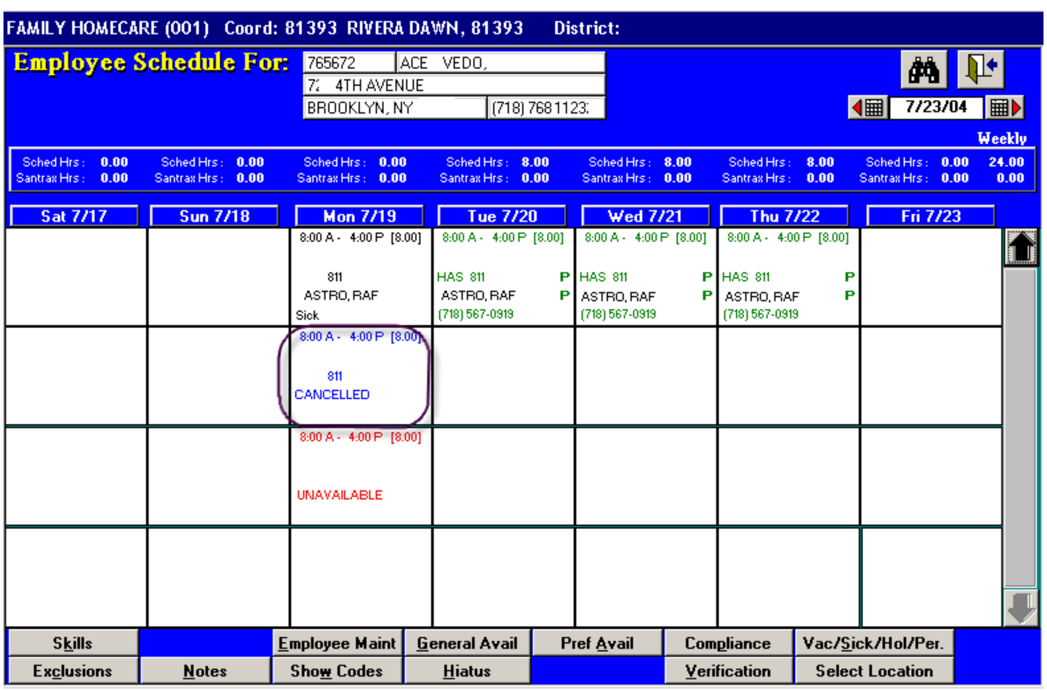
Canceling a visit for sick or vacation—and choosing the pay zero hours option—does not validate whether the total cancelled hours exceeds accrued vacation or sick time.

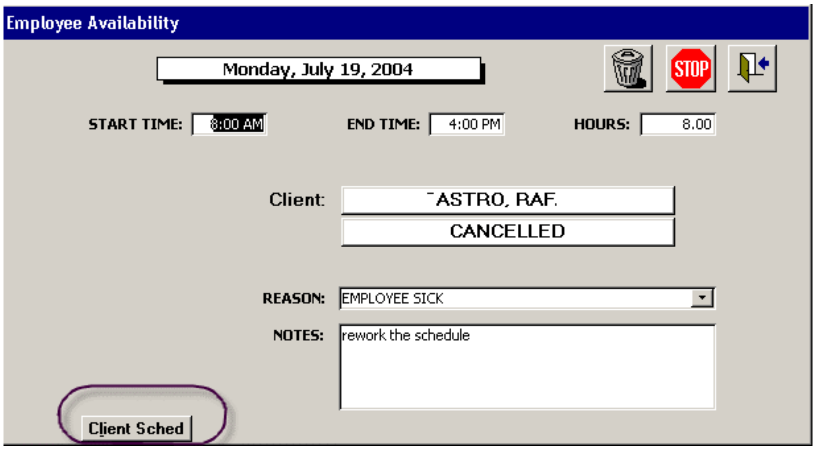
Agency Cancel Cancel an agency when necessary.

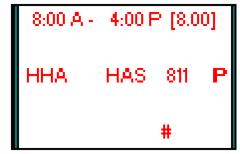
Service Cancel Allows you to cancel a service when necessary.

8.11.1 Track Cancellations

When you access the cancelled visit on the Employee Schedule screen as shown below, click on the **CANCELLED** box and the availability form for that day is then displayed. From there, you can proceed to the **Client Schedule** screen where the visit appears as an open (red) visit.



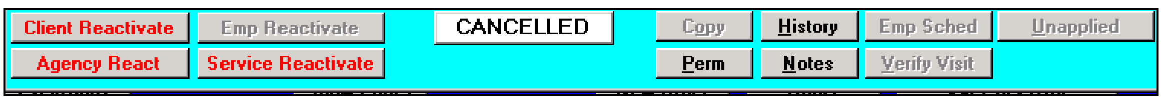


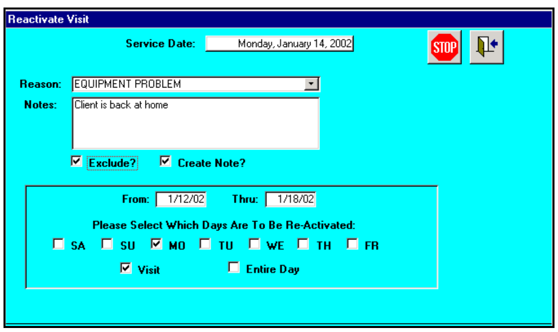


A visit cancelled by an employee appears on the client's schedule as an open visit. Click on the cell to assign a replacement.

8.12 Reactivate a cancelled visit

When reviewing a CANCELLED day cell (blue font), the screen buttons on Figure 8-20 switch to a 'REACTIVATE format. Appropriate 'Reactivate' screens are then displayed to enable you to reinstate the cancelled visit.





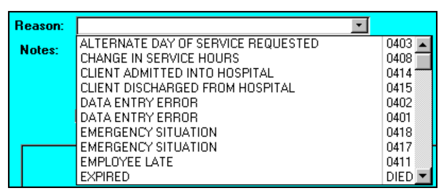
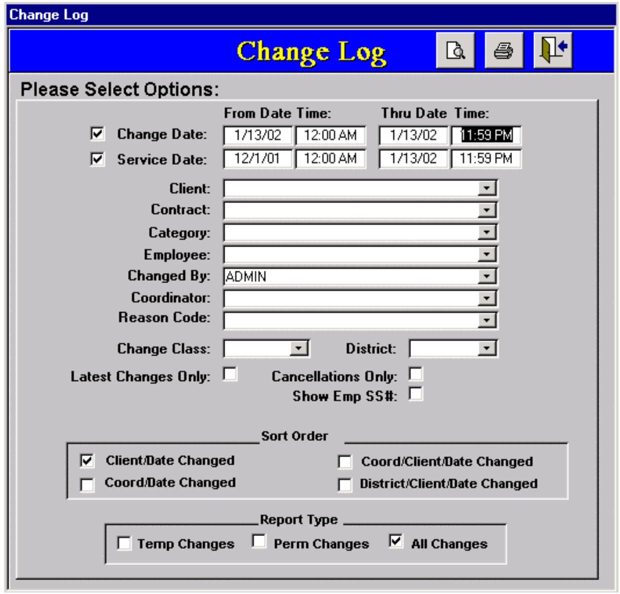


Figure 8-22 Reactivate Visit Screen

8.13 Create a report documenting changes



Use the following procedure to create a list of all changes made during a defined time period.

1. Press the **Reports** button on the Schedule Maintenance Menu.
2. Choose the **Change Log** report. The Form to the right appears.
3. Check the **Cancellations Only** checkbox if you only want to see a list of cancelled visits.
4. Press the  icon to generate your report.

The Change Log contains an additional Report Type 'Tasks' for those agencies who have the ability to enter tasks

Coordinator Changed By	Change Date	Client Name/MRN/Cat	Change Date	Change Time		Normal Date	Normal Shift
ADMIN	7/20/04 1:40 PM	TERSON, ALEX G DFT	7/21/04 JON, JON	8:00 PM 10:00 PM	P T	7/21/04 Open	8:00 PM 10:00 PM
ADMIN	7/20/04 1:40 PM	TERSON, ALEX G DFT	7/22/04 JON, JON	8:00 PM 10:00 PM	P T	7/22/04 Open	8:00 PM 10:00 PM
ADMIN	7/20/04 1:40 PM	TERSON, ALEX G DFT	7/23/04 JON, JON	8:00 PM 10:00 PM	P T	7/23/04 Open	8:00 PM 10:00 PM
ADMIN	7/20/04 1:40 PM	TERSON, ALEX G DFT	7/19/04 JON, JON	8:00 PM 10:00 PM	P T	7/19/04 Open	8:00 PM 10:00 PM
ADMIN	7/22/04 12:24 PM	TERSON, ALEX G DFT	7/30/04 Open	8:00 AM 10:00 AM	T T	7/30/04 Open	
ADMIN	7/22/04 12:34 PM	TERSON, ALEX G DFT	7/30/04 CALDERON, YOLANDA	8:00 PM 10:00 PM	P T	7/30/04 Open	8:00 PM 10:00 PM
ADMIN	7/22/04 12:48 PM	TERSON, ALEX G DFT	6/10/04 WILKS, GEORGETE D.	8:00 PM 10:00 PM	P P	6/10/04 Open	8:00 PM 10:00 PM
ADMIN	7/22/04 1:02 PM	TERSON, ALEX G DFT	7/29/04 BANKS, JENIFER	8:00 PM 10:00 PM	P P	7/29/04 Open	8:00 PM 10:00 PM
ADMIN	7/22/04 1:09 PM	TERSON, ALEX G DFT	7/28/04 ABRAHAM, IRA	8:00 PM 10:00 PM	P T	7/28/04 Open	8:00 PM 10:00 PM

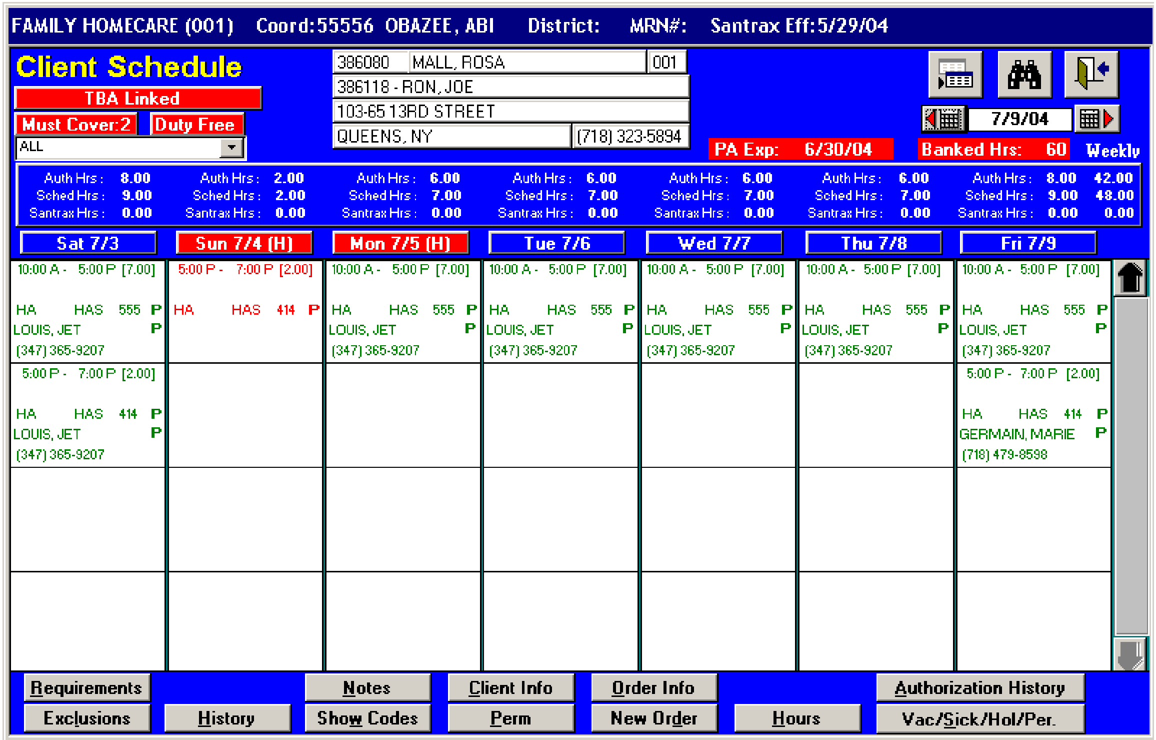
Figure 8-23 Change Log Report

8.14 Schedule a TBA client

Each of the TBA linked clients will have their own separate schedules that are set up in the usual manner. However, the schedule maintenance screen for each client displays the corresponding TBA Link Client number and Name.

The checking of assigned hours versus authorized hours is done on a weekly basis instead of daily. As long as the assigned hours for the week do not exceed the amount authorized for the week plus accumulated banked hours, the assigned hours for the day will be accepted.

Banked hours are based on the number of unbilled but authorized hours accumulated for the client prior to the date of the schedule.



The Client Schedule report displays the TBA client's prior approval information and accumulated banked hours at the bottom of the report following the display of the client's schedule for the week.

If the client is TBA effective, the Santrax Daily Summary Exception Report will display **B** next to the client's name. TBA unlinked clients are displayed on the report in the same section as the regular clients while TBA linked clients are displayed on the report in a separate section between the regular client section and the cluster client section of the report.

8.15 Schedule a cluster client

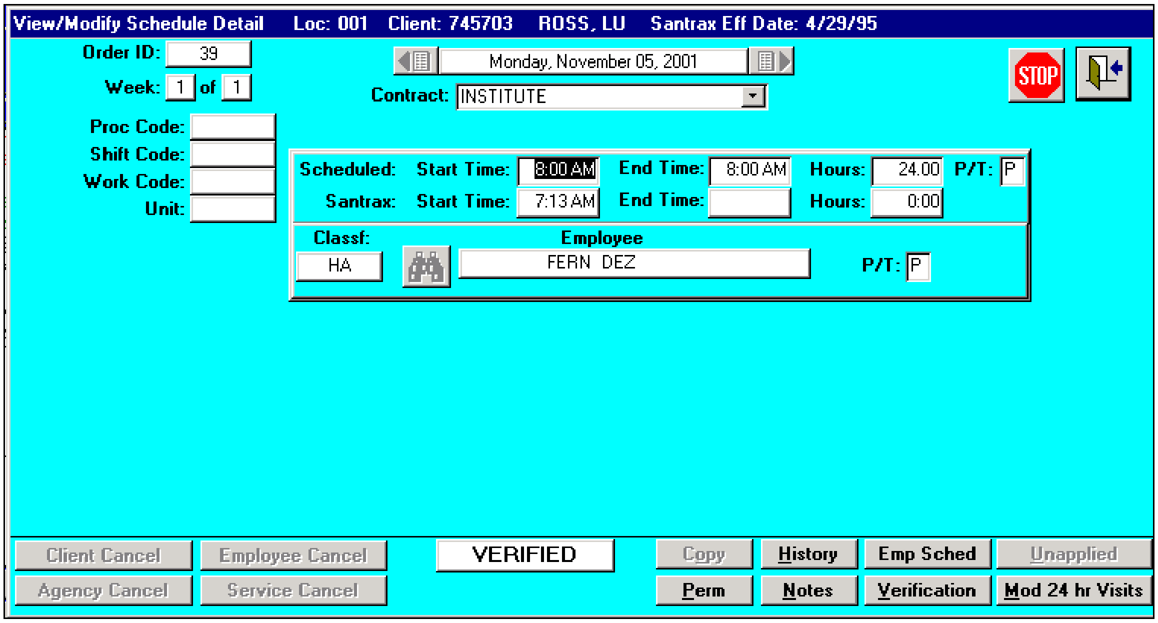
The scheduling and assignment of an employee to a patient in a cluster situation is done in the same way as a regular client.

8.16 Schedule a mutual client

When a primary mutual is linked to a secondary mutual, the schedule of the secondary is copied from the primary. See Handle mutual client cases, section 6.3.

8.17 Modify a 24-hour visit.

You may modify the details of a 24-hour visit by clicking on the **Mod 24 hr Visit** button on the View/Modify Schedule Detail Screen. A screen appears listing all the 24-hour visits for that client. Double clicking on the first column of any row will display the appropriate Schedule Detail screen for that visit.



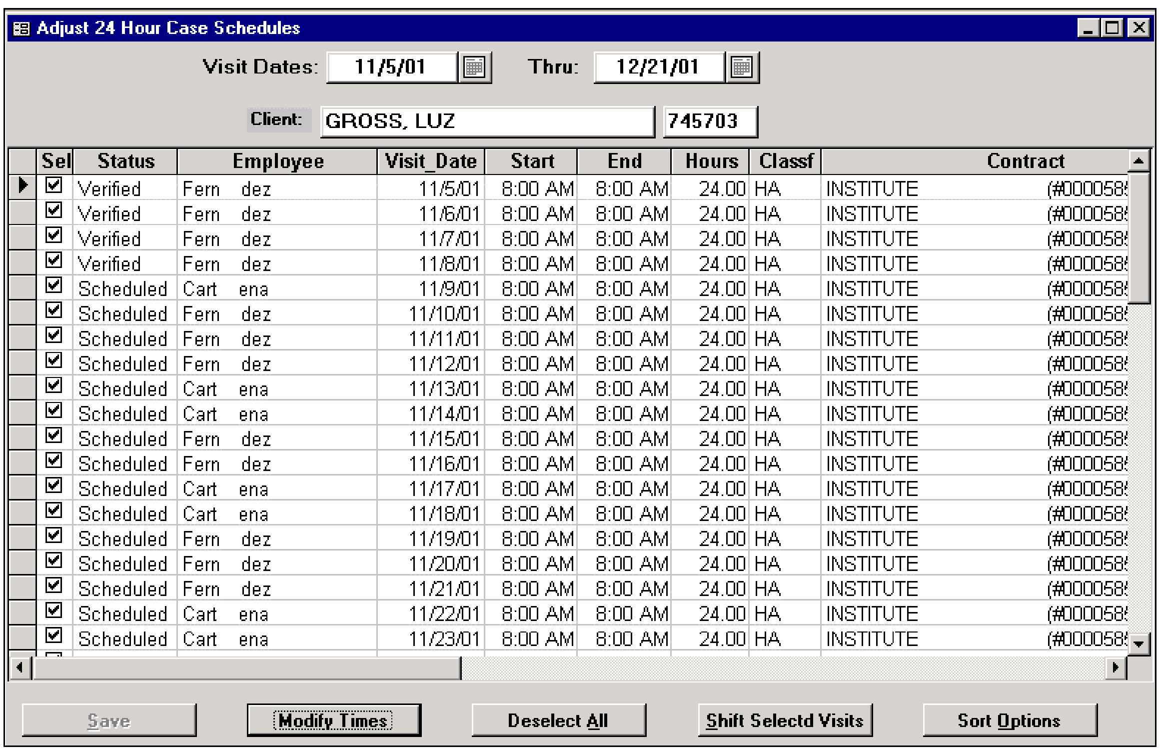
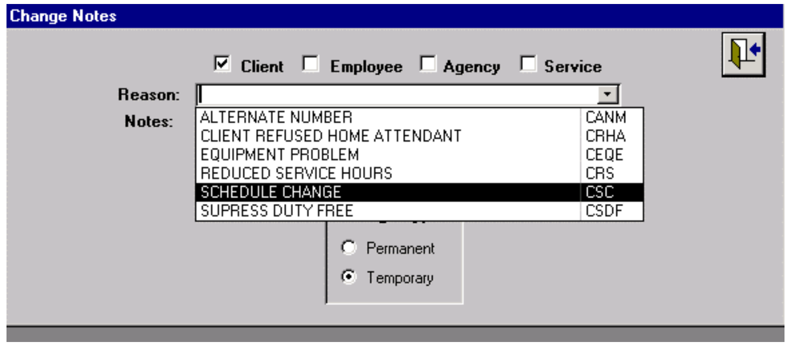


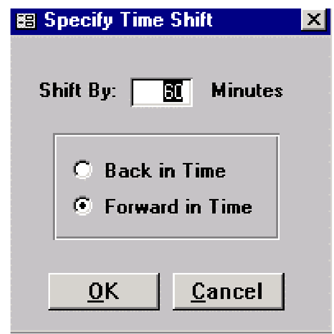
Figure 8-24 Adjust 24 Hours Case Schedules

To modify the 24-hour details:

1. Select a row by clicking on a checkbox.
2. Use the **Modify Times** button on the bottom of the screen to change the date and times of the visit.
3. Once you enter your changes, **Save** is activated.
4. Pressing **Save** will display a Change Notes window asking you to enter the reason for your time change.



5. You may also select a row and shift the selected time of a visit by pressing **Shift Selected Visits**.
6. The window on the right is displayed.
7. Enter your shift parameters and click **OK**.



Note: In HC Plus Santrax call processing, the 'T' indicator on a 24-hour case indicates the call is for the visit on the prior day. Instead of creating an unscheduled visit, these calls will be used to close out the prior day's visit.

8.18 Employee Schedule

The system also allows you to set up a schedule for an employee, that is, to assign to him/her clients for service on specific dates and times. This process is the mirror image of client scheduling—where you begin the process with a client and then assign an employee to him or her.

1. Employee schedule features are accessed by first clicking the **Employee Schedule** button located on the Schedule Maintenance Menu, Figure 8-1.
2. This will initially bring up the **Find Employee** screen, as seen in Figure 7-1. After selecting a specific employee to process, the schedule for that employee appears:

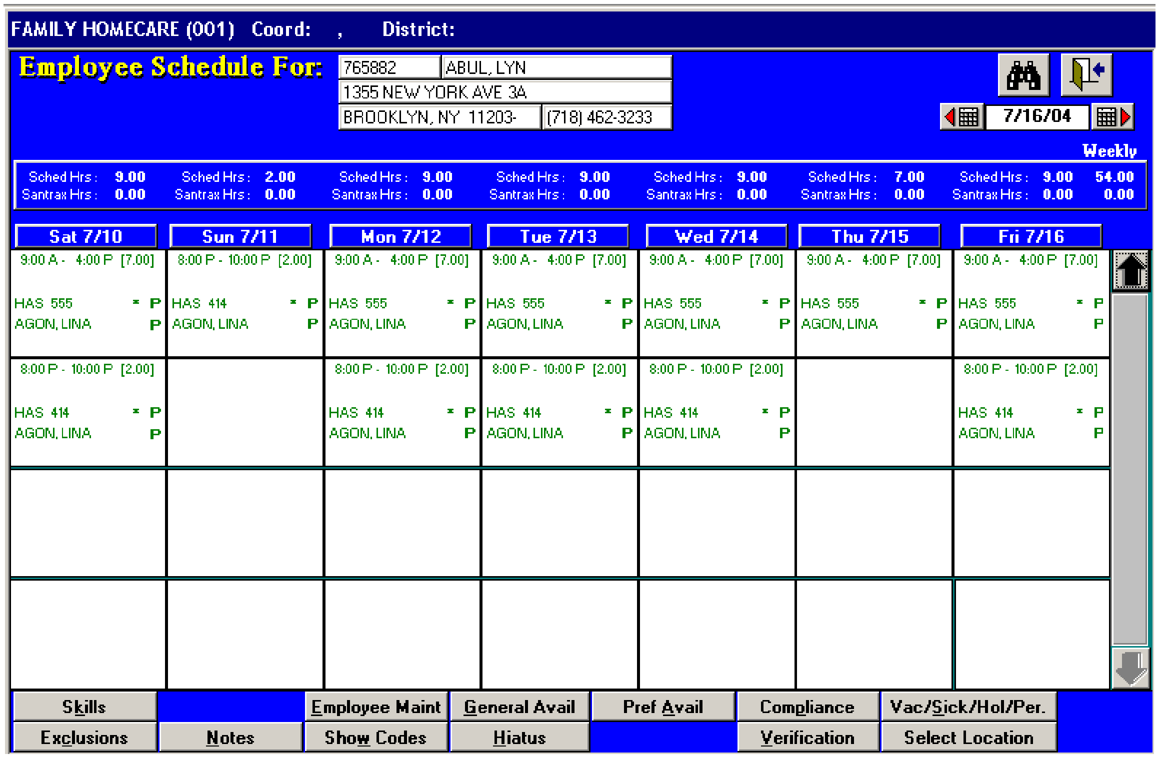


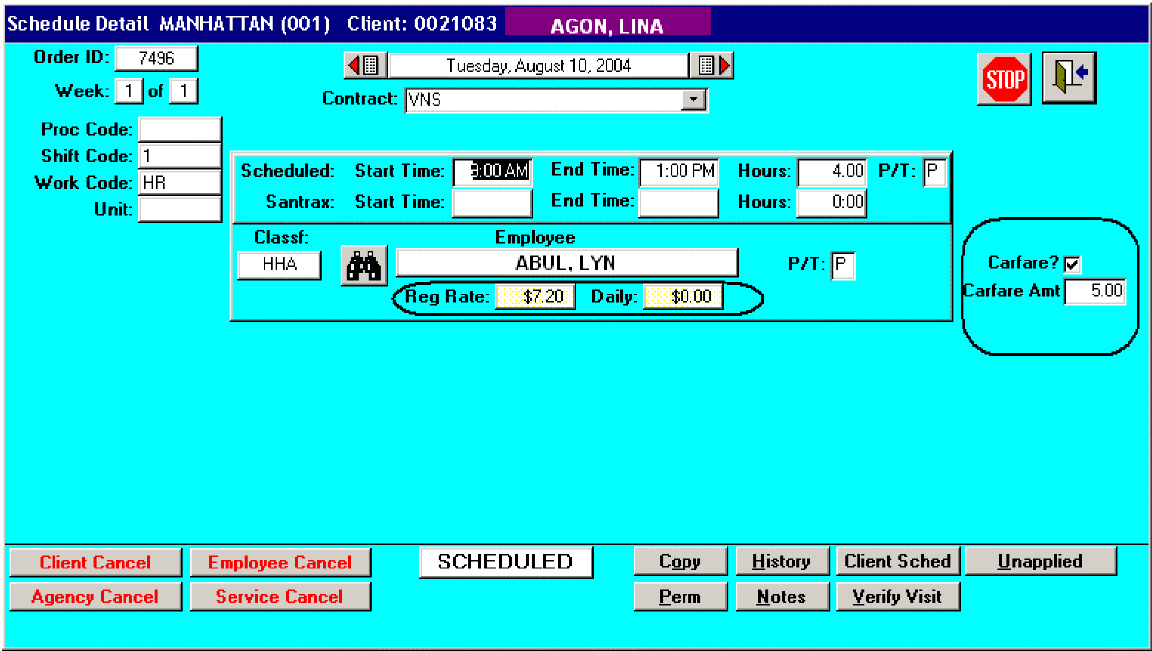
Figure 8-25 Employee Schedule

The Employee Schedule Screen displays the current week's schedule. This includes any permanent or temporary clients that have been scheduled for the employee. Also shown is employee availability (and unavailability). See Figure 7-4. (When you click on a time cell that has no assignment, for example, the Saturday cell above, an availability popup appears in which you can enter a reason for any change of availability for that day.

At the upper right is the display of the total hours scheduled for the week. This calendar screen can be used to enter any employee cancellations, effect changes in the scheduled hours or days and update the employee's general and preferred availability.

Note: The  will display the Find Employee screen, Figure 7-1.

When you click on a cell the Schedule detail screen for that visit appears.



8.18.1 Set Employee Availability

When you click on a blank time cell, the window below appears in which you may set the availability for that day and for other days. You may also override the current availability or use the general availability pattern. In the example below, the employee 'prefers' working thirteen hours on Saturday and Wednesday during the week of 8/5 to 8/11.

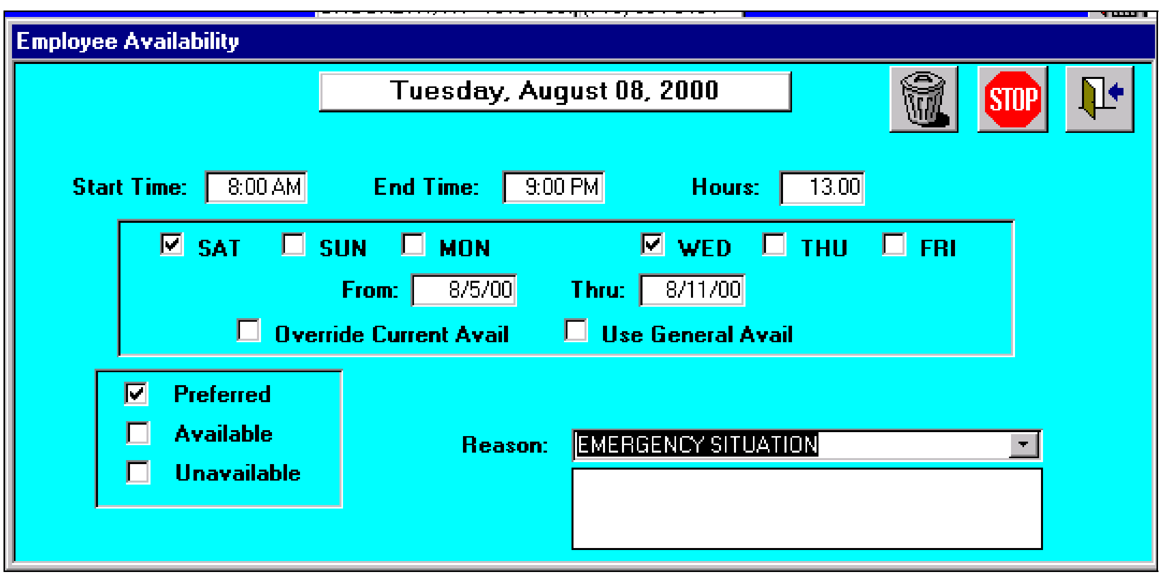
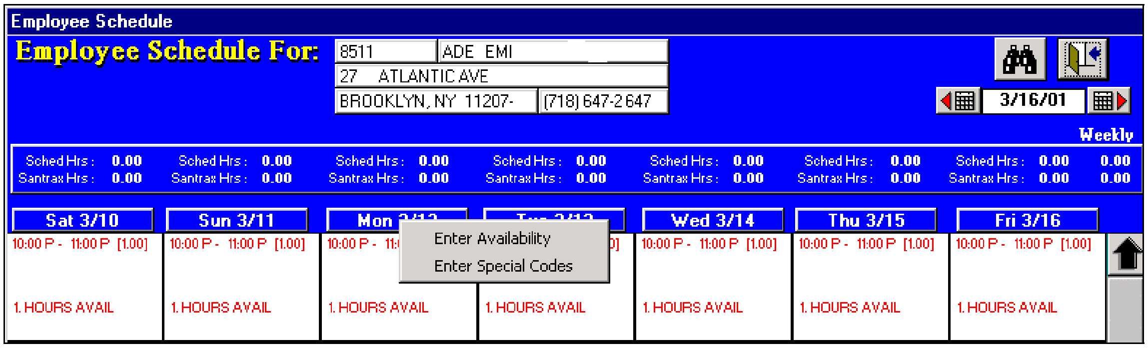


Figure 8-26 Set an Employee's Availability

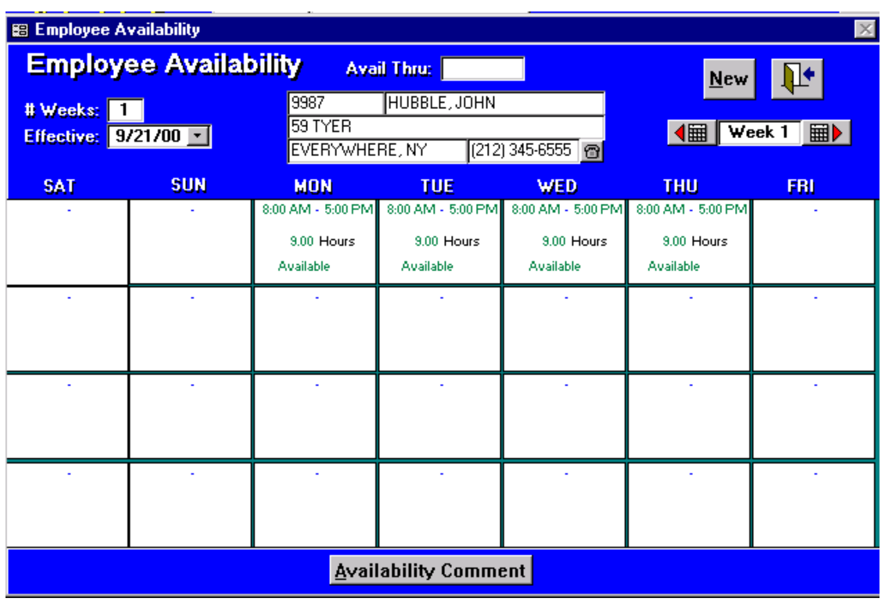
You may also initiate availability setting by right-clicking on the date above a calendar column on the schedule screen and then pressing **Enter Availability**.



8.18.2 Employee Schedule Screen Buttons

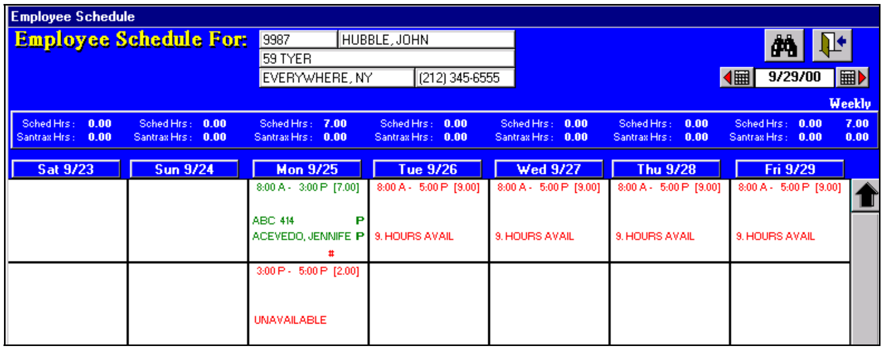
The buttons at the bottom of the Employee Schedule screen, Figure 8-25, are to be used to review or alter employee-scheduling information.

BUTTON	Feature
Skills	Displays the Employee Skills screen as seen in Figure 7-7.
Exclusions	Displays Figure 7-8. This is a list of all clients that this particular health care worker cannot work for.
Notes	Displays the employee notes screen.
Show Codes	The **Show Codes** button displays the calendar with the procedure codes, that is, services to be delivered to the client. The button toggles to **Show Cli/Srv** (client/services) which allows you to view the client's name.
Employee Maint	View the employee's record, Figure 7-2.
General Availability	Press this button to set and view the employee's general (overall) pattern of availability. By pressing right arrow near the **Week 1** button, you can copy 'availability' to future weeks.



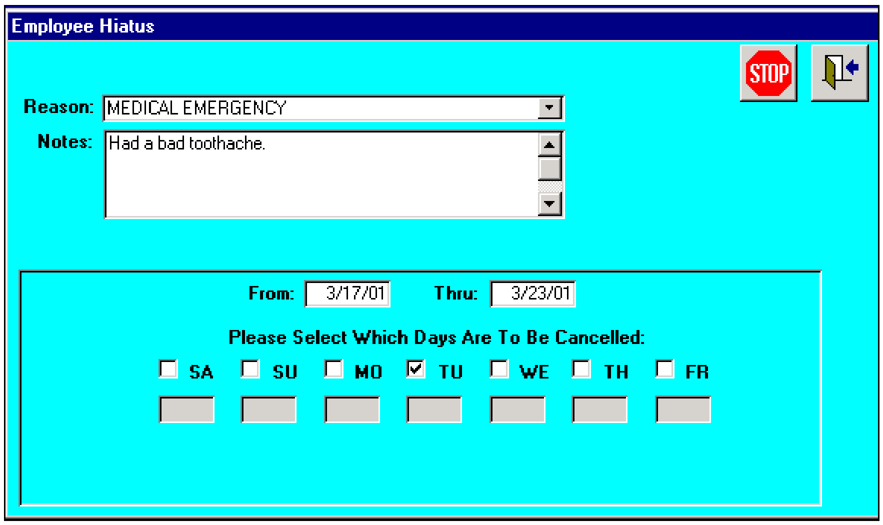
Pref Avail/Available

This toggle button allows you to view the current availability and preferred availability on the calendar. In the example below, the employee could not work on 9/25 during two afternoon hours.



Hiatus

This button displays a popup that allows you to cancel employee workdays.



Compliance

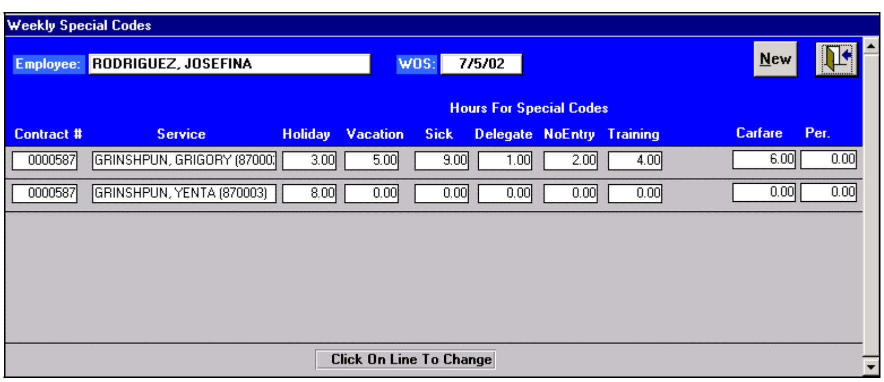
View employee's non-compliance status. See Figure 10-12.

Verification

Brings up the verification screen where you can verify that visits were carried out as scheduled. See Figure 9-2.

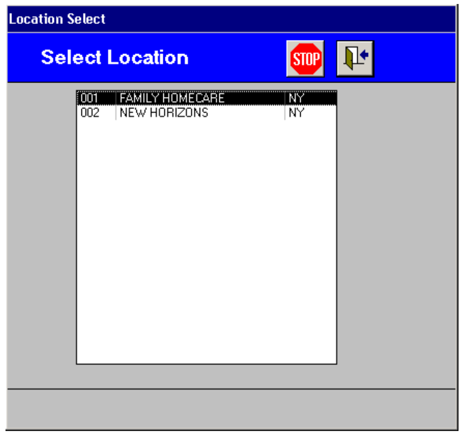
Vac/Sick Holiday/Carfare/ Personal

When the button is red, it indicates that accrued sick and vacation days exists for the employee. Click on the data line—and a popup appears allowing you to change the information.



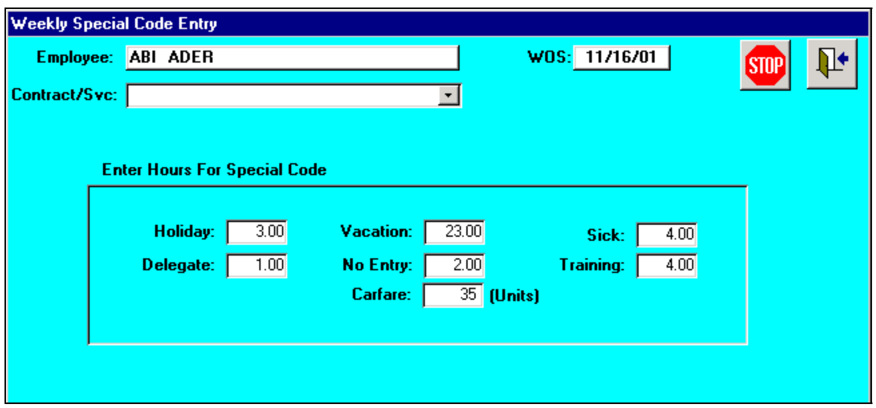
Select Location

Use this button to access a list from which to choose the site at which the employee works and is subject to its billing and clerical procedures. See Location Maintenance (section 14.2.5) for more information.

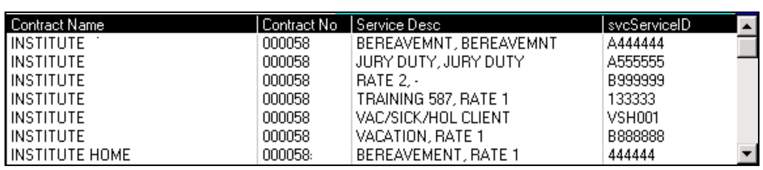


8.18.3 Enter Hours for Special Codes

You may enter hours for special codes (including carfare units) from either the Client or Employee Schedule screens. Press on the **Vac/Sick/Hol/Pers** button to access the **Weekly Special Codes** screen. Select **New**. The following screen appears.



1. Use the dropdown to select a Contract/Service.



2. Enter the hours for special codes and the amount of carfare units.
3. You may generate a **Special Codes report** detailing all employees on sick, holiday, vacation, etc., during a week of service. This report is accessed by **Main Menu → Reports → Additional reports → Special Codes reports**

8.18.4 Enter special codes for a visit day

A second method to enter special codes is:

1. Right-click on the date heading. Click on **Enter Special Codes**. The Special Codes screen appears.

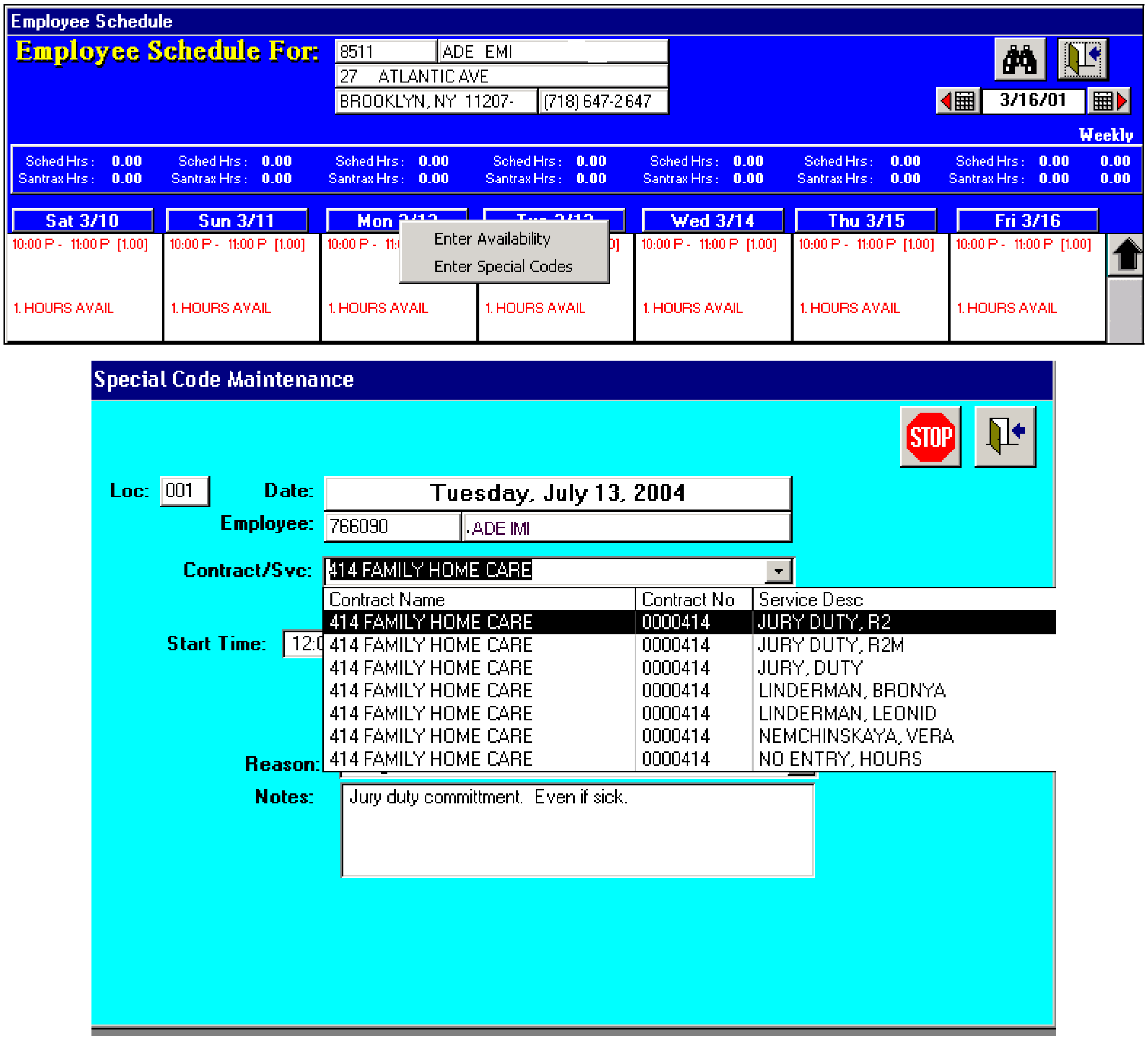
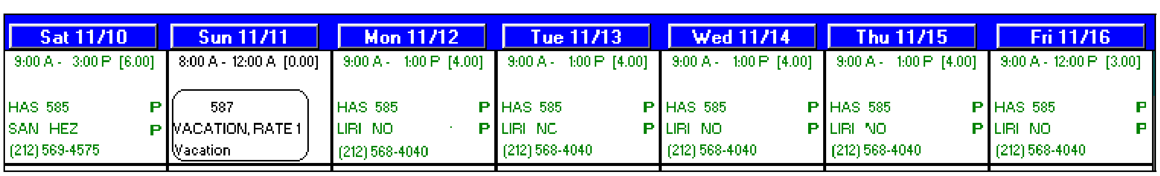


Figure 8-27 Special Code Entry Screen

2. Choose a contract/service from the dropdown box. The reason will automatically be filled in, if you had entered a default reason in the service record of the 'Vacation' or 'Sick' miscellaneous client. See section 6.8.

3. After completing the above screen and pressing the **Exit** door, the calendar screen will appear with the special codes inserted in the day's cell.



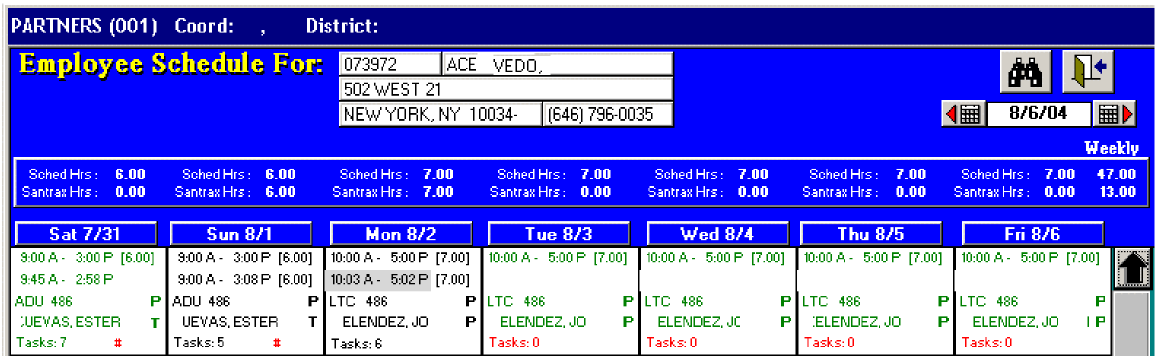
Often you may want to enter a 'zero' total hour for an employee's availability on a certain day—giving the reason for that anomaly. These special code situations will not be sent to auto-batch or billing until the payroll department changes the hours for those employees. The feature **Find Unapproved Special Codes** (see section 11.6) can be accessed from the **Daily Functions** menu to locate all employees in this unapproved category—and then, if necessary, you can proceed to input the correct hours.

8.18.5 Record tasks performed by an employee for a client

Often, during a visit, an employee may perform chores or tasks for the client. These may range from helping the client shower to taking his/her oral temperature. During and after a visit, you may want to record the work done. Tasks entered during the Santrax call will be interfaced to HC PLUS during call processing. Visits, under this system, cannot be verified unless tasks are entered.

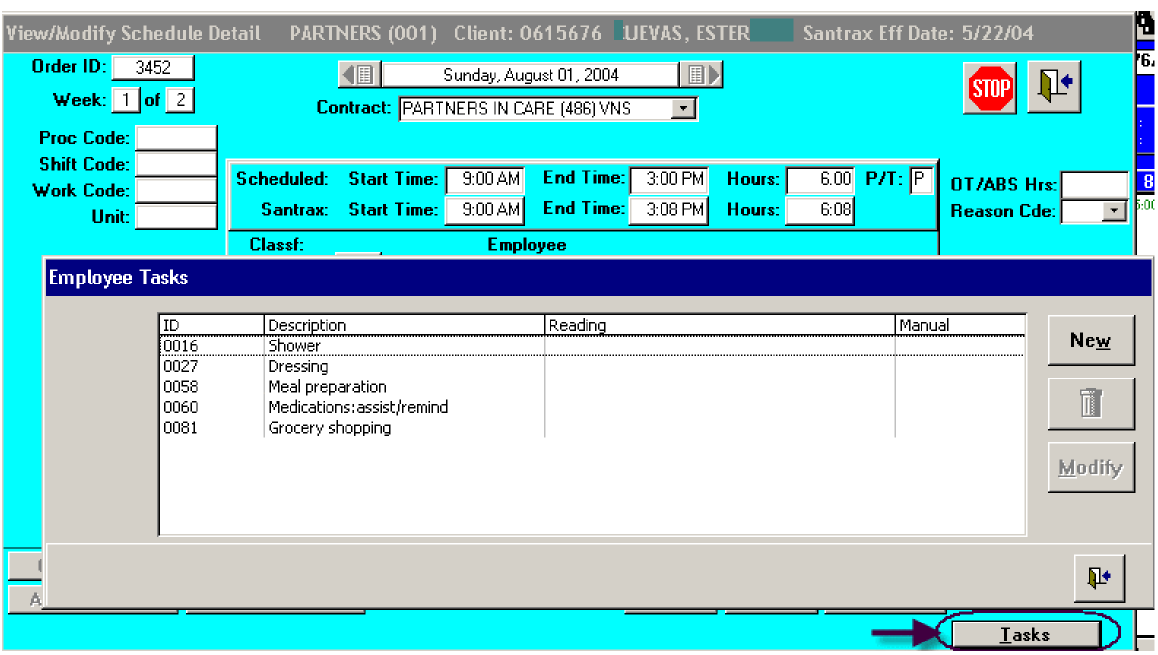
Task entry and editing can be accomplished using HC PLUS. After appropriate settings for individual Agencies, a **Task** button displays on both the **Client and Employee Visit Detail** screens and the **Client/Employee Verification Detail** screens. You then have the ability to add, modify and delete task assignment/s from these screens. The process is as following:

1. To access the Detail screens, display the employee (or the client) schedule.



Notice the number of tasks marked in each cell when the employee is assigned a client.

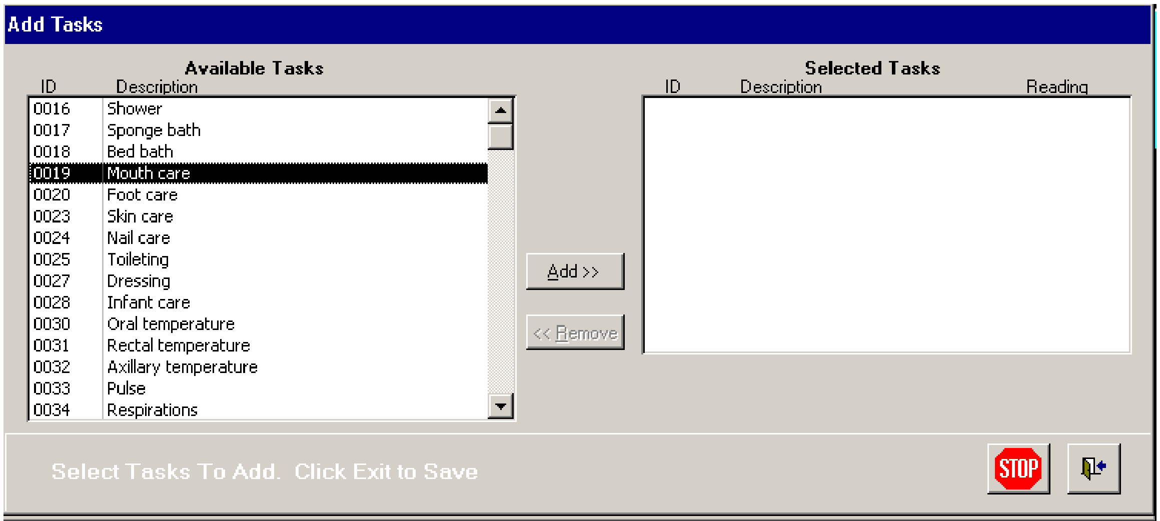
2. When you click on a cell, the Detail screen appears, with a **Task** button located at the bottom. Press it to view current tasks for that visit or to enter new ones.



8.18.5.1 To enter new tasks

You may enter tasks for a scheduled visit or even for a visit that was verified, as long as the visit had not been posted and batched.

1. Click on the **New** button on the Employee Tasks screen. The following screen appears.



2. Highlight an item for the list of available tasks and press **Add>>**. The item will added to list of tasks preformed for the client.

3. Certain tasks such as temperature readings or weight require you enter the reading as shown below.

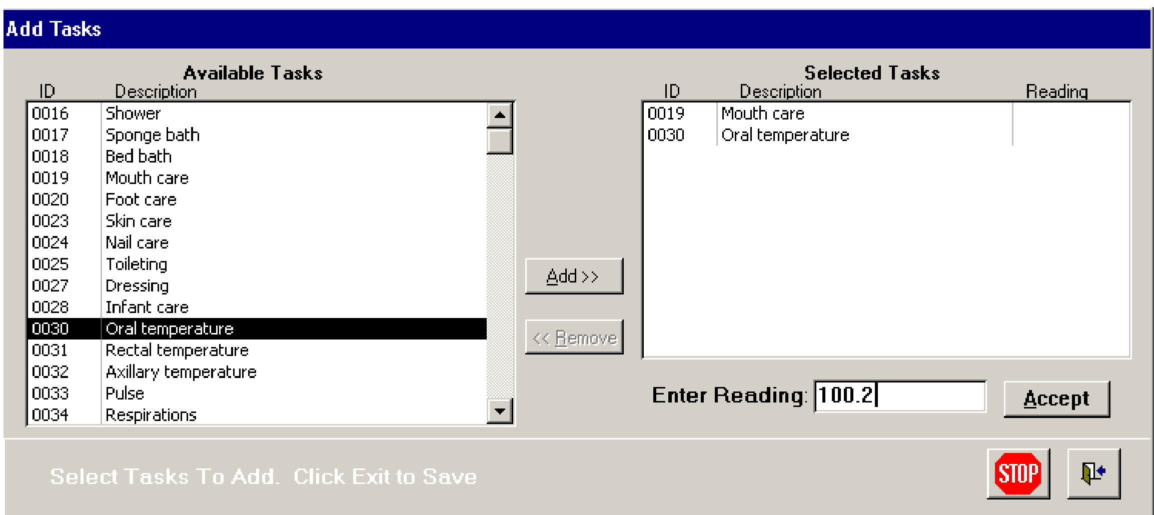
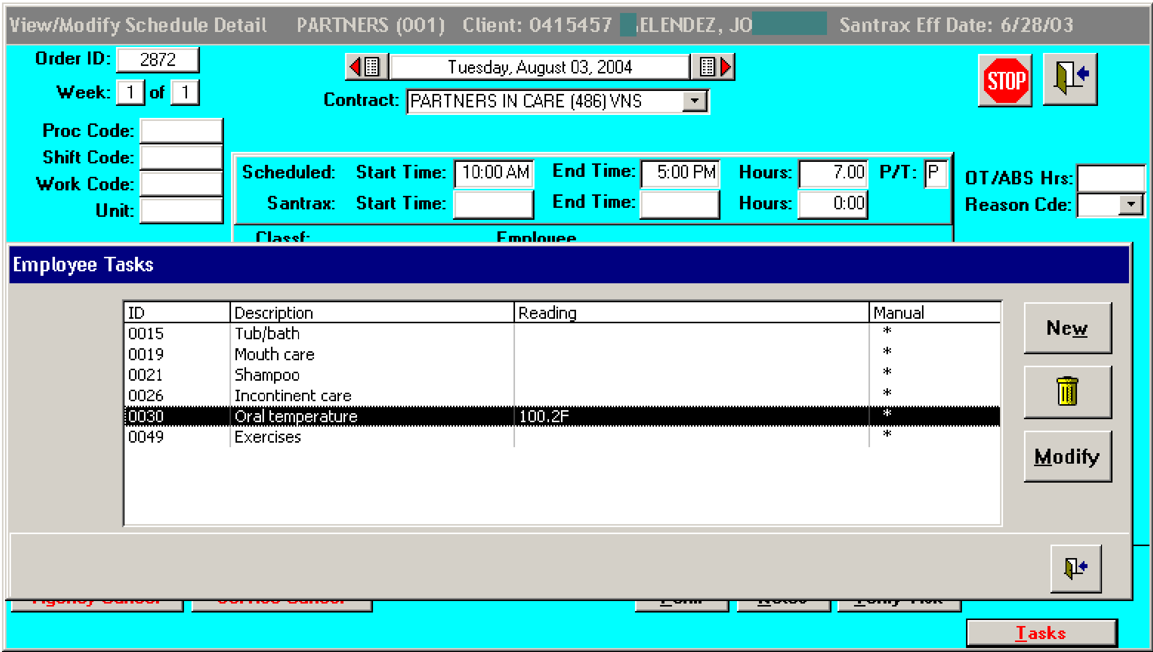


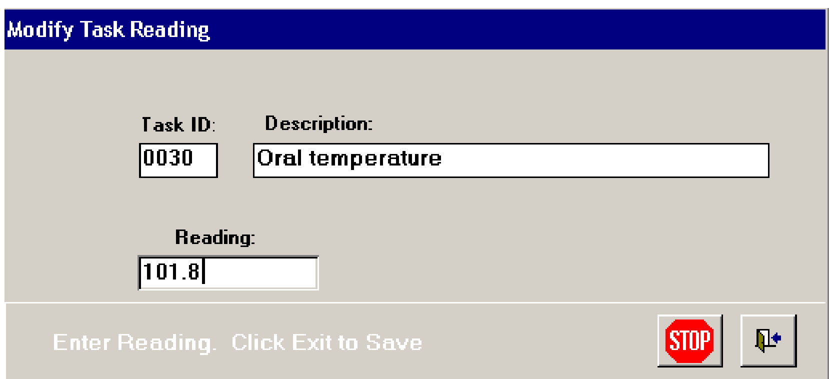
Figure 8-28 Add Tasks Screen

4. Press **Accept** to record the reading you entered.

5. When you press  the list will appear.



6. You can modify certain tasks by double-clicking on them and changing the reading

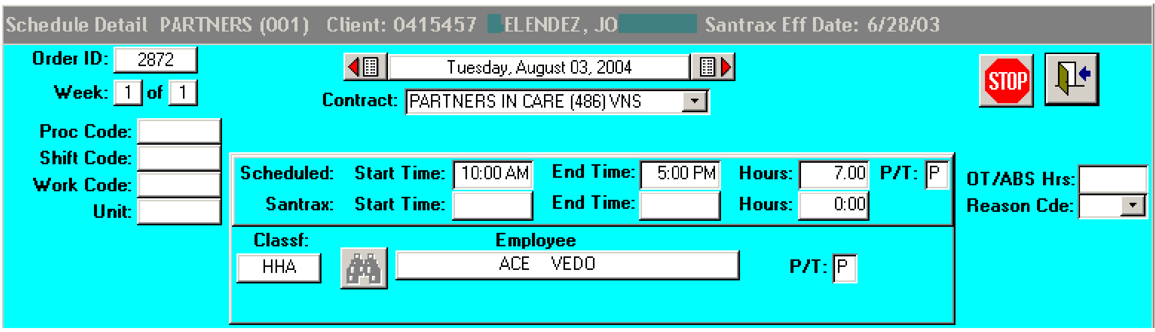


7. You may also delete a task by highlighting then pressing the  icon.

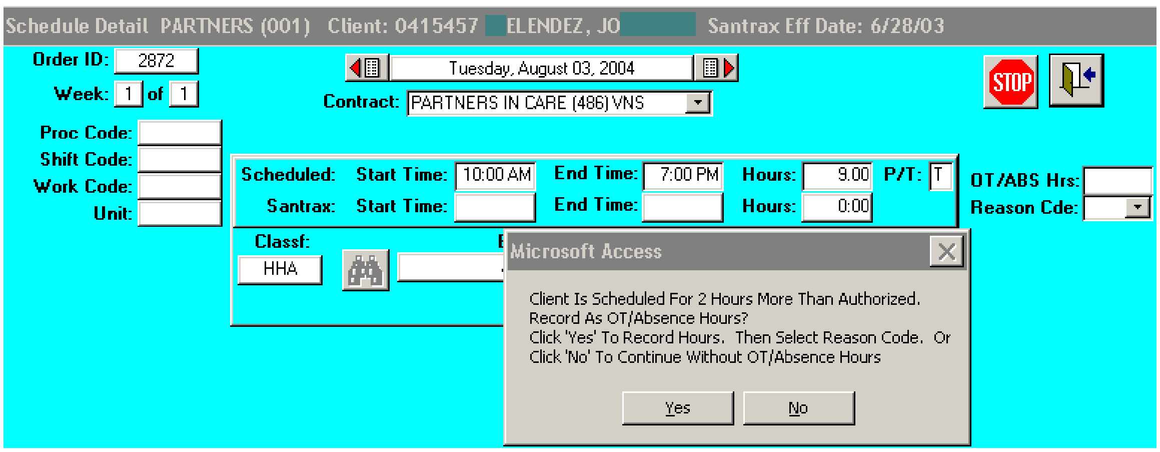
8.18.6 Overtime and Absence tracking

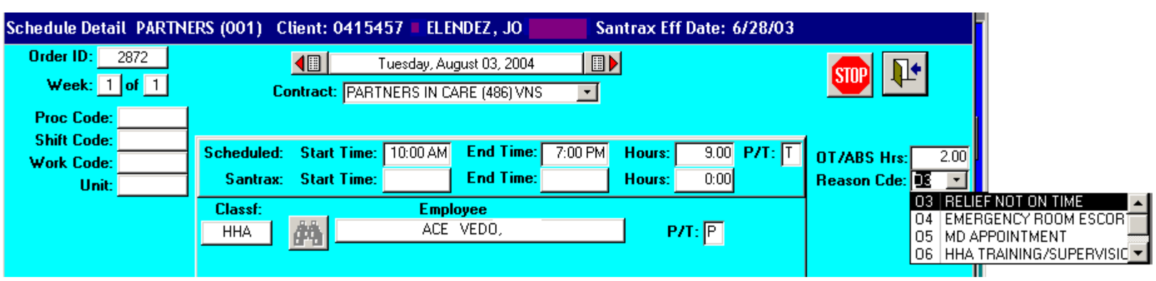
Some agencies can track the hours that an employee worked overtime or was absent during a visit. When scheduled hours are changed, if the exceed the hours authorized the amount appears on the Visit Detail screen and if they are less than the authorized hours, the employee is deemed absent for that time. A reason must be entered for each overtime or absence occurrence.

1. Access the Schedule Detail screen of a calendar cell.



2. Change the hours as necessary. You will be required to fill in the OT/ABS field and the reason code.

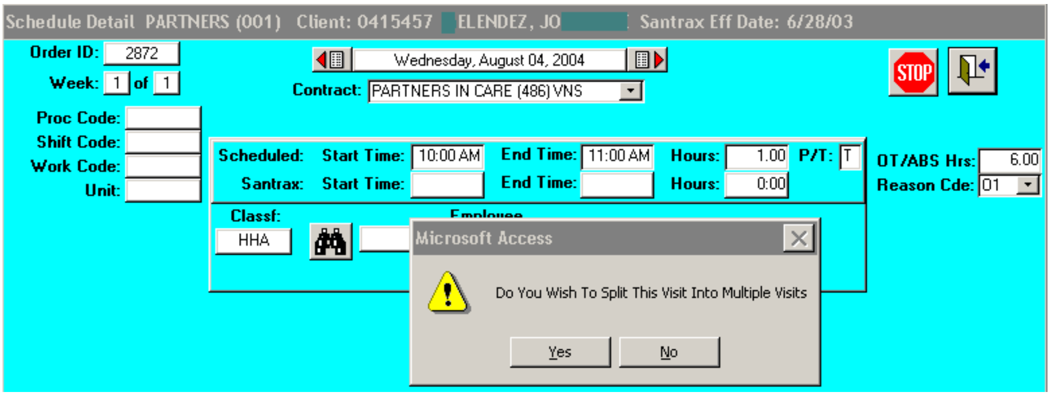




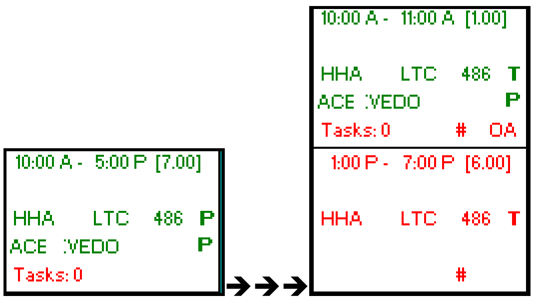
3. The schedule calendar will display the characters **OA** in the day's cell, marking it as an overtime/absence situation.

All overtime/absence changes made on an employee's schedule detail screen are also displayed on his/her assigned client's schedule and detail screens.

In an absence situation (where you reduce the number of hours for a visit) the system will prompt you whether you want to create a split visit. In the case below the original visit was reduced to one hour because of an emergency. However, since the rest of the visit could be carried out later in the day, the visit was split into two parts.

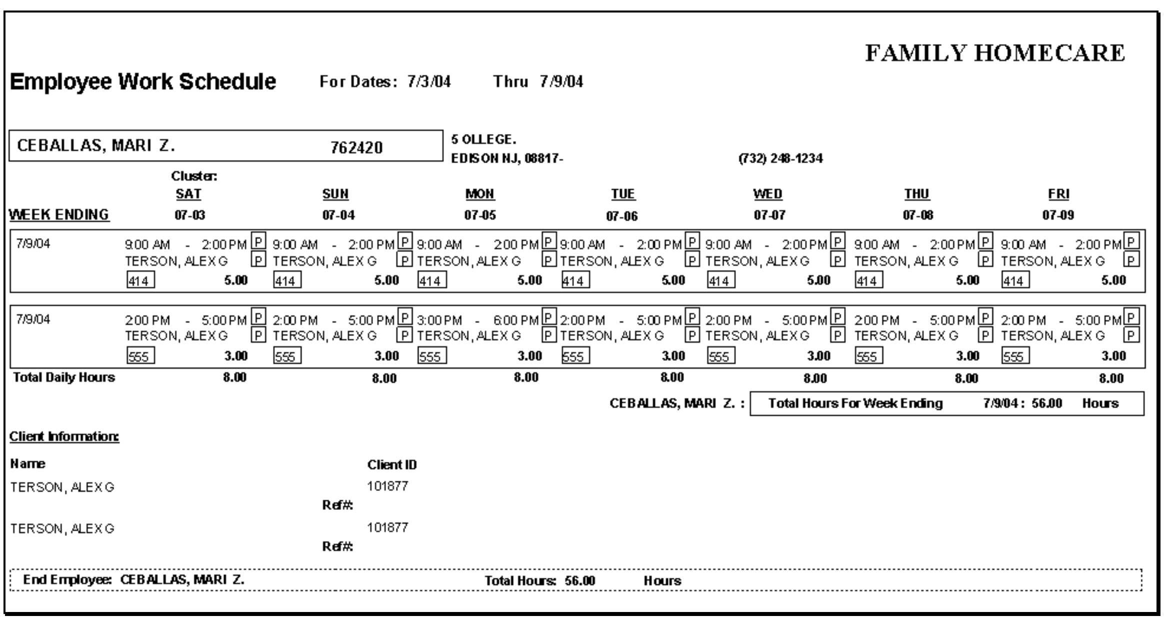


Clicking **Yes** to the above prompt, the original 7 hour visit is split into two visits of one and six each (on client calendar schedule). You can change the times of the second visit and assign another employee to complete the work, if necessary.



8.19 Schedule Reports

To generate a series of reports detailing your current schedules: Press the **Reports** button on the Main Menu, Figure 1-1. The Reports Menu appears. Choose the **Clients Reports** button to display an array of options from which you can generate various schedule reports from the client's point of view. See Figure 4-1. Alternatively, press the **Employee Reports** button for a menu to produce schedule reports from the employee's perspective.



FAMILY HOMECARE

Employee Work Schedule For Dates: 7/3/04 Thru 7/9/04

CEBALLAS, MARI Z. 762420 5 OLLEGE. EDISON NJ, 08817- (732) 248-1234

Cluster:

WEEK ENDING	SAT 07-03	SUN 07-04	MON 07-05	TUE 07-06	WED 07-07	THU 07-08	FRI 07-09
7/9/04	9:00 AM - 2:00 PM P TERSON, ALEX G P 414 5.00	9:00 AM - 2:00 PM P TERSON, ALEX G P 414 5.00	9:00 AM - 2:00 PM P TERSON, ALEX G P 414 5.00	9:00 AM - 2:00 PM P TERSON, ALEX G P 414 5.00	9:00 AM - 2:00 PM P TERSON, ALEX G P 414 5.00	9:00 AM - 2:00 PM P TERSON, ALEX G P 414 5.00	9:00 AM - 2:00 PM P TERSON, ALEX G P 414 5.00
7/9/04	2:00 PM - 5:00 PM P TERSON, ALEX G P 555 3.00	2:00 PM - 5:00 PM P TERSON, ALEX G P 555 3.00	3:00 PM - 6:00 PM P TERSON, ALEX G P 555 3.00	2:00 PM - 5:00 PM P TERSON, ALEX G P 555 3.00	2:00 PM - 5:00 PM P TERSON, ALEX G P 555 3.00	2:00 PM - 5:00 PM P TERSON, ALEX G P 555 3.00	2:00 PM - 5:00 PM P TERSON, ALEX G P 555 3.00
Total Daily Hours	8.00	8.00	8.00	8.00	8.00	8.00	8.00

CEBALLAS, MARI Z. : Total Hours For Week Ending 7/9/04 : 56.00 Hours

Client Information:

Name	Client ID
TERSON, ALEX G	101877 Ref#:
TERSON, ALEX G	101877 Ref#:

End Employee: CEBALLAS, MARI Z. Total Hours: 56.00 Hours

Figure 8-29 Employee Schedule Report

Chapter 9 Verification procedures

9.1 Verification Overview

The system provides two methods with which to verify that an employee filled the clients' schedule as required by a work order. The first method is to follow the procedures using the formal Verification menu via the Employee's schedule. You may also, as described in sections 9.4 and 9.5, verify visits 'on the fly' directly from a schedule calendar screen.

Note: When a visit is manually verified from the Client Schedule, the appropriate Employee schedule is updated as well.

HC Plus uses verified hours, if present, instead of scheduled hours when checking to see if employee exceeded authorized hours. This allows adjustments of pay hours to exceed scheduled hours as long as authorized hours plus banked hours (if applicable) are not exceeded. However, the validation to prevent verified hours from exceeding scheduled hours is available—and is controlled by the option 'Allow Verified Hours Greater Than Scheduled' on the Scheduling Defaults Sharp screen (see section 14.1.5) Call Client Relations to enable.

9.2 Automatic Batching

When the **Batch Verified Visits** field is checked in the Sharp section of the Scheduling System Defaults, manually verified records are automatically batched. The criteria for inclusion in a batch are location, contract, week of service, and user.

- Employee verified schedules will be added to an existing batch if a match is found for location, contract, week of service, and user.
- Employee verified schedules will be placed in a new batch if a match is not found for location, contract, week of service, and user.
- Within the same batch, records that are verified together for the same client will get the same timeslip number, i.e., they will be included in the same **Batch Detail** summary record by employee and client. *Note: records that are verified at different times will not get the same timeslip number.*
- Within the same batch, records for the different clients will not get the same timeslip number, i.e., they will be placed in separate **Batch Detail** summary record by employee and client.
- When a manually verified batch visit is unverified, the visit is removed from the batch.

9.3 Verify Schedules via the Verification Menu

1. Use the **Verify Schedules** button on the Scheduling Main Menu (Figure 1-1) to bring up the Verification Menu below.

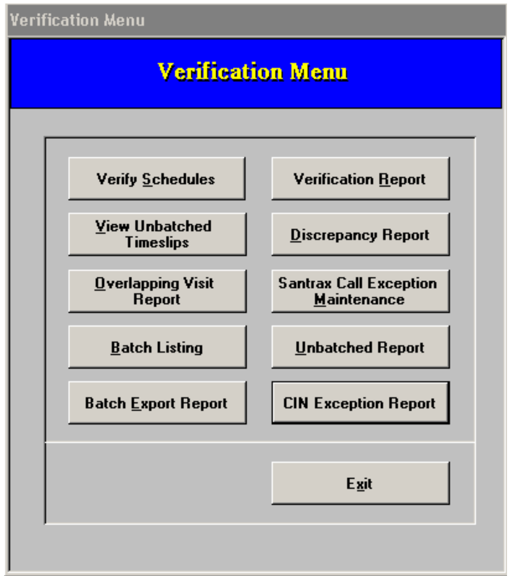


Figure 9-1 Verification Menu

2. Clicking **Verify Schedules** brings up the Find Employee screen (Figure 7-1). Select the employee whose schedule you want to verify. After the employee is selected, the Employee Schedule Verification screen appears.

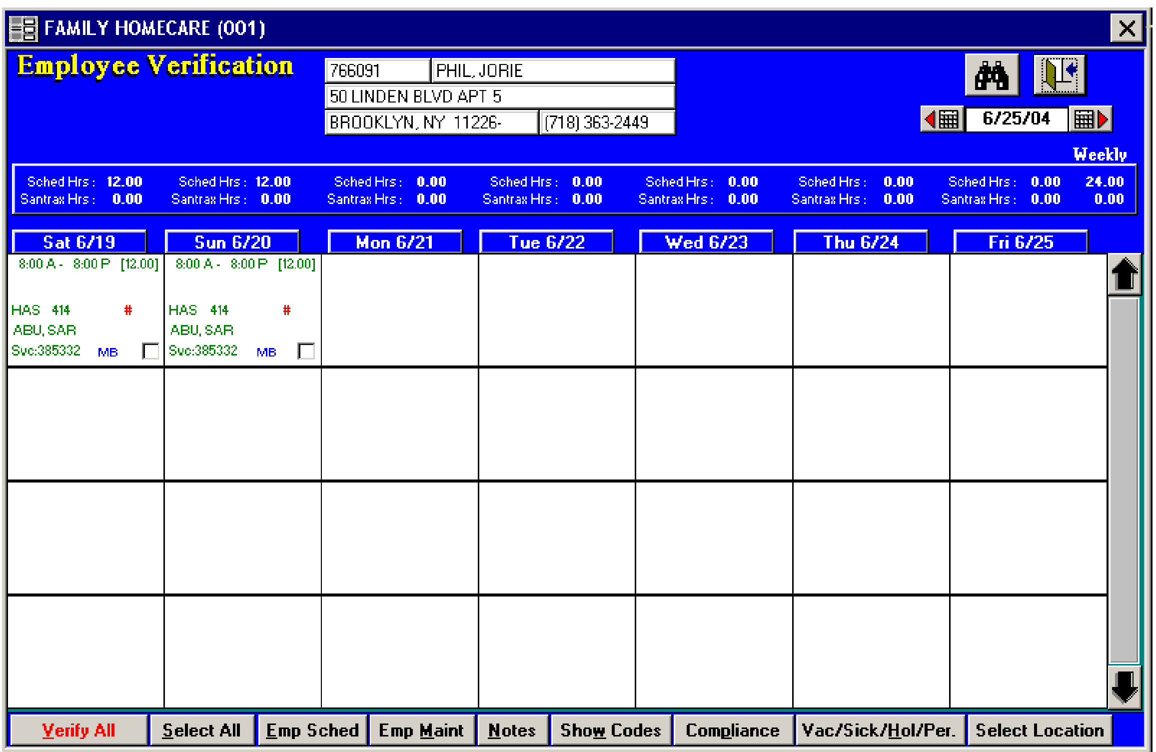


Figure 9-2 Employee Schedule Verification

3. Visits that have already been verified will be in black. Unverified visits are displayed in green.

4. To verify a particular day(s) click in the checkbox in a cell, then press the red **Verify** button at the bottom. The total number of verified hours is displayed in the cell. An ellipsis (…) indicates the visit was verified but not batched, whereas, when it is batched, the batch number appears in the cell.

5. You may also simultaneously verify all the schedule days (without checking the boxes in the cells) by pressing the **Verify All** button.

6. When you click on a specific day/time cell in the figure 9-2, the Verification Detail screen appears.

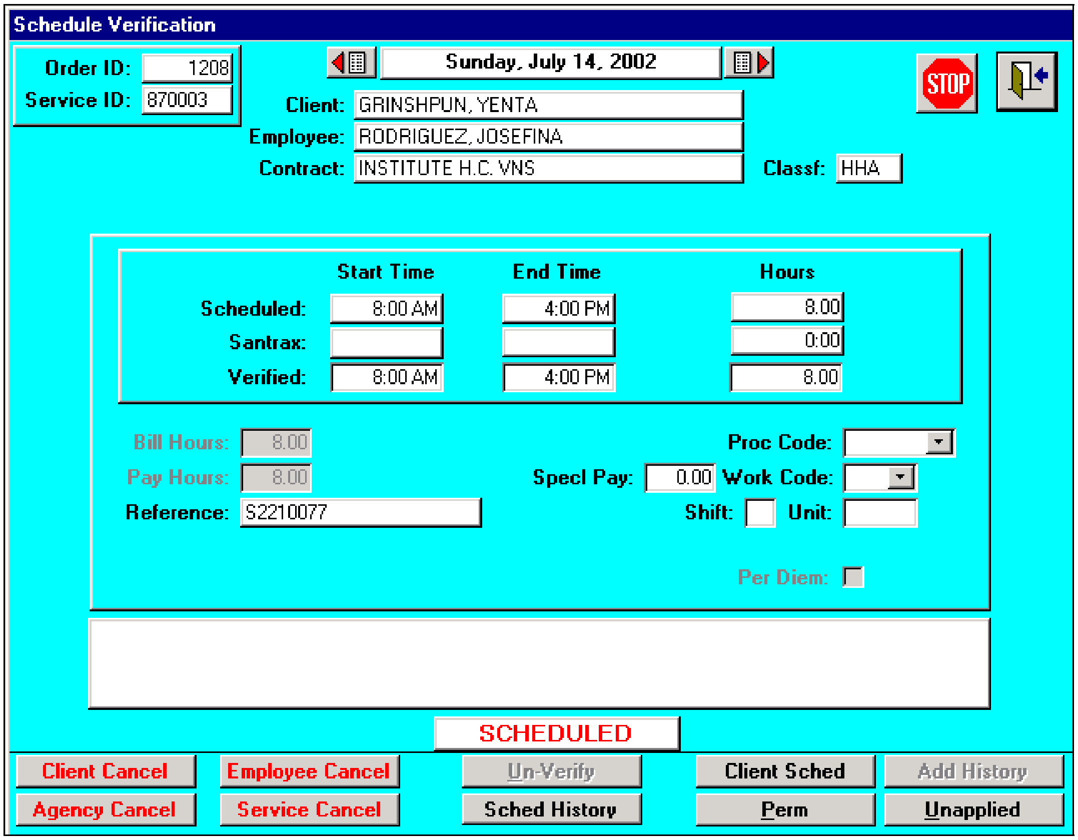


Figure 9-3 Schedule Verification Detail

7. Examine the details of this screen. (You may want to change the verified times etc. In this case, when you click on the **Exit-door**, another popup will appear in which you can enter comments about your changes.)

Note: If you check the **Per Diem** checkbox, the letters **PD** will appear in the right bottom corner of a verified visit when the **Show Codes** button is selected from the Client Schedule. Live-in visits that exceeded 12 hours show the per diem indicator. The per diem indicator is also visible for a 24-hour visit that is split into two 12-hour visits; however, it will not automatically be checked.

The Per Diem indicator is only selectable on those visits equal to or in excess of 12 hours. Any visit less than 12 hours will have its Per Diem indicator grayed out. Any 12-hour visit will have to be manually selected by user. In addition, you will receive a warning message when more than one 12-hour visit has been scheduled for the day.

A modification has been made to the HCO application to add the Sharp Aids per diem logic. Per Diem works as follows with regards to Special Care (Aids) services. If the Service's Special Care flag is checked on the Service Maintenance Screen and the scheduled hours are between 0 and 4.99, and the Contract's 'Aids Per Diem Rate' is not zero, then the Per Diem checkbox is enabled. It is up to you, the user, to check the box on the Verify Visit screen.

8. Clicking on the **Exit**-door formalizes the verification and the entry now appears in BLACK in the Client schedule screen. If you had adjusted the verified hours, the change will appear on the schedule framed in a tiny box in bold underneath the originally scheduled hours enclosed in brackets.

9. After verifying a visit, you can view the verification history by clicking on a black schedule cell. The View/Modify Schedule Detail screen appears.

10. When you click on the **Verification** button on the bottom of the screen, the Schedule Verification Detail screen appears with the history displayed at the bottom.

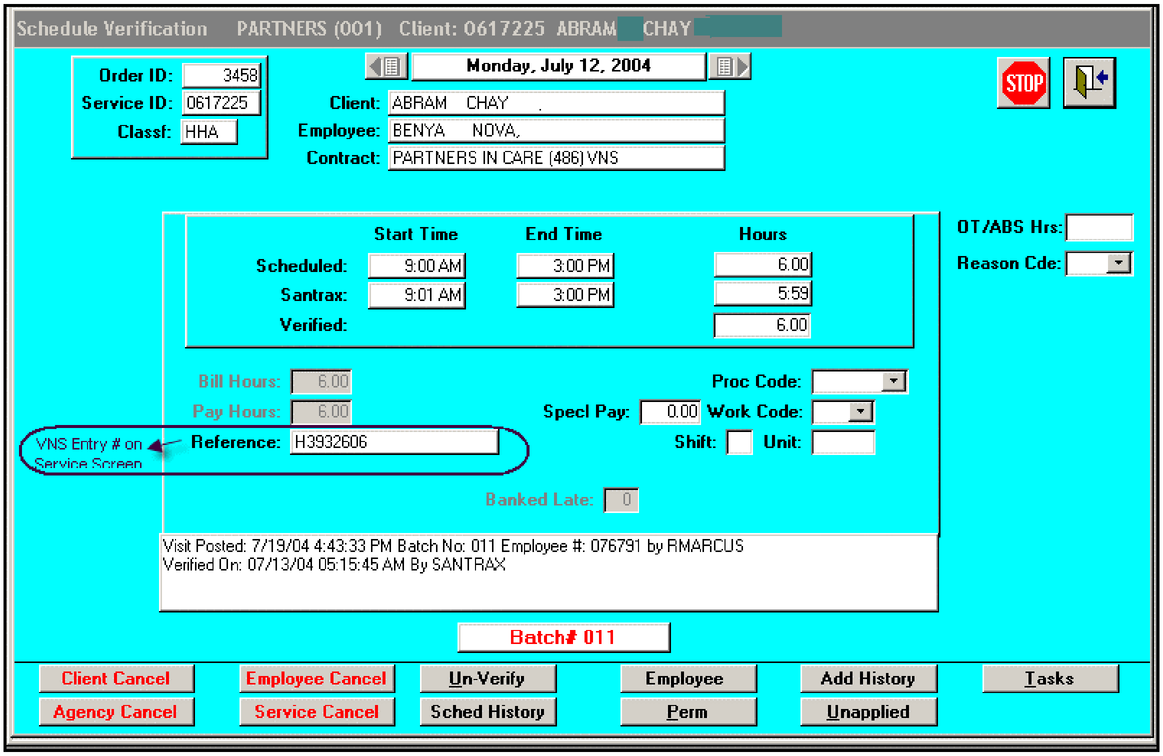
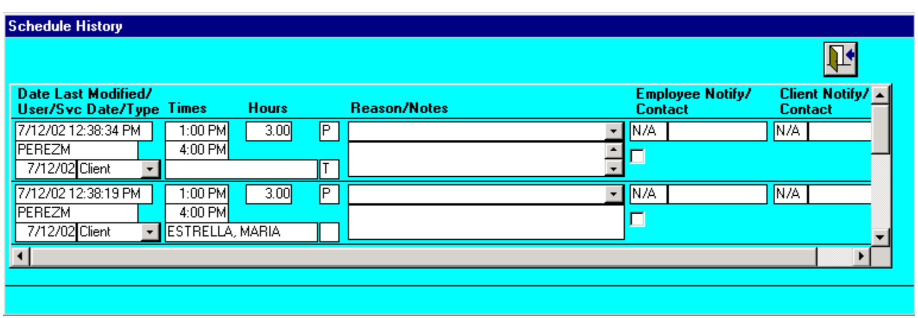


Figure 9-4 Schedule Verification Detail Screen with history

Note: The screen above displays non-transferred batches in red and transferred batches in black.

BUTTON	**Feature**
Client/Agency/ Employee/Service Cancel	These four buttons function in the same manner, as do the cancel buttons on Figure 8-20.
Un-Verify	This button sets the individual visit back to an unverified status. The color of the text in the calendar for that day will revert from BLACK to GREEN.
Client Schedule	View the Client Schedule screen, Figure 8-2.
Add History	This button allows you to add additional information to the verification history without having to modify the visit.
Sched History	Displays a screen showing all the scheduling changes. 
Perm	This button brings up the **Permanent Schedule** screen. See Figure 8-19.
Unapplied	Allows you to apply Santrax calls to the visit and then proceed to verify that visit.

Note: The verification screen keeps the <u>same</u> week ending date when selecting a second or third employee's schedules to verify. That is, if you use the binoculars to search/verify another employee's visits, the WOS retrieved will be the same as that of the first employee. This feature works only when the 'Default Schedules to current WOS' option is not selected on the Scheduling Defaults screen.

9.3.1 Verification for special codes—sick and holiday

Vacation and sick days appear on the verification screens either through cancellation or by entering special codes as described in section 8.18.4.

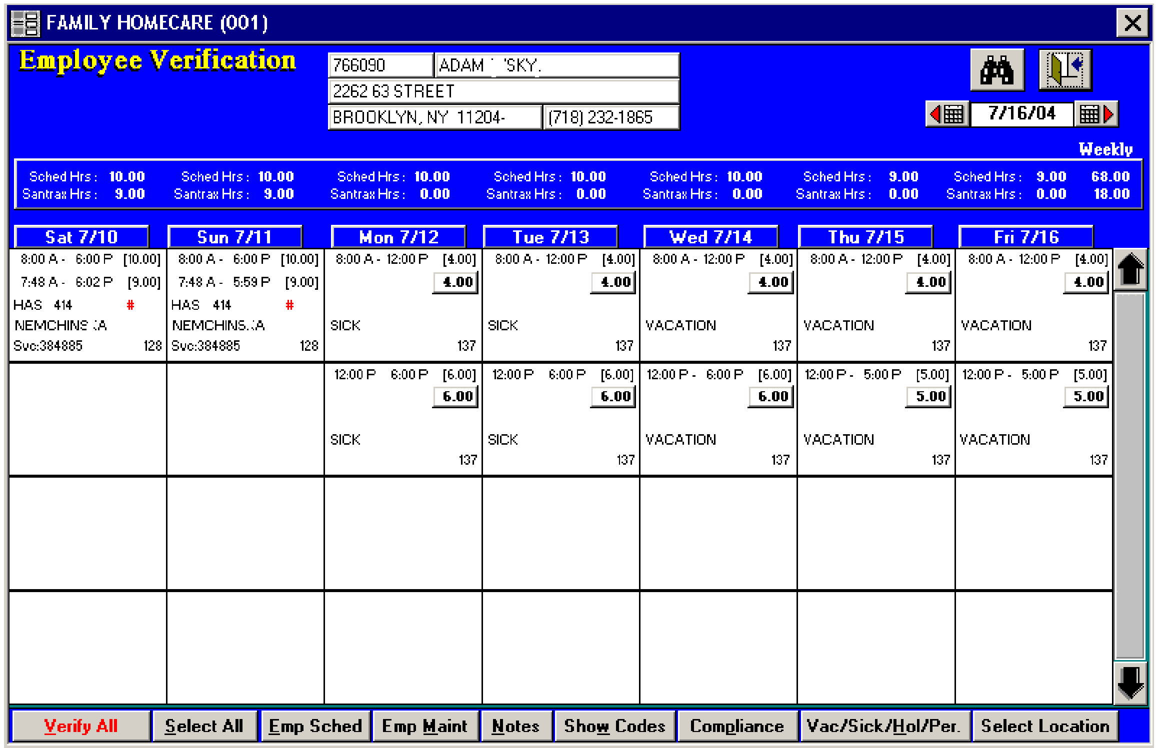


Figure 9-5 Vacation/sick days on schedule screen

When you click on a vacation/sick cell, the detail screen below appears along with the batch number to which the visit's timeslip was assigned.

9.3.2 Verification Screen Features

The verification screen has several buttons that add the following functionality.

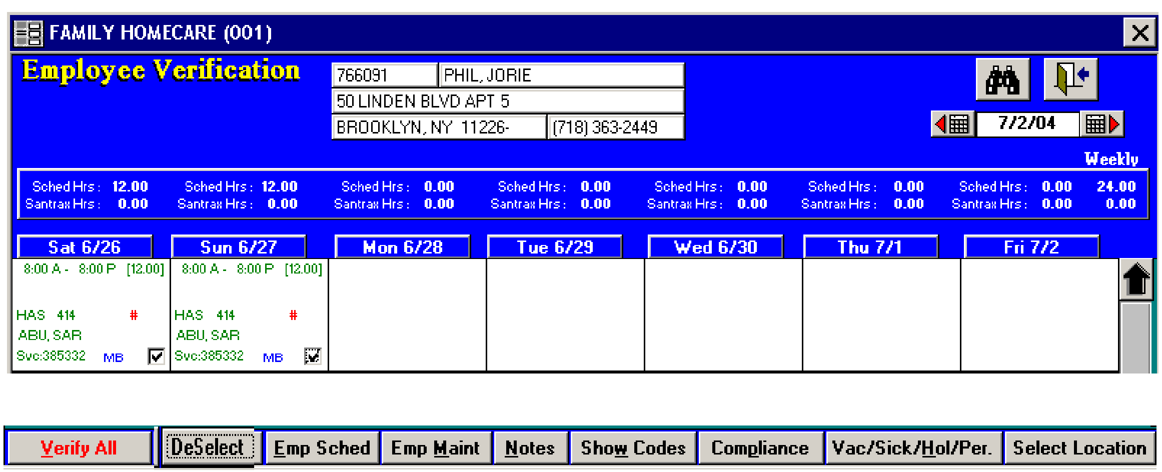


Figure 9-6 Verification Screen functions

BUTTON	Feature
Verify All **(Verify)**	This red button will verify all the scheduled visits of a selected employee. Three red dots in a cell signify that the cell had been verified via the 'Verify all' method. If you check a checkbox in a green scheduled cell, this button toggles to "Verify Selected" allowing you to verify only those schedule(s) as necessary.
Select All **(DeSelect All)**	This button will place a check mark in all the small check boxes that appear in the bottom right corner of the calendar day visits. Once set, the **Select All** button toggles to read **DeSelect All** as seen in the above figure. Clicking Deselect will remove all the checks in the small check boxes.
Employee Schedule/ Maintenance/ Notes/ Show Codes/ Compliance/ Vacation, Sick, Holiday/Pers, Select Location	These buttons bring up screens similar to those described in the Employee Schedule section 8.18.

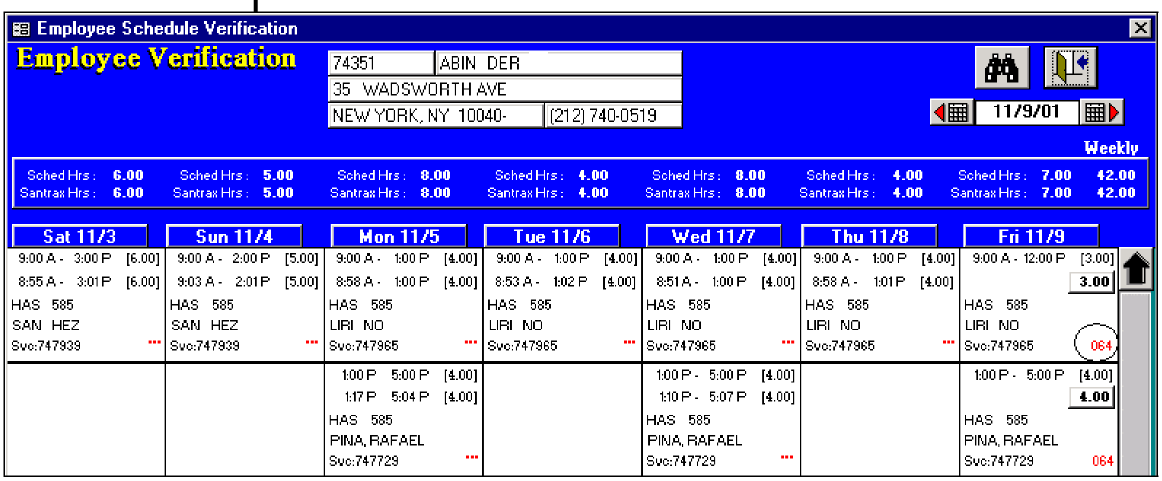
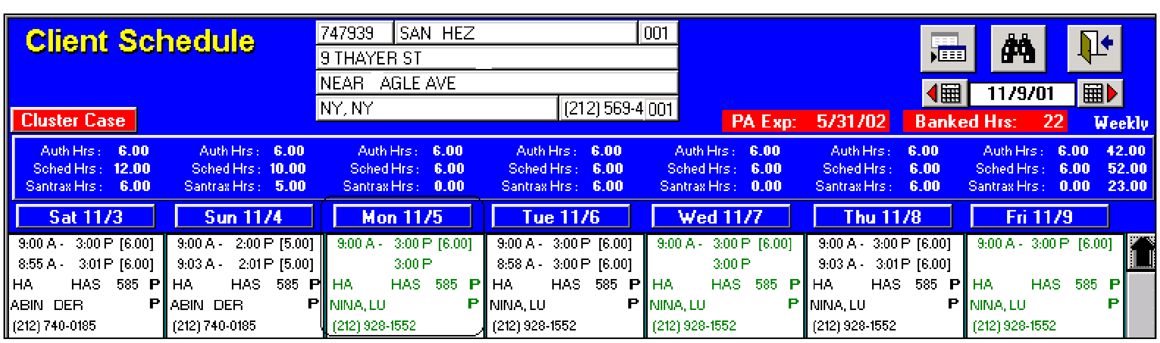


Figure 9-7 Verified visits

Once the visit hours are manually verified, the batch number (e.g. 064) appears in the cell.

9.4 Verifying Visits via the Client Schedule Screen

To verify visits using the client schedule screen, do the following:



1. Click in a green cell (a scheduled visit) or in a pink cell (pending notification). Note that cancelled (blue) or open (red) visits cannot be verified. The schedule detail screen appears

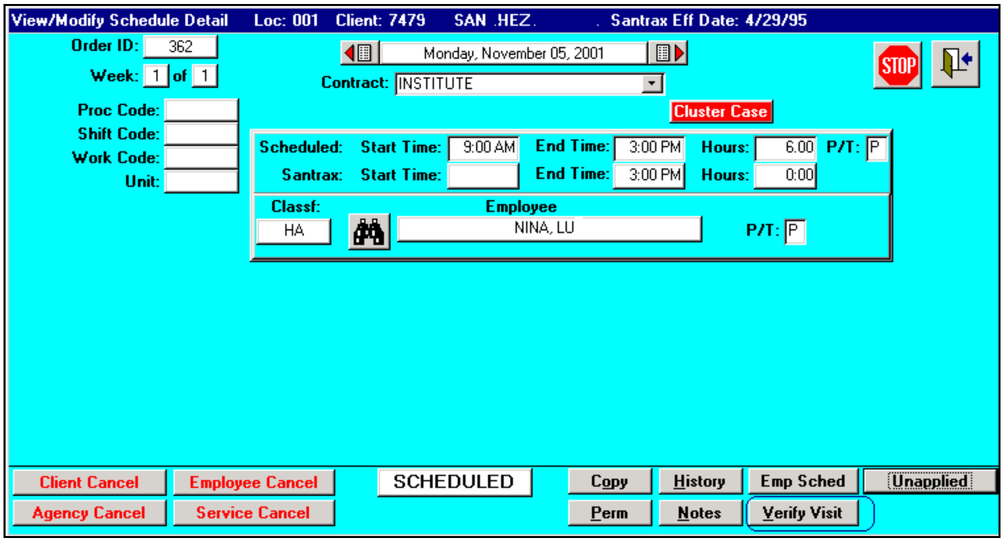


Figure 9-8 Schedule Detail screen

2. Click on the **Verify Visit** button on the lower right of the screen.
3. The schedule verification detail screen is displayed (Figure 9-3). Make changes to the hours as needed and press the  button. The verified Client Schedule screen is displayed.

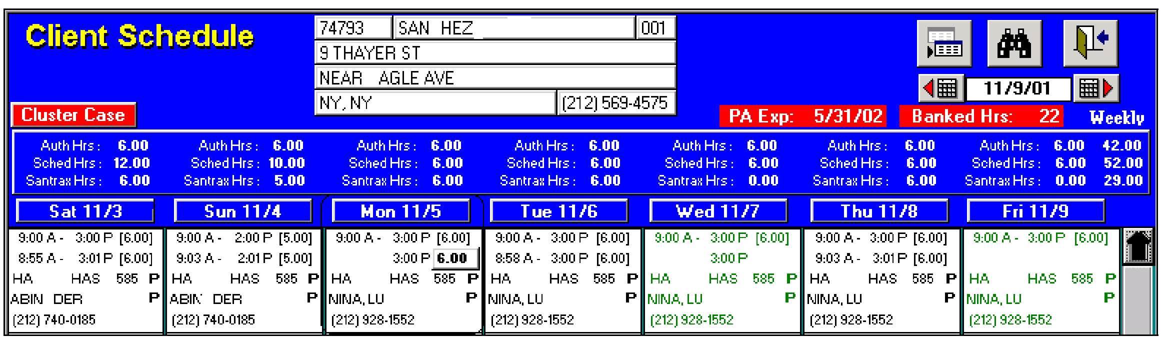
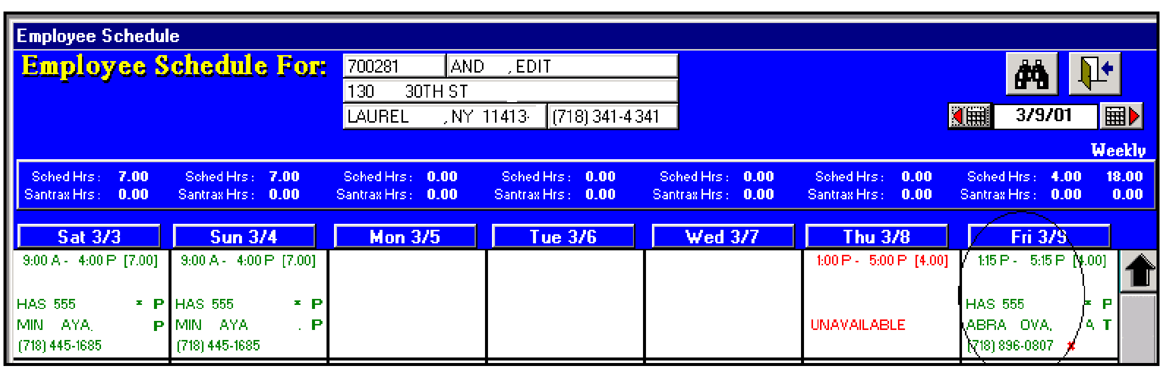


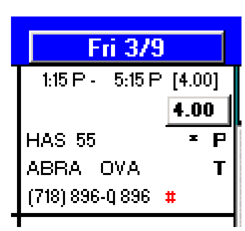
Figure 9-9 Verified Client Schedule Screen

9.5 Verifying Visits via the Employee Schedule Screen

On the Employee Schedule screen, do the following:



1. Click in a cell. The schedule detail screen appears for the client for that day.
2. Click on the **Verify Visit** button on the lower right of the screen.

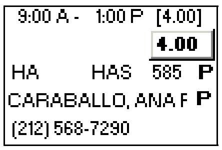


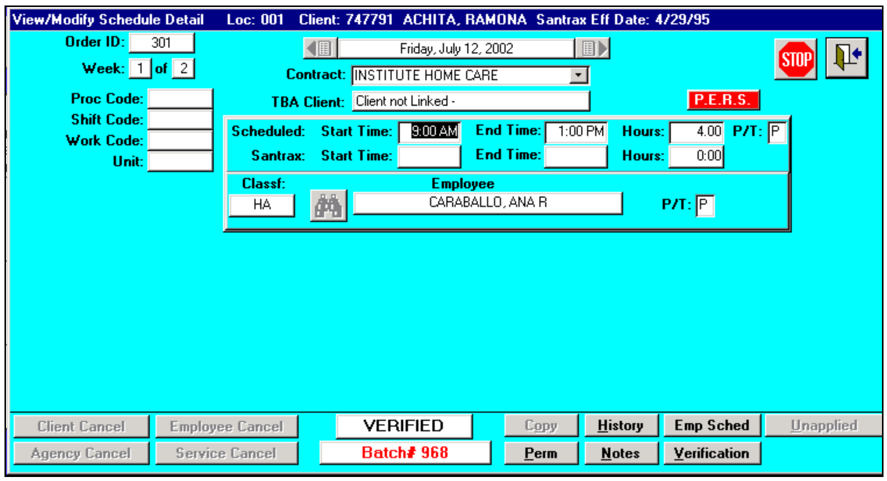
3. The Schedule Verification detail screen is displayed (Figure 9-3). Make changes to the hours as needed and press the **Exit** button. The verified Employee Schedule screen is displayed as shown on the right.

9.6 Change scheduled hours after verification

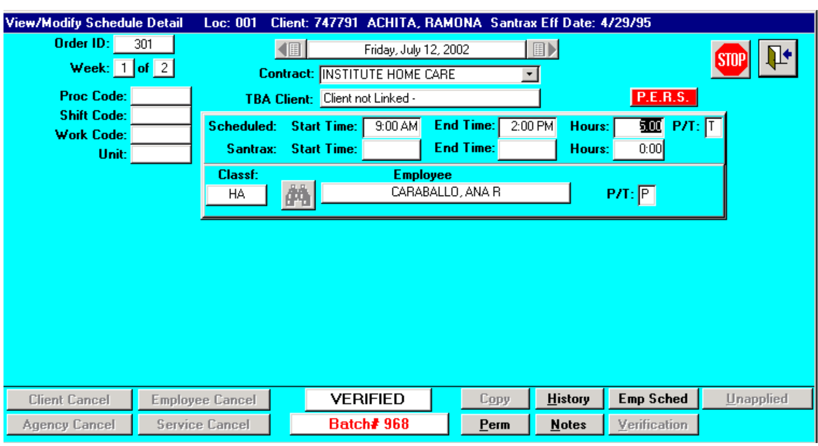
The system allows you to modify scheduled times even for visits that had already been verified. Note that the system does not check authorizations when scheduled hours are changed for a verified visit. But once the timesheet is batched and transferred to billing (posted), the scheduled times cannot be increased; you may, however, decrease the scheduled hours on a visit that has already been posted. Decreasing the scheduled hours is allowed when the verified and posted hours are less than the original scheduled hours.

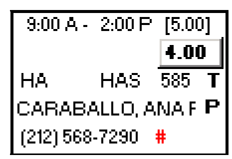
1. Click on a verified cell. The verification screen appears.





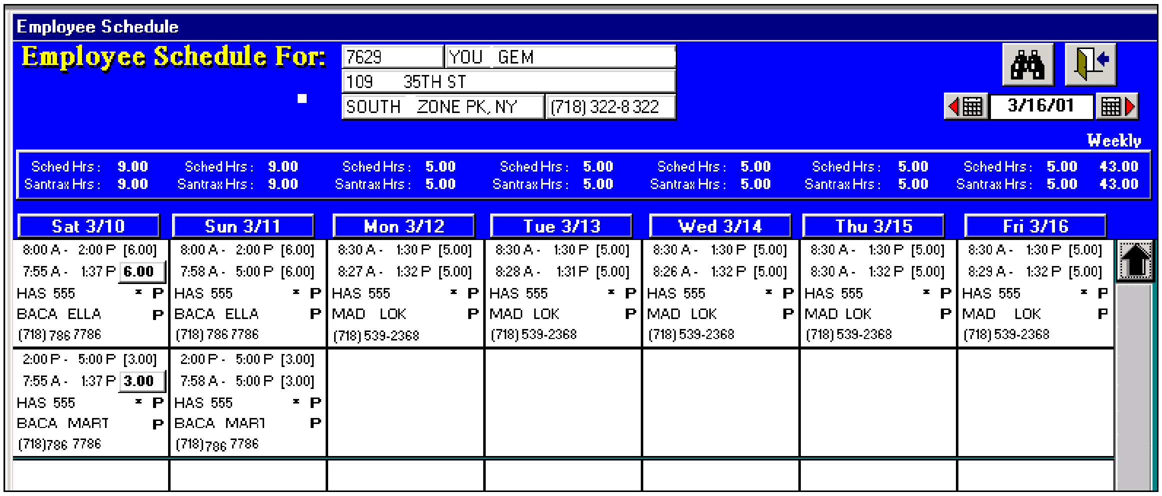
2. Change the schedule's hours (Start and End times) as shown below.



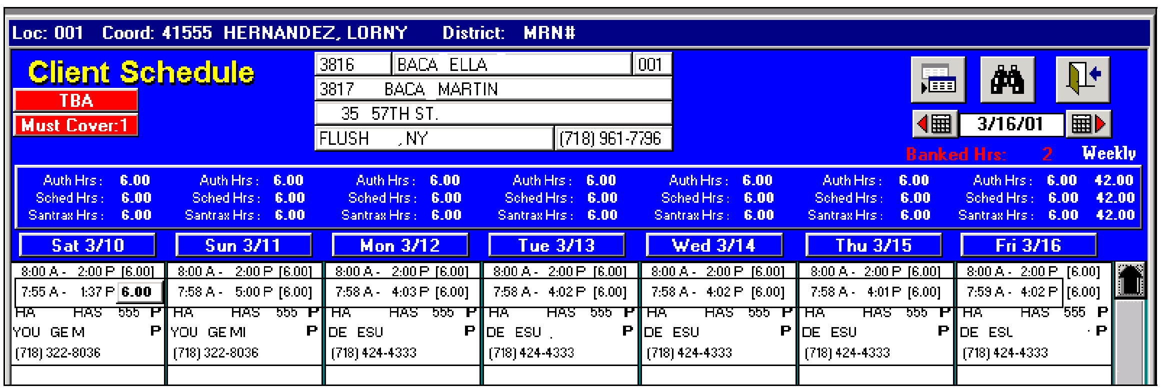


9.7 Santrax Visit Verification

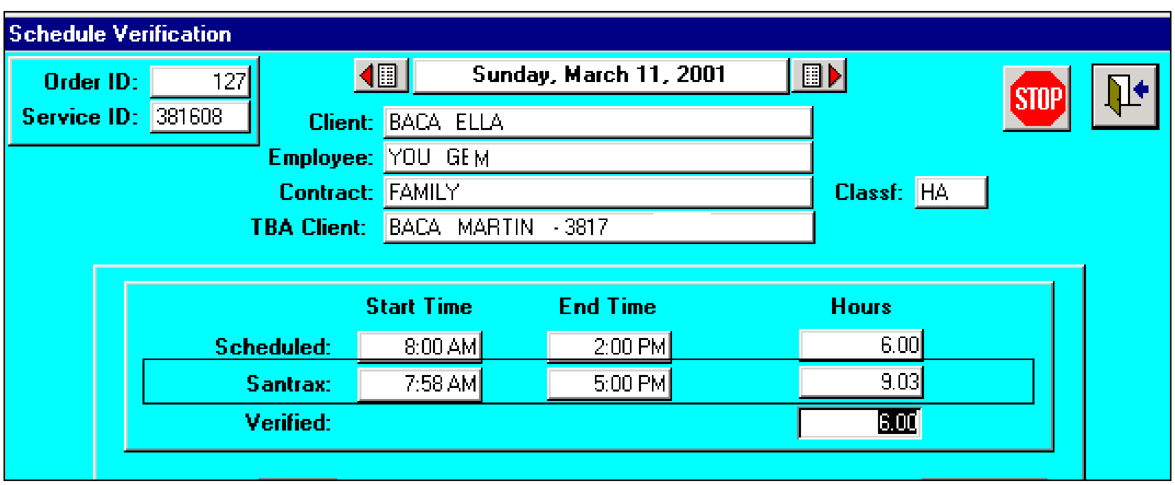
When you access a verified Employee's schedule, the Santrax times are displayed. If the employee had worked with two clients, the verified call-in and call-out times are shown for each client.



Verified Santrax employee visit-time data also appears in the cells of the client schedule screen. The call-in and call-out times appear together with the total hours that had been verified.



When you click on a cell the verification details are shown including the Santrax information.



9.8 Applying unknown calls to a visit and verifying

On Figure 9-8 Schedule Detail screen the **Unapplied** button allows you to apply Santrax calls to the visit and then proceed to verify that visit. In the example below, the Santrax end time is missing. We will proceed to apply a call to it.

1. When you press **Unapplied**, a list of **Santrax Unapplied Calls** screen appears. For agencies using the task option, the screen will also show the number of tasks.
2. Check the **Select** checkbox to the left of the call you want applied to the visit.

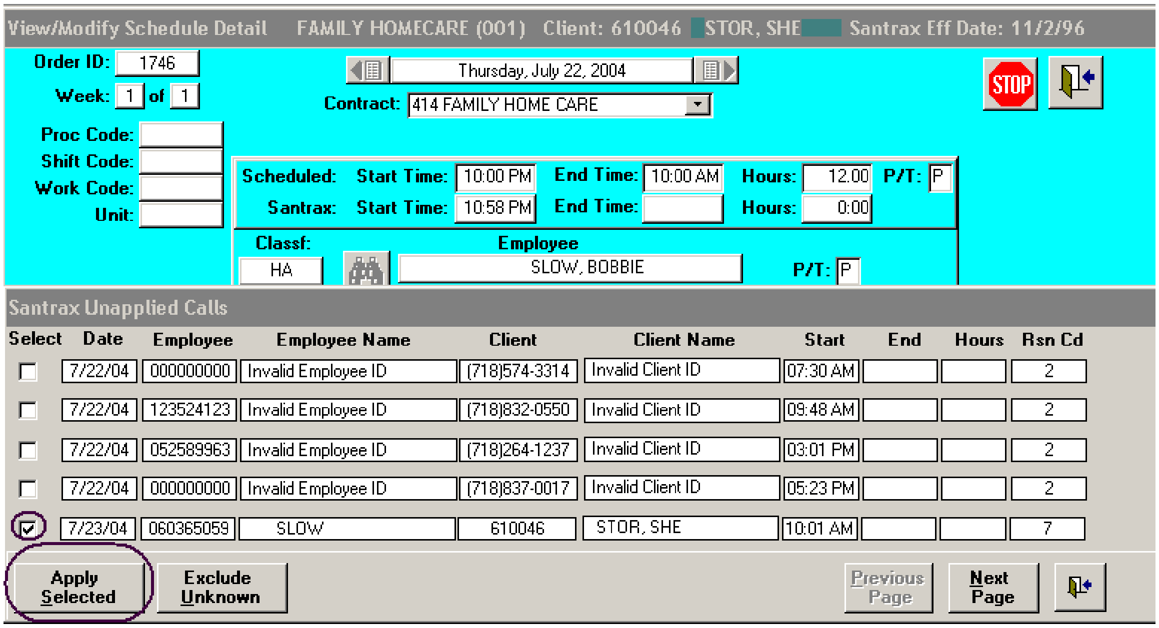
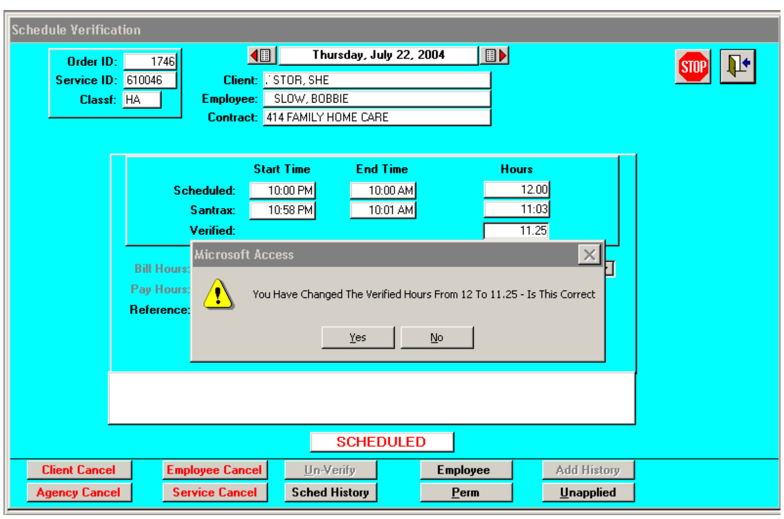
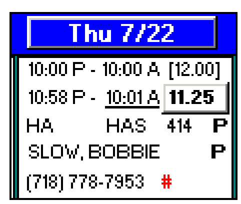


Figure 9-10 Santrax Unapplied calls

3. Click the **Apply Selected** button. You are now in a 'verify' mode and a series of windows appears stepping you through the verify process. The end result appears as shown below.



If you manually apply calls, the calendar screen will show the Santrax call time as an underlined entry.



The Santrax total hours, when displayed in bold, indicate verification when the verified hours differ from the scheduled.

To indicate that a visit was verified due to call assumption processing: on the client/employee schedule screens, the verified hours will appear in red; and on the Daily Call Summary report (Santrax Reports), verified hours will appear raised.

When you manually apply calls, HC PLUS calculates the banked late minutes. The calculation for banked hours is performed for a visit that meets the following criteria:

- Not a TBA or a Cluster client. Not a 24-hour visit. The visit has never been verified.
- The visit does not initially have both Santrax Calls.
- Has just had a manually applied start or an end call via the Santrax Unapplied Calls Screen.
- Has just had a manually applied start or end call from Client or Employee schedules screen via the Santrax Call Exception Maintenance screen.

9.9 View the phone number of a Santrax call

The Visit Detail screen allows you to view the telephone number associated with certain Santrax calls. If the client ID was manually entered during the call, then the call is displayed within a gray box.

1. Place your mouse over a shaded call time Schedule detail screen.
2. A tool tip appears showing the phone number.

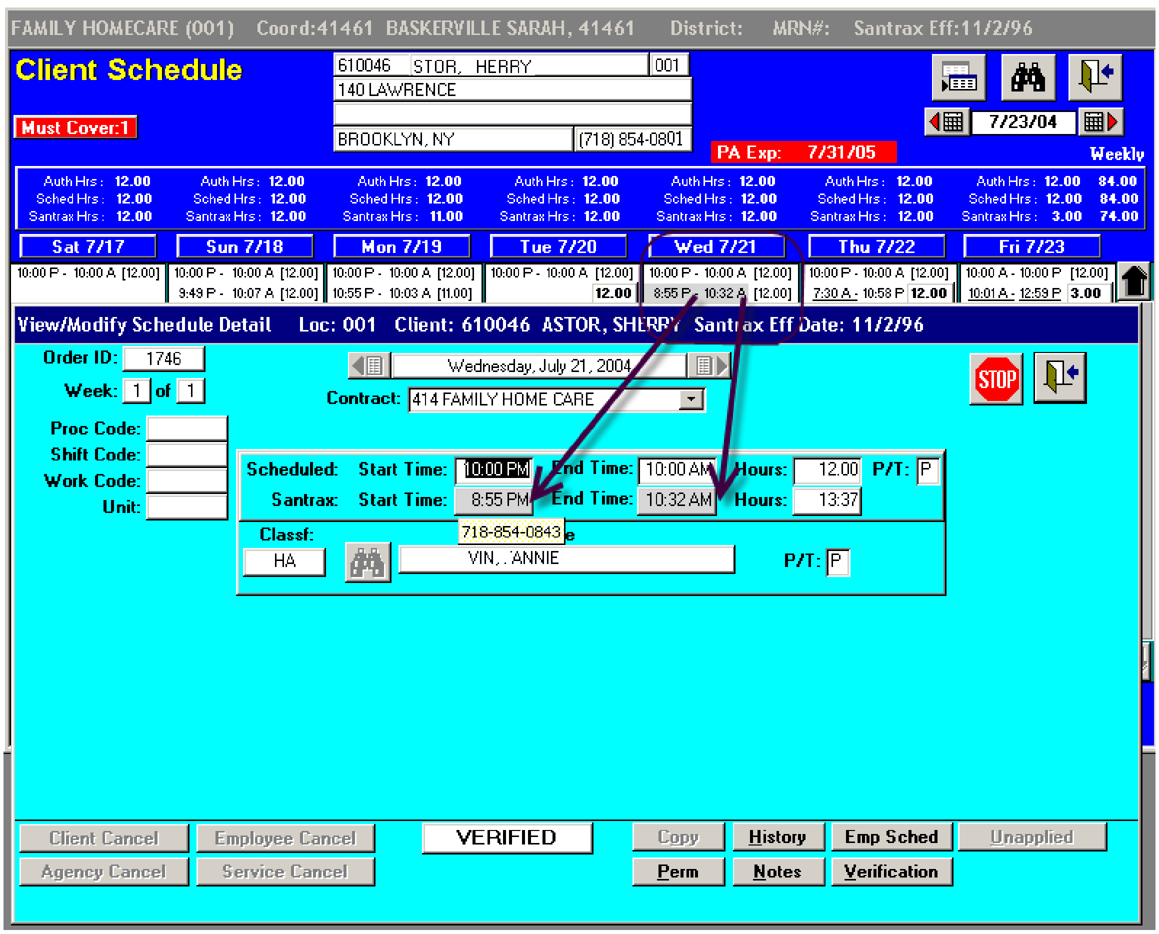


Figure 9-11 Viewing the Telephone number Associated with a Santrax call

9.10 The Verification Report

Click the Verification Report button on the Verification Menu (Figure 9-1) to create the report. Several **Include** options are available, namely: Verified, Unverified, Include Posted, Posted Only, and a report that shows classification totals. The Sort option selected and the "Filter By" criteria appear at the top of each report page.

NOTE: At the time of the transfer of a batch, execute the Verification Report by Employee for the week of service selecting **Posted Only** and **Show Clsf** Totals; this data should match the confirm report automatically generated at the time of transfer.

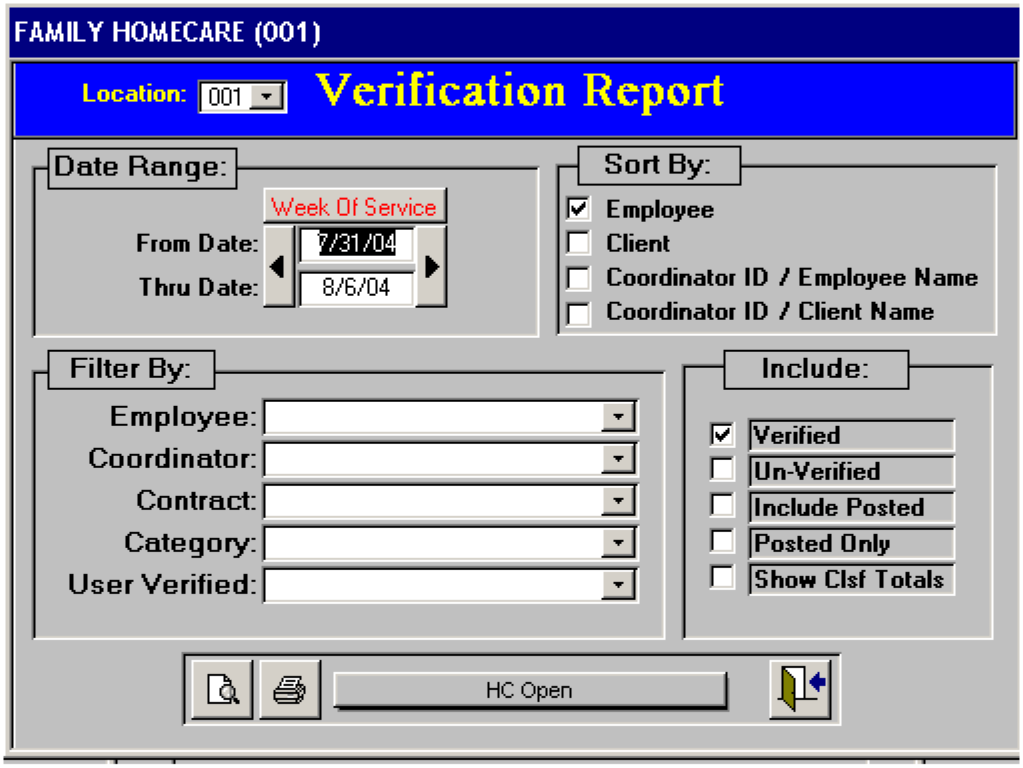


Figure 9-12 Verification Report options

1. Click the check box for the appropriate sort. Enter the week of service: the week defaults to the latest full week from the current date but can be altered by clicking on the arrows or by keying in dates.
2. You may toggle Week Of Service to Verification Date—and produce a report on the data by verification date.
3. After clicking the Verified checkbox, include other options, such as, **Include Posted**, **Posted Only**, and **Show Clsf** (classification) **Totals**. If you click **Un-Verified,** all these other options are grayed out and unavailable.
4. Click the **Magnifying glass** button to preview/view the report.

08/31/2004 **FAMILY HOMECARE**

Schedule Verification Report VERIFIED **From:** 07/17/04 **Thru:** 07/23/04 **By Week Of Service**

Employee: *SLOW, BOBBIE 007553* **Includes Posted:** No **Posted Only:** No

Sorted By: Employee

Week Ending: *Friday, July 23, 2004*

SLOW, BOBBIE 007553 HA 060-36-5059

Date	Start	End	Posted	Bill Hours	Pay Hrs	Clsf	Client ID LI	Client Name Contract Name	Contract #	Coordinator Proc WC SC Unit	
Sat 07/17	10:00 P	10:00 A	No	12.00	12.00	HA	610046 No	STOR, SHE 14 FAMILY	0000414	¯ASKER	SARAH,
Sun 07/18	10:00 P	10:00 A	No	12.00	12.00	HA	610046 No	STOR, SHE 14 FAMILY	0000414	ASKER	SARAH,
Mon 07/19	11:00 P	10:00 A	No	11.00	11.00	HA	610046 No	STOR, SHE 14 FAMILY	0000414	ASKER	SARAH,
Tue 07/20	10:00 P	10:00 A	No	12.00	12.00	HA	610046 No	STOR, SHE 14 FAMILY	0000414	ASKER	SARAH,
Thu 07/22	10:00 P	10:00 A	No	11.25	11.25	HA	610046 No	STOR, SHE 14 FAMILY	0000414	ASKER	SARAH,
Fri 07/23	10:00 A	10:00 A	No	24.00	24.00	HA	610020 No	ENSTOCK, 14 FAMILY	0000414	ASKER	SARAH,
		Totals for Employee:		**82.25**	**82.25**						

Total For Week: 07/23/2004 **82.25** **82.25**

Grand Total **82.25** **82.25**

Figure 9-13 Schedule Verification Report

31-Aug-04 **FAMILY HOMECARE**

Schedule Verification Report UNVERIFIED **From: 7/17/04 Thru: 7/23/04**

FAMILY HOMECARE

Sort By: Client

KOV, VALE **386429** **Phone:** (917) 214-5815 **Contract:** 0000813

Date	Start	End	Hours	Emp ID	Employee Name	Emp Clsf
Sat 07/17	8:00 AM	12:00 P	4.00	767084	OVICH, VERA	PCA
Mon 07/19	8:00 AM	12:00 P	4.00	767084	OVICH, VERA	PCA
Tue 07/20	8:00 AM	12:00 P	4.00	767084	OVICH, VERA	PCA
Wed 07/21	8:00 AM	12:00 P	4.00	767084	OVICH, VERA	PCA
Thu 07/22	8:00 AM	12:00 P	4.00	767084	OVICH, VERA	PCA
Fri 07/23	8:00 AM	12:00 P	4.00	767084	OVICH, VERA	PCA
	Totals For Client:		**24.00**			

Total For Week: 07/23/2004 17504.50

Grand Total 17504.50

Figure 9-14 Unverified Report

9.11 Verified Discrepancies Report

Press the **Discrepancy Report** button on the Verification Menu to generate a listing of employee visits where there is a difference between the total hours, as verified by a supervisor, and the Santrax Call hours. You may choose to produce the report according to the date of verification or the date of service.

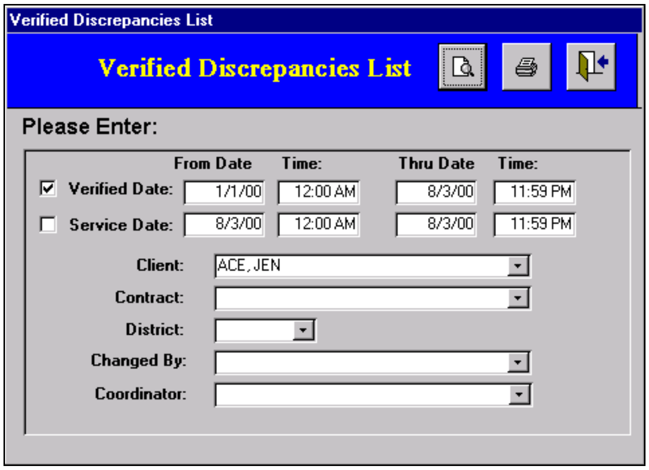
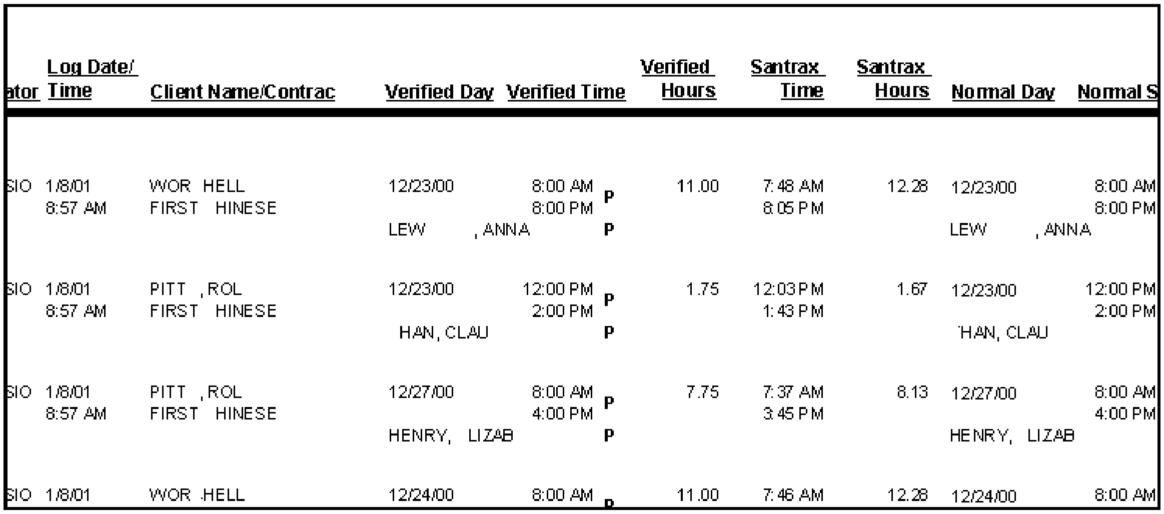


Figure 9-15 Discrepancy Report options



ator	Log Date/ Time	Client Name/Contrac	Verified Day	Verified Time		Verified Hours	Santrax Time	Santrax Hours	Normal Day	Normal S
SIO	1/8/01 8:57 AM	WOR HELL FIRST HINESE	12/23/00 LEW , ANNA	8:00 AM 8:00 PM	P P	11.00	7:48 AM 8:05 PM	12.28	12/23/00 LEW , ANNA	8:00 AM 8:00 PM
SIO	1/8/01 8:57 AM	PITT , ROL FIRST HINESE	12/23/00 HAN, CLAU	12:00 PM 2:00 PM	P P	1.75	12:03 PM 1:43 PM	1.67	12/23/00 HAN, CLAU	12:00 PM 2:00 PM
SIO	1/8/01 8:57 AM	PITT , ROL FIRST HINESE	12/27/00 HENRY, LIZAB	8:00 AM 4:00 PM	P P	7.75	7:37 AM 3:45 PM	8.13	12/27/00 HENRY, LIZAB	8:00 AM 4:00 PM
SIO	1/8/01	WOR HELL	12/24/00	8:00 AM	P	11.00	7:46 AM	12.28	12/24/00	8:00 AM

Figure 9-16 Verified Hours Discrepancy Report

9.11.1 Verification Overlapping Visits Report

To produce a report detailing those visits with overlapping time between clients (excluding cluster cases); click the **Overlapping Visit Report** button on the Verification Menu. The following option window appears. Enter the dates and the name of a specific employee. Note: Leaving the employee field blank will generate a report for the time period that will include all employees.

FAMILY HOMECARE

Verification Overlapping Visit Report for 6/30/04 Thru 7/28/04

Excluding Cluster Cases

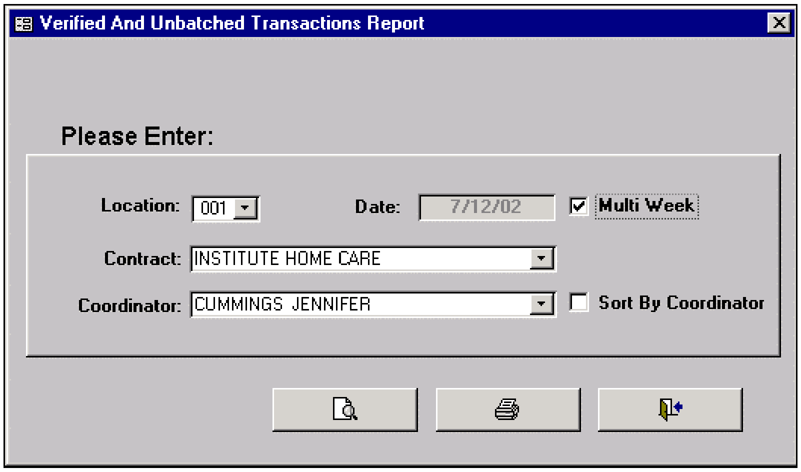
Selected Employee: All

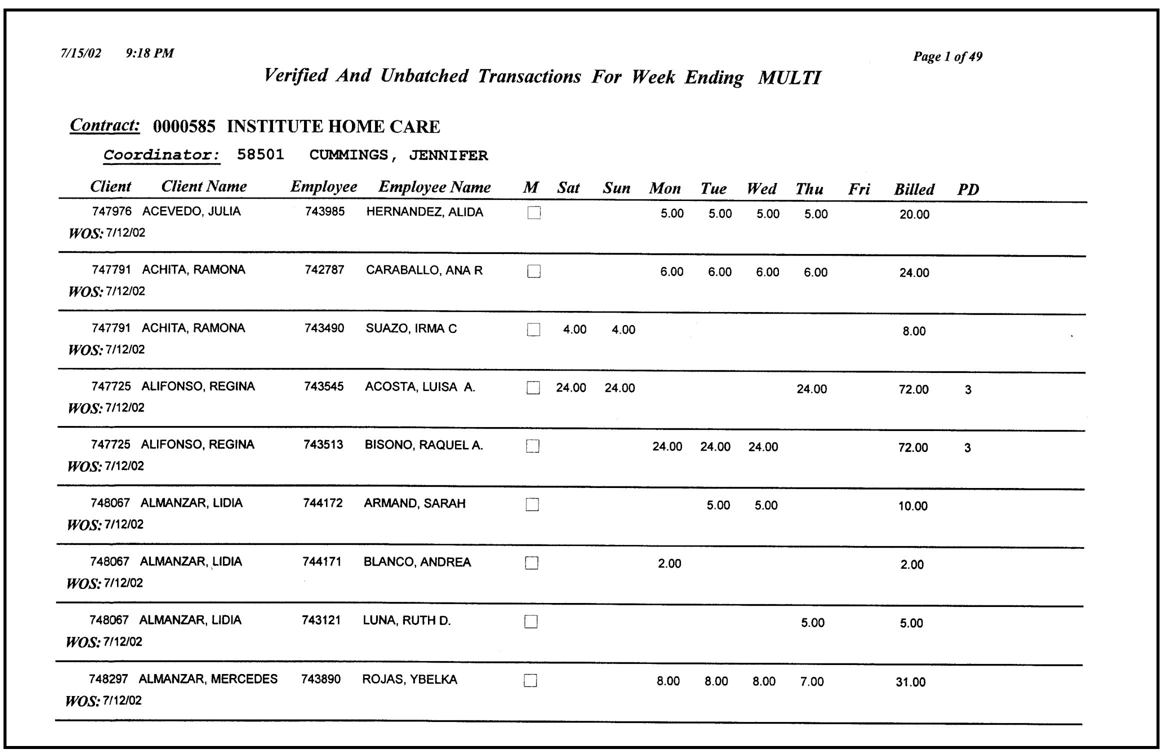
Employee	Visit Date	Verified Times	Hours	Client Name / ID	Contract / ID	Loc	Coord
BREU, TERES I92567461	6/30/04	9:11 AM 1:18 PM	3	IORITO, GIUSI 911134	811 CARE AT HOME VNS 0000811	001	81171
BREU, TERES I92567461	6/30/04	12:27 PM 5:27 PM	5	IORITO, ANNA 920250	811 CARE AT HOME VNS 0000811	001	81171
BREU, TERES I92567461	7/1/04	9:19 AM 1:46 PM	3	IORITO, GIUSI 911134	811 CARE AT HOME VNS 0000811	001	81171
BREU, TERES I92567461	7/1/04	12:01 PM 5:01 PM	5	IORITO, ANNA 920250	811 CARE AT HOME VNS 0000811	001	81171
BREU, TERES I92567461	7/2/04	9:32 AM 1:00 PM	3	IORITO, GIUSI 911134	811 CARE AT HOME VNS 0000811	001	81171
BREU, TERES I92567461	7/2/04	12:09 PM 5:09 PM	5	IORITO, ANNA 920250	811 CARE AT HOME VNS 0000811	001	81171
BREU, TERES I92567461	7/6/04	9:07 AM 12:54 PM	3	IORITO, GIUSI 911134	811 CARE AT HOME VNS 0000811	001	81171
BREU, TERES I92567461	7/6/04	12:11 PM 5:11 PM	5	IORITO, ANNA 920250	811 CARE AT HOME VNS 0000811	001	81171
BREU, TERES I92567461	7/7/04	9:29 AM 1:25 PM	3	IORITO, GIUSI 911134	811 CARE AT HOME VNS 0000811	001	81171

Figure 9-17 Verification Overlapping Visits Report

9.11.2 Verified and Unbatched Transactions Report

To produce a report detailing those visits that have been verified but not yet batched, click on the **Unbatched Report** button on the Verification Menu (Figure 9-1). The window shown below appears. The report will display or print data for week of service based on date entered. The location must always be entered. You may request specific contracts or coordinators from the drop-down textboxes. If you select the Sort by Coordinator option, all coordinators will appear on the report. If this option is not selected the report will sort by contract; client name and employee name and the coordinator's name will not appear. Press the report view or print icon to generate the report.





7/15/02 9:18 PM *Page 1 of 49*

Verified And Unbatched Transactions For Week Ending MULTI

Contract: **0000585 INSTITUTE HOME CARE**

Coordinator: 58501 CUMMINGS, JENNIFER

Client	Client Name	Employee	Employee Name	M	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Billed	PD
747976 WOS: 7/12/02	ACEVEDO, JULIA	743985	HERNANDEZ, ALIDA	☐			5.00	5.00	5.00	5.00		20.00	
747791 WOS: 7/12/02	ACHITA, RAMONA	742787	CARABALLO, ANA R	☐			6.00	6.00	6.00	6.00		24.00	
747791 WOS: 7/12/02	ACHITA, RAMONA	743490	SUAZO, IRMA C	☐	4.00	4.00						8.00	
747725 WOS: 7/12/02	ALIFONSO, REGINA	743545	ACOSTA, LUISA A.	☐	24.00	24.00				24.00		72.00	3
747725 WOS: 7/12/02	ALIFONSO, REGINA	743513	BISONO, RAQUEL A.	☐			24.00	24.00	24.00			72.00	3
748067 WOS: 7/12/02	ALMANZAR, LIDIA	744172	ARMAND, SARAH	☐				5.00	5.00			10.00	
748067 WOS: 7/12/02	ALMANZAR, LIDIA	744171	BLANCO, ANDREA	☐			2.00					2.00	
748067 WOS: 7/12/02	ALMANZAR, LIDIA	743121	LUNA, RUTH D.	☐						5.00		5.00	
748297 WOS: 7/12/02	ALMANZAR, MERCEDES	743890	ROJAS, YBELKA	☐			8.00	8.00	8.00	7.00		31.00	

Figure 9-18 Verified and Unbatched Transactions Report

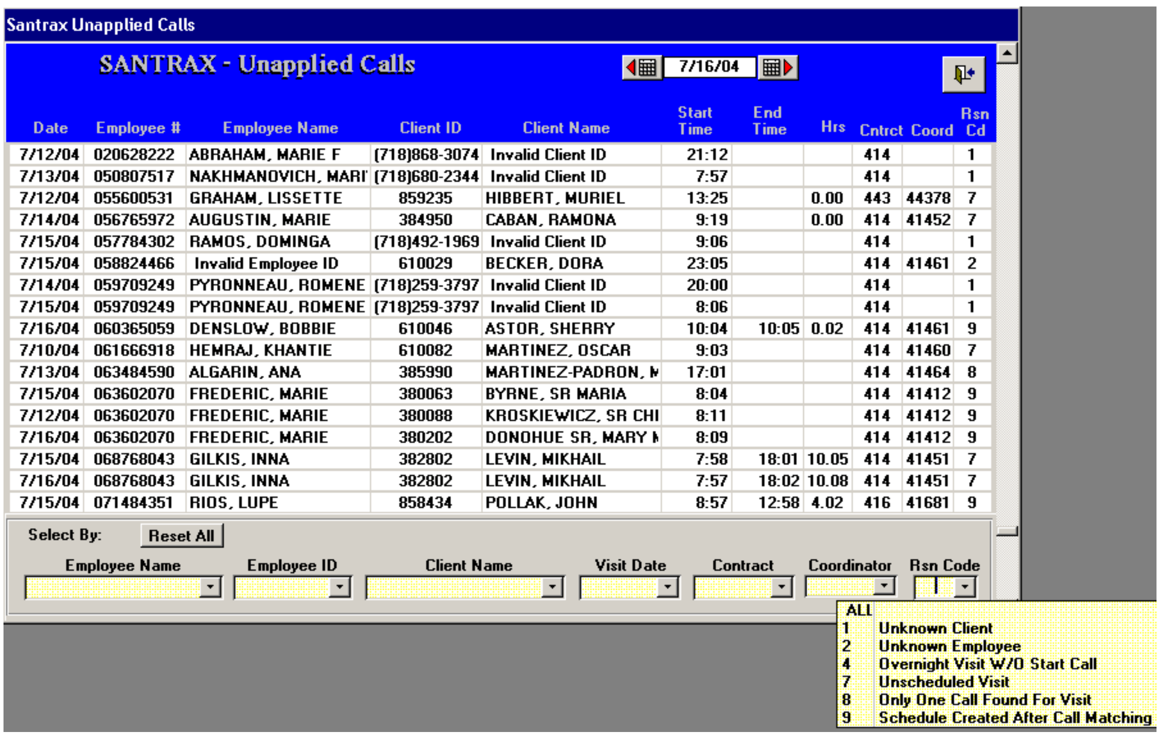
9.11.3 Santrax Call Exception Maintenance

HC Plus is linked to your Santrax call system. By clicking the **Santrax** button on the Verification menu, you can view your call exceptions. A window appears listing the calls; and by using the drop down boxes on the bottom, you may filter the visits according to several categories, e.g., employee name.

Call exception categories include Invalid Employee ID; Invalid Client Id; Invalid Coordinator; Unscheduled Visits; Unknown Client; Unknown Employee; Overnight Visit without Start call; and Only One Call found for Visit.

Note: Clients on Hold are sent to Santrax; and calls from Santrax for clients on Hold create unscheduled visits. Also note that hours for unscheduled visits, whether computed or corrected, are captured on Schedule and Auto Batch Exception reports as unscheduled visits.

1. To produce a Santrax exception report, click on the **Santrax Call Exception Maintenance** button on the Figure 9-1 Verification Menu.
2. You may filter this listing according to employee name, ID, Client, Visit Date, Contract, Coordinator or reason code—by entering a value in any of the dropdown boxed at the bottom of the screen. Use the **Reset All** button to clear those boxes, when required.



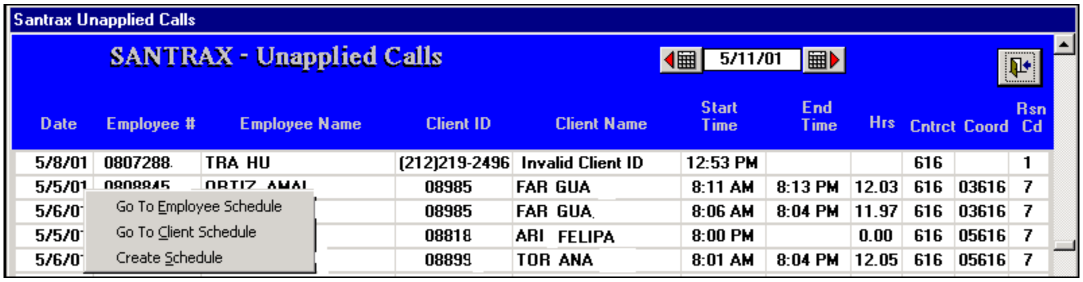
Date	Employee #	Employee Name	Client ID	Client Name	Start Time	End Time	Hrs	Cntrct	Coord	Rsn Cd
7/12/04	020628222	ABRAHAM, MARIE F	(718)868-3074	Invalid Client ID	21:12			414		1
7/13/04	050807517	NAKHMANOVICH, MARI	(718)680-2344	Invalid Client ID	7:57			414		1
7/12/04	055600531	GRAHAM, LISSETTE	859235	HIBBERT, MURIEL	13:25		0.00	443	44378	7
7/14/04	056765972	AUGUSTIN, MARIE	384950	CABAN, RAMONA	9:19		0.00	414	41452	7
7/15/04	057784302	RAMOS, DOMINGA	(718)492-1969	Invalid Client ID	9:06			414		1
7/15/04	058824466	Invalid Employee ID	610029	BECKER, DORA	23:05			414	41461	2
7/14/04	059709249	PYRONNEAU, ROMENE	(718)259-3797	Invalid Client ID	20:00			414		1
7/15/04	059709249	PYRONNEAU, ROMENE	(718)259-3797	Invalid Client ID	8:06			414		1
7/16/04	060365059	DENSLOW, BOBBIE	610046	ASTOR, SHERRY	10:04	10:05	0.02	414	41461	9
7/10/04	061666918	HEMRAJ, KHANTIE	610082	MARTINEZ, OSCAR	9:03			414	41460	7
7/13/04	063484590	ALGARIN, ANA	385990	MARTINEZ-PADRON, M	17:01			414	41464	8
7/15/04	063602070	FREDERIC, MARIE	380063	BYRNE, SR MARIA	8:04			414	41412	9
7/12/04	063602070	FREDERIC, MARIE	380088	KROSKIEWICZ, SR CHI	8:11			414	41412	9
7/16/04	063602070	FREDERIC, MARIE	380202	DONOHUE SR, MARY M	8:09			414	41412	9
7/15/04	068768043	GILKIS, INNA	382802	LEVIN, MIKHAIL	7:58	18:01	10.05	414	41451	7
7/16/04	068768043	GILKIS, INNA	382802	LEVIN, MIKHAIL	7:57	18:02	10.08	414	41451	7
7/15/04	071484351	RIOS, LUPE	858434	POLLAK, JOHN	8:57	12:58	4.02	416	41681	9

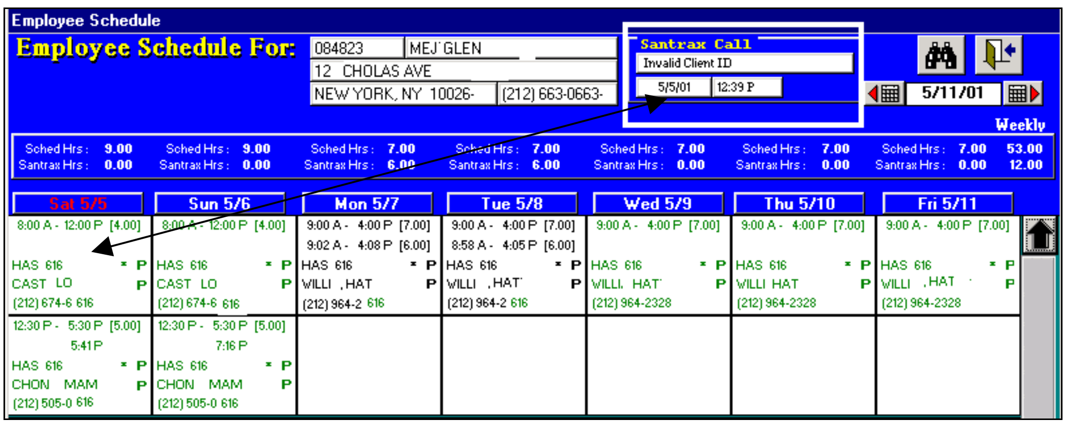
Figure 9-19 Santrax Unapplied Calls Report

9.11.4 Apply missing calls via Santrax

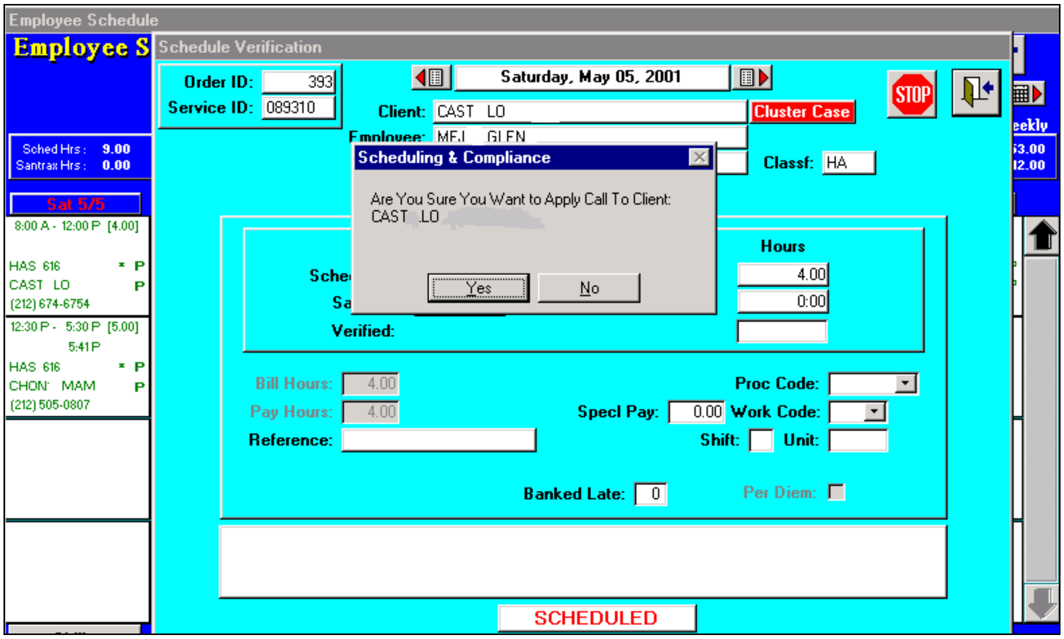
The Santrax call process allows you to apply missing calls to schedules. There are, however, several points to observe: a) You won't be able to change the employee once the Santrax call has been applied to the visit. b) If a visit is cancelled or re-activated, only the original employee can be re-assigned to the visit if more than one call is present. c) You will not be able to move a visit to a different day once the call has been applied.

1. When you right-click on a row of the Figure 9-19 Santrax Unapplied Calls Report, a popup appears allowing you to access either the Employee or Client schedule screens or to create a schedule if one is missing. In the example below, the Employee schedule was chosen. On its screen, you will see the notation on top indicating an unapplied call for the date. Also the affected date is highlighted in red.





2. Click on the cell (in the example above, the red-lettered Sat 5/5) and the **Schedule Verification** screen appears.



3. Click on its  door and you will be prompted to apply a call to this visit.
4. Returning to the Santrax Unapplied calls screen, you will notice that this visit has been removed from the list of unapplied calls.

When applying an unknown call to a linked Client (TBA or Cluster) the Santrax call is replicated to the other client. You will also be able to click on the linked client information on the client schedule screen to toggle between the linked clients.

9.11.5 Manual Batch Listing for Time Sheet Transfers to Payroll

Timesheets (often also called timeslips) are usually generated automatically for all verified visits. Multiple timesheets are generated for multiple visits for the same client, same attendant, same day; and the hours are not combined into a single timesheet.

When a visit is verified or visit maintenance files are applied—a timesheet is created—and the visit is assigned to a batch number. Batches can either be by contract or by vendor.

When batches are selected for transfer to payroll, the User, Week end date, employee and client selections are used as criteria for transfer selection.

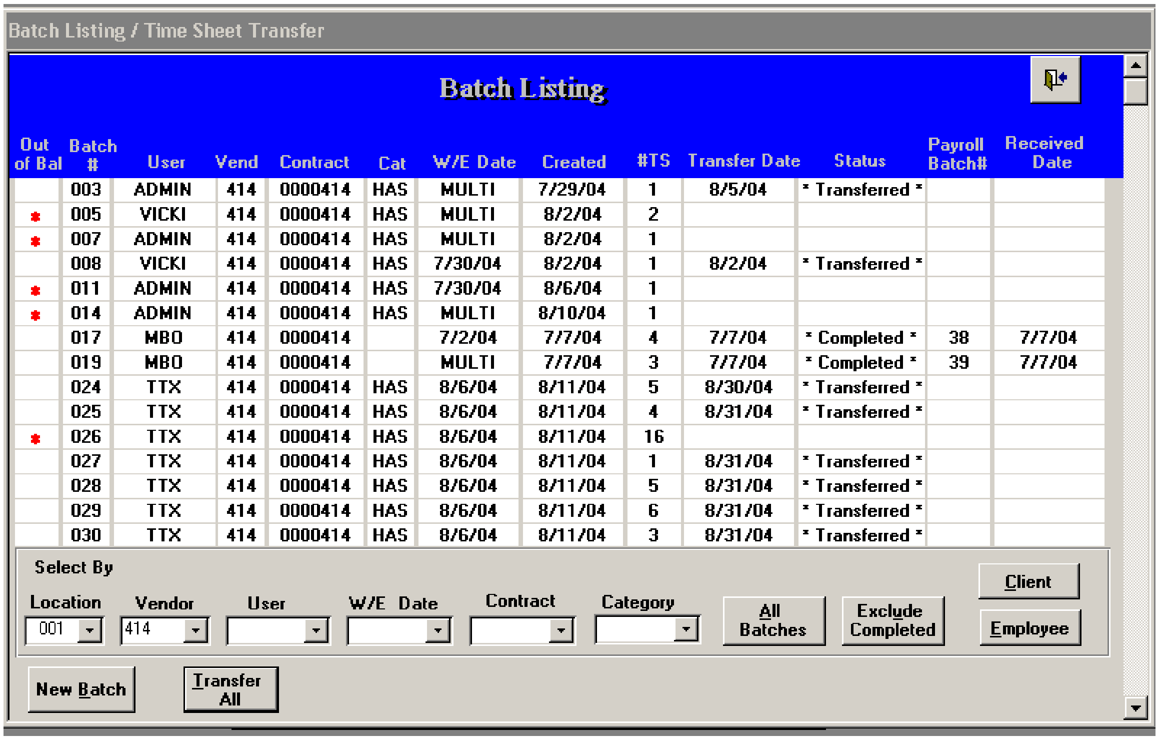
However, verified records may also be batched manually before being transferred to payroll. You create a batch, adding to it the timesheets you want to be part of the batch.

Note: Daily Special code records are also placed in a batch if regular visits for the same Contract, Client/Service, Employee and WOS exist. If a batched Daily special code record has its hours changed to zero, it will be removed from the batch and you will receive a message specifying the batch it was removed from. You will be notified when Daily Special code visit is added to a batch.

To see the listing of existing batches according to specific dates, client, or agency, do the following:

1. Press the **Batch Listing** button of the Verification menu. You may use the drop down boxes (User, Vendor, and Week Ending date) and the **Employee/Client** buttons at the bottom of the screen to filter the list of displayed batches. You must first select a vendor on the batch-listing screen before the batches will be displayed. If your agency has only a single vendor, then no selection is required.
2. Pressing the **All Batches** button redisplays all the time sheet transfer batches. Press the **Exclude Completed** button to view batches that have not been transferred to payroll.

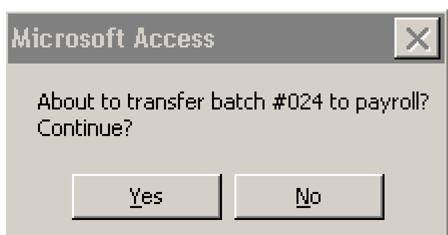
3. Pressing the **Contract** or the **Category** button filters those batches belonging to a specific contract or defined category.



Out of Bal	Batch #	User	Vend	Contract	Cat	W/E Date	Created	#TS	Transfer Date	Status	Payroll Batch#	Received Date
	003	ADMIN	414	0000414	HAS	MULTI	7/29/04	1	8/5/04	* Transferred *		
*	005	VICKI	414	0000414	HAS	MULTI	8/2/04	2				
*	007	ADMIN	414	0000414	HAS	MULTI	8/2/04	1				
	008	VICKI	414	0000414	HAS	7/30/04	8/2/04	1	8/2/04	* Transferred *		
*	011	ADMIN	414	0000414	HAS	7/30/04	8/6/04	1				
*	014	ADMIN	414	0000414	HAS	MULTI	8/10/04	1				
	017	MBO	414	0000414		7/2/04	7/7/04	4	7/7/04	* Completed *	38	7/7/04
	019	MBO	414	0000414		MULTI	7/7/04	3	7/7/04	* Completed *	39	7/7/04
	024	TTX	414	0000414	HAS	8/6/04	8/11/04	5	8/30/04	* Transferred *		
	025	TTX	414	0000414	HAS	8/6/04	8/11/04	4	8/31/04	* Transferred *		
*	026	TTX	414	0000414	HAS	8/6/04	8/11/04	16				
	027	TTX	414	0000414	HAS	8/6/04	8/11/04	1	8/31/04	* Transferred *		
	028	TTX	414	0000414	HAS	8/6/04	8/11/04	5	8/31/04	* Transferred *		
	029	TTX	414	0000414	HAS	8/6/04	8/11/04	6	8/31/04	* Transferred *		
	030	TTX	414	0000414	HAS	8/6/04	8/11/04	3	8/31/04	* Transferred *		

Figure 9-20 Batch Listing/Time Sheet Transfer Screen

4. Right-click on a row (e.g., 24) to transfer a batch to payroll. The following screen appears asking you to confirm the transfer.

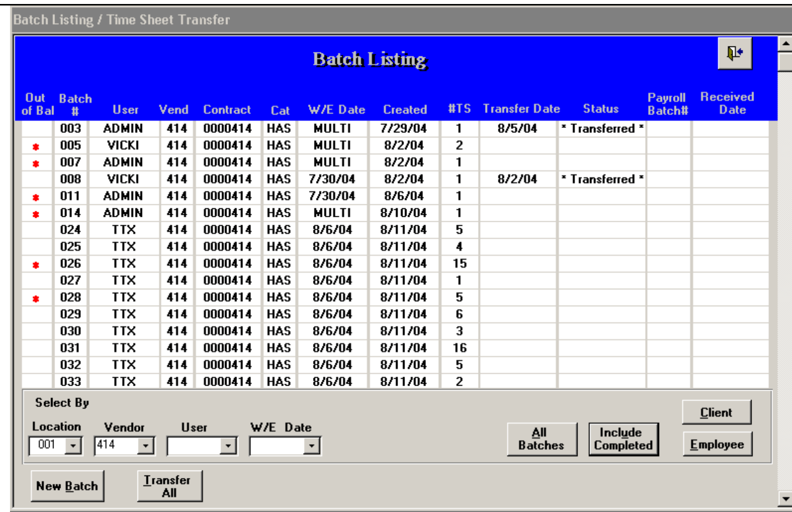


The row is now marked as transferred.

	024	TTX	414	0000414	HAS	8/6/04	8/11/04	5	8/30/04	* Transferred *		

A red asterisk in the Out of Balance cell indicates that the header of the batch must be corrected. When activated, press the **Transfer All** button—and all batches not yet transferred are in included in the transfer process, regardless of location. Current week batches, however, are not transferred.

The toggle button **Exclude/Include Completed** allows inclusion or exclusion of completed batches as shown in the figure to the right.



Out of Bal	Batch #	User	Vend	Contract	Cat	W/E Date	Created	#TS	Transfer Date	Status	Payroll Batch#	Received Date
	003	ADMIN	414	0000414	HAS	MULTI	7/29/04	1	8/5/04	* Transferred *		
*	005	VICKI	414	0000414	HAS	MULTI	8/2/04	2				
*	007	ADMIN	414	0000414	HAS	MULTI	8/2/04	1				
	008	VICKI	414	0000414	HAS	7/30/04	8/2/04	1	8/2/04	* Transferred *		
*	011	ADMIN	414	0000414	HAS	7/30/04	8/6/04	1				
*	014	ADMIN	414	0000414	HAS	MULTI	8/10/04	1				
	024	TTX	414	0000414	HAS	8/6/04	8/11/04	5				
	025	TTX	414	0000414	HAS	8/6/04	8/11/04	4				
*	026	TTX	414	0000414	HAS	8/6/04	8/11/04	15				
	027	TTX	414	0000414	HAS	8/6/04	8/11/04	1				
*	028	TTX	414	0000414	HAS	8/6/04	8/11/04	5				
	029	TTX	414	0000414	HAS	8/6/04	8/11/04	6				
	030	TTX	414	0000414	HAS	8/6/04	8/11/04	3				
	031	TTX	414	0000414	HAS	8/6/04	8/11/04	16				
	032	TTX	414	0000414	HAS	8/6/04	8/11/04	5				
	033	TTX	414	0000414	HAS	8/6/04	8/11/04	2				

Completed batches are those batches that have been transferred to Sharp and have returned the payroll batch number to HC Plus. Batches that have been transferred to Sharp but have not been updated with a Payroll batch number are given the status of ‘Transferred’. (Changing the ‘Batch Listing Dflt Display All’ on the Scheduling System Defaults (Scheduling tab) screen controls this default setting.)

- Empty Timesheet batches are deleted for the Batch listing after 14 days.

5. When you left-click on a batch row and the Batch Detail screen appears showing the time sheet data for the batch.

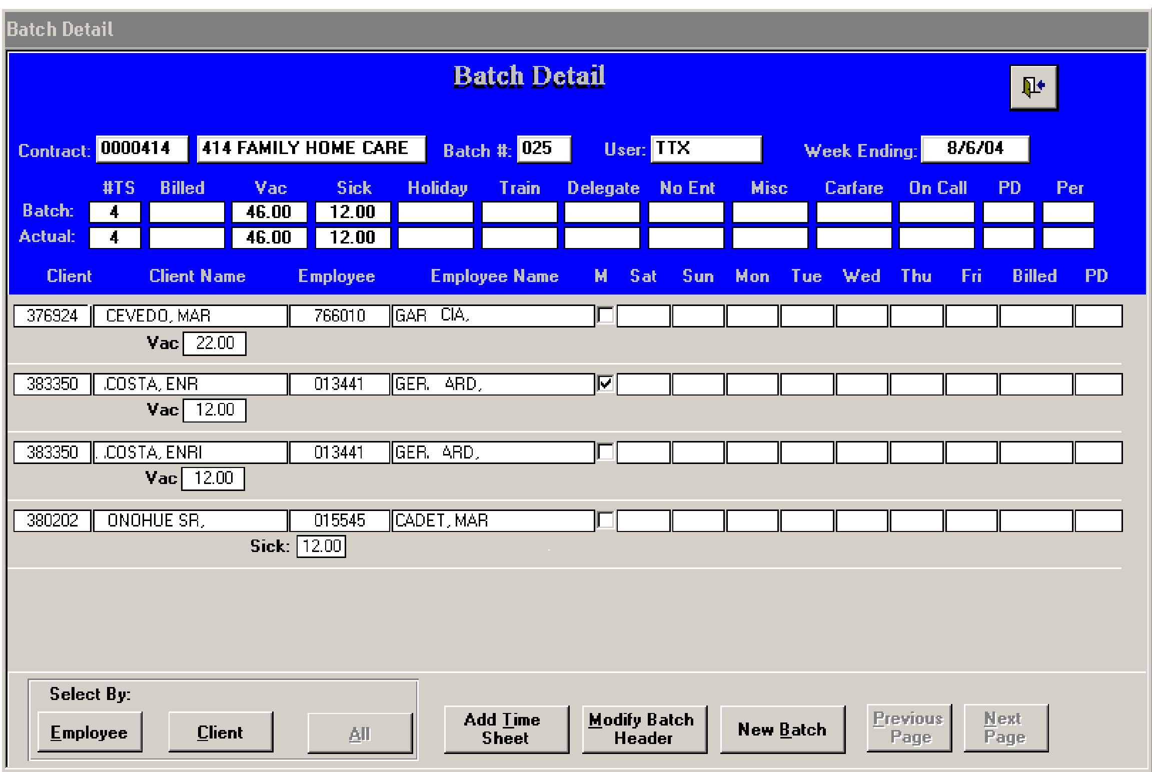
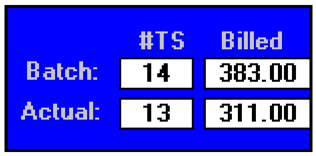


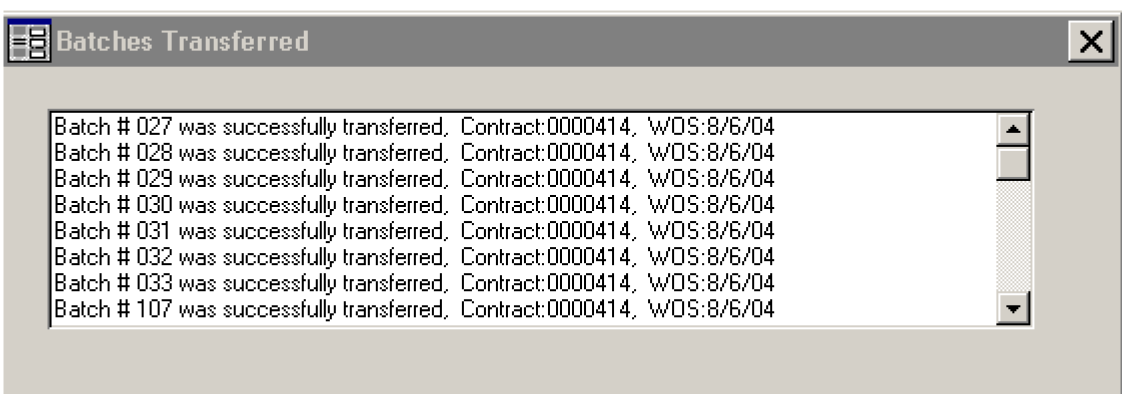
Figure 9-21 Batch Detail Screen

Button	Function
Select By Employee	Pressing this button brings up the Find Employees screen. Select an employee and the Batch listing will display the selected employee's timesheets.
Client	Click **Client**—and the Find Clients screen appears. Select a client and his/her records are displayed if they are in the batch.
All	Click **All** and all records are redisplayed.
Add Time Sheet	See section 9.11.5.4.
Modify Batch Header	For the Batch to be sent to payroll the Batch: total line data (# of Time Sheets and the amount Billed) must be the same as Actual: total line data. However, the Batch total line may or may not agree with the Actual: total line as shown in the example below.  This may happen—after batching—because a manually verified employee record(s) was automatically added to the batch, and this activity is not reflected on the **Batch** total line. Alternatively, an employee's record(s) was subsequently unverified—removed from the batch—and its removal is reflected on the **Actual** total line but not the **Batch** total line. Click **Modify Batch Header** to equalize the totals. After correcting, click **Save Batch Header** to complete. Following your correction, you may right-click the row and transfer the batch to payroll.
New Batch	See section 9.11.7. This option is disabled for some contracts.

9.11.5.1 Transfer all Batches

You may transfer all batches by pressing the **Transfer All** button on the bottom of the Batch Listing screen.

A list appears of all the successfully transferred batches.



9.11.5.2 Batching Daily Special Code Records

Daily Special code records are automatically placed in a batch if regular visits for the same Contract, Client/Service, Employee and WOS exist.

For an Auto-Batch vendor, the batches from the Auto-Batch process are looked at before the User's batches. If a batched Daily Special code record had its hours changed to zero, it will be removed from the batch and you will receive a message specifying the batch it was removed from. You will also be notified when a Daily Special code visit is added to a batch.

9.11.5.3 View a Time Sheet's Details

1. Left-click anywhere on a row in Figure 9-21 and the Time Sheet details appear—along with the names of both the employee and the client.
2. Alternatively, you can search for the time sheet of a specific employee by pressing the **Employee** button in Figure 9-21 Batch Detail Screen. The Find Employees screen, Figure 7-1, allows you to choose the employee you want. When you press the **Exit** button, the Time Sheet detail screen is displayed.

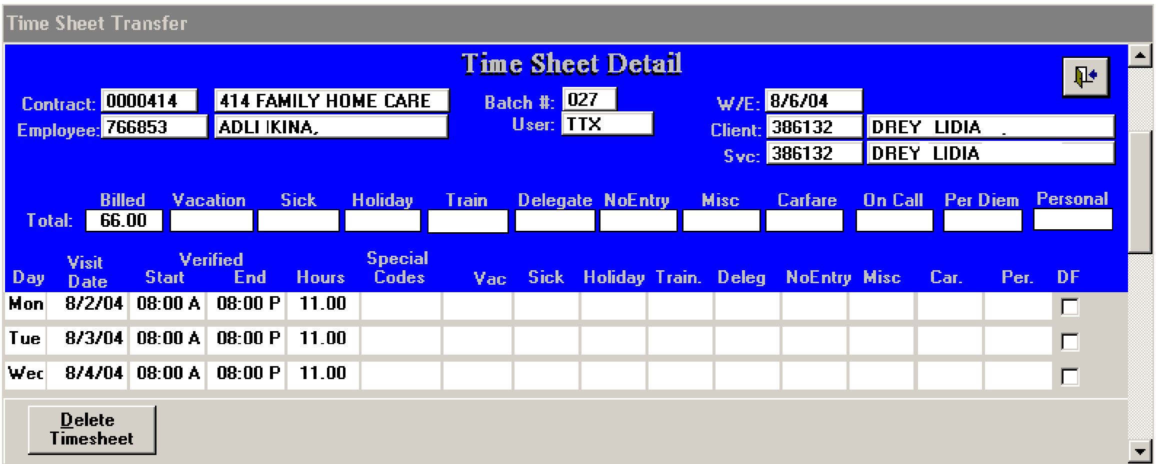
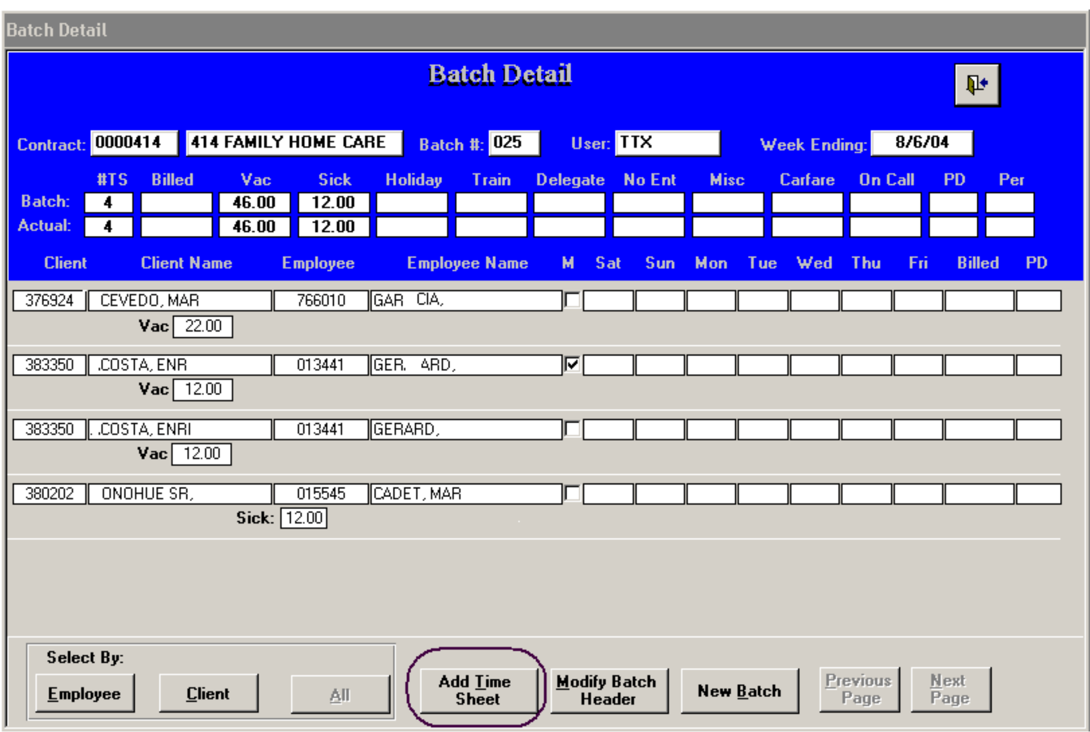


Figure 9-22 Time Sheet Detail Screen

9.11.5.4 Add a Time Sheet to a Batch

With the requisite security, you may add (or delete) time sheets during the batch transfer process.

1. Click on the **Add Time Sheet** button the batch list shown below.



2. The screen below appears and displays, in a summarized format, any verified un-batched timesheets that are for the same location, contract, and week of service.

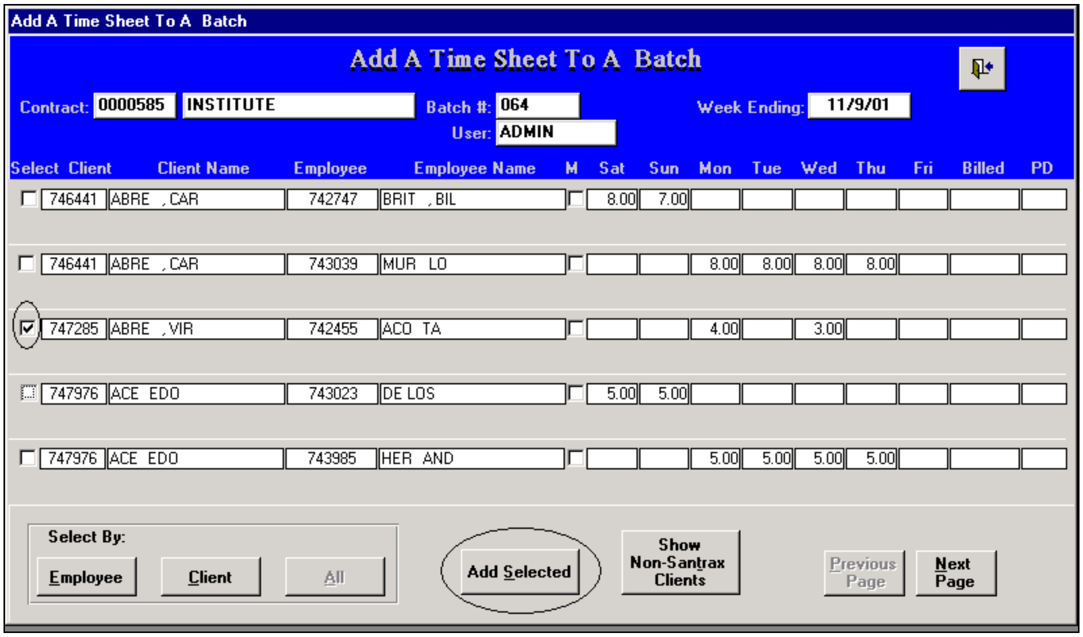


Figure 9-23 Add a Time Sheet

6. Click the checkboxes on the far left of the screen next to each employee/client row you wish to add. Note that the all the underlying time sheets for the checked employee are added to the batch listing using this method.

7. Press the **Add Selected** button on the bottom of the screen. The selected time sheets are added to the batch.

8. A second method—by clicking on a row to display the **Available Time Sheet Detail** screen—allows individual days to be added. To do so, follow the procedures described in the bordered sections right below.

To see the time sheets of individual days, click on a row on the **Add a Time Sheet** screen. This will display the **Available Time Sheet Detail** screen.

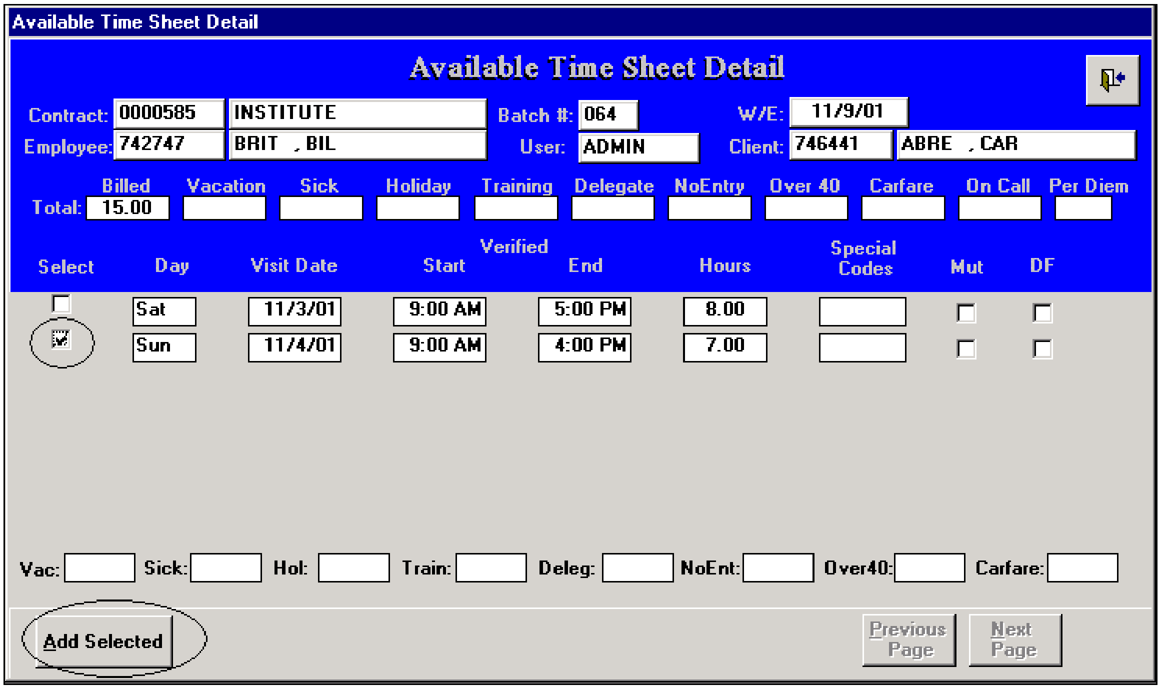
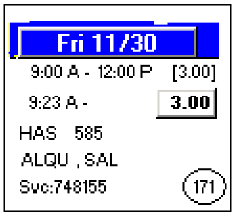


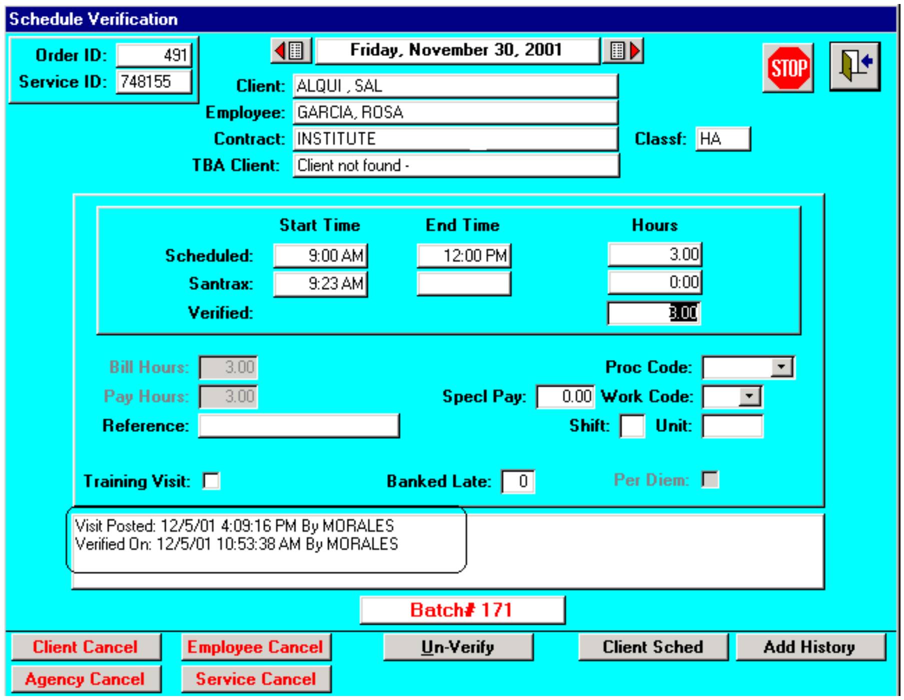
Figure 9-24 Available Time Sheet Detail Screen

Note: If you click on a checkbox to the left of a day, the **Add Selected** button is activated. Pressing that button will add only those days of the available time sheets that you checked. For example, when you check **Sun** and hit **Add Selected**, the Batch listing will only show the **Sun** but not the **Sat** time sheet.

Note: Once a timesheet is added to a batch, the verification detail screen will display the batch number for that timesheet. See section 9.3.



A visit cell on the Employee Verification Schedule screen displays a batch number in BLACK if it has been transferred and RED if it has not. If the batch has been transferred, you may click on the verified visit to see when the visit was posted as well as verified.

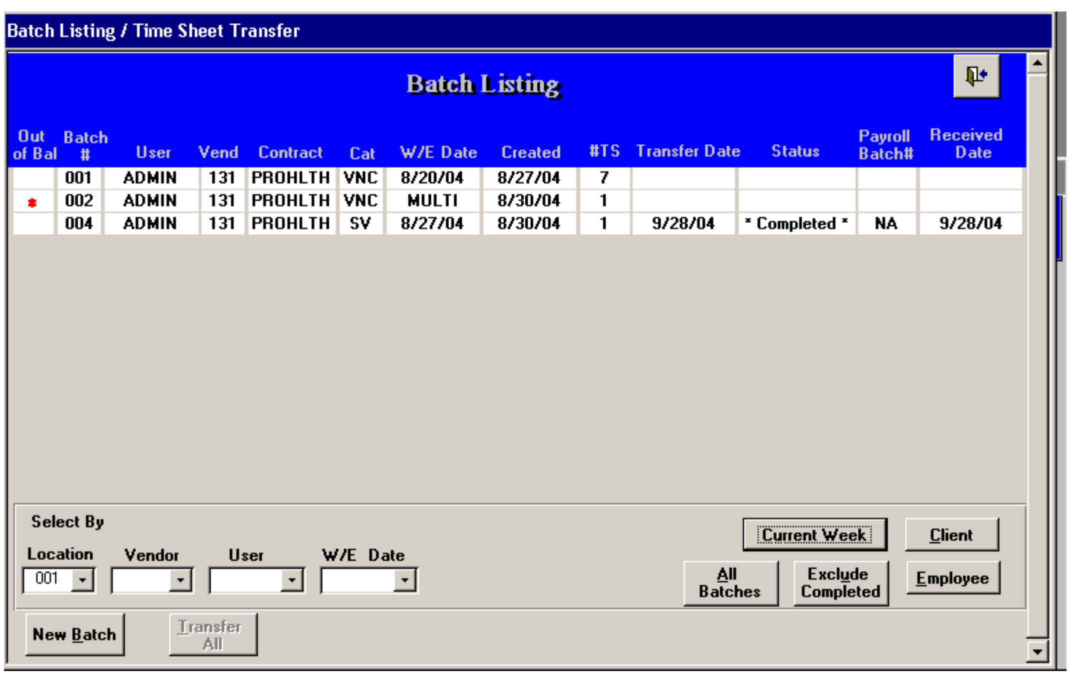


9.11.5.5 Delete a Time Sheet

1. Click **Delete Timesheet** on the Figure 9-22 Time Sheet Detail Screen. A confirmation screen appears.
2. Click Yes. The row is removed on the Batch Detail screen.

9.11.6 Current week batching

Some agencies have the ability to verify current week visits (minus the current day) and automatically batch those visits, by either placing them in an existing batch for Current WOS or automatically creating a new batch for the Current WOS. A toggle button entitled **Current Week/Prior Weeks** appears on the Batch Listing form when verified visits exist for the current WOS.



Hitting **Current Week** shows the batch for timeslips generated for the week minus the current and future days.

Out of Bal	Batch #	User	Vend	Contract	Cat	W/E Date	Created	#TS	Transfer Date	Status	Payroll Batch#	Received Date
*	005	ADMIN	131	PROHLTH	VNC	10/1/04	9/28/04	1				

9.11.7 Create a new batch

The **New Batch** button Figure 9-21 allows the creation of a new batch for a selected Contract and weekend date.

1. Click **New Batch**, and the following screen appears.

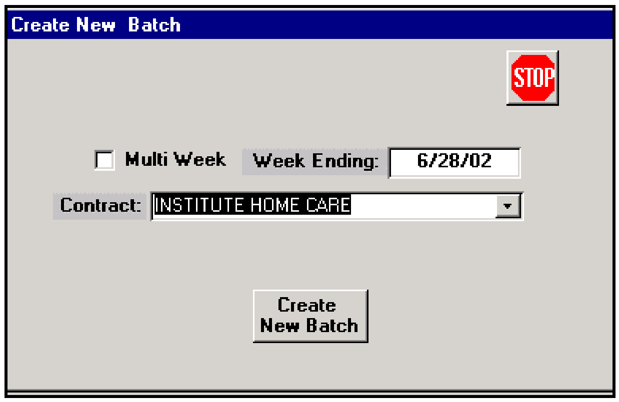


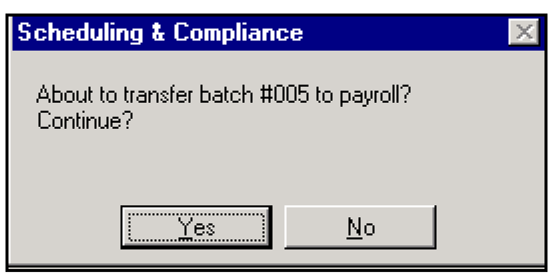
Figure 9-25 Create New Batch Screen

2. Select a **Contract** from the drop down list.
3. Enter the **Week Ending** date. The date you enter is automatically converted to a Friday date when you leave the field. You cannot enter a current or future week of service date.
4. Note: Check **Multi Week** to place visits more than two weeks prior to the current week of service into a Multi week batch.
5. Click **Create New Batch**. A new **Batch Detail** row (see Figure 9-21) appears with summarized information about the batch created for the specified Contract and Week Ending Date.

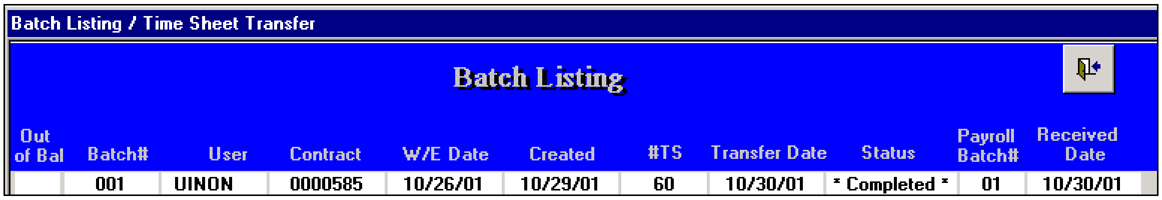
9.11.8 Mark a batch for transfer

Batches can be marked for transfer to payroll if the batch header information agrees with the actual records in the batch. Once a batch is marked for transfer, it becomes read only.

1. Right mouse click on a batch (Figure 9-21) where the above condition is true. A confirmation screen appears.



2. Click **Yes** and the **Transfer Date** is set to the current date and the **Status** column reads * Completed.* The payroll batch # to which the timesheets were transferred is displayed. No modifications can now be made to the batch.



Batch Listing / Time Sheet Transfer

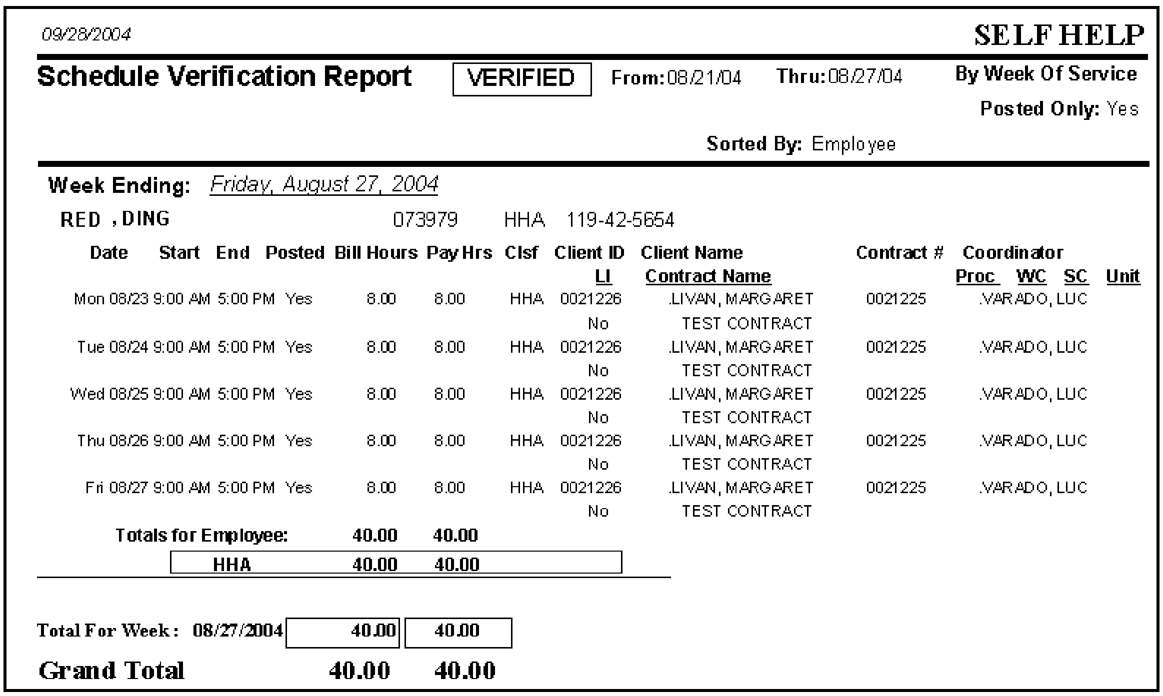
Batch Listing

Out of Bal	Batch#	User	Contract	W/E Date	Created	#TS	Transfer Date	Status	Payroll Batch#	Received Date
	001	UINON	0000585	10/26/01	10/29/01	60	10/30/01	* Completed *	01	10/30/01

9.11.8.1 Notes on Transfer process

You will get an error message if you try to transfer a batch that had already been transferred (Completed status). If you try to transfer a batch with no records, you will also get an error message. When transferring a batch to payroll (right mouse click on the Batch listing screen): if the display had been filtered by the Employee or Client, you will get an error message that reads, “Batch listing has been selected by Employee or Client. To transfer the batch, please click the **All Batches** button, and then try the transfer again.”

After a batch is completed, you can execute the Verification Report by Employee for the W/E date, selecting Posted Only and Show Clsf Totals.



09/28/2004 SELF HELP

Schedule Verification Report VERIFIED From: 08/21/04 Thru: 08/27/04 By Week Of Service

Posted Only: Yes

Sorted By: Employee

Week Ending: *Friday, August 27, 2004*

RED , DING 073979 HHA 119-42-5654

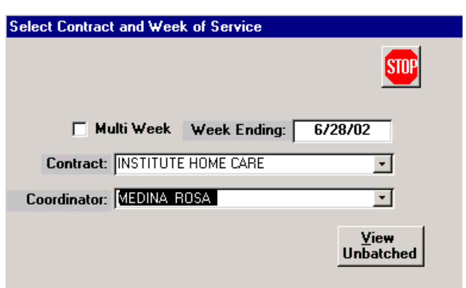
Date	Start	End	Posted	Bill Hours	Pay Hrs	Clsf	Client ID / LI	Client Name / Contract Name	Contract #	Coordinator	Proc	WC	SC	Unit
Mon 08/23	9:00 AM	5:00 PM	Yes	8.00	8.00	HHA	0021226 / No	.LIVAN, MARGARET / TEST CONTRACT	0021225	.VARADO, LUC				
Tue 08/24	9:00 AM	5:00 PM	Yes	8.00	8.00	HHA	0021226 / No	.LIVAN, MARGARET / TEST CONTRACT	0021225	.VARADO, LUC				
Wed 08/25	9:00 AM	5:00 PM	Yes	8.00	8.00	HHA	0021226 / No	.LIVAN, MARGARET / TEST CONTRACT	0021225	.VARADO, LUC				
Thu 08/26	9:00 AM	5:00 PM	Yes	8.00	8.00	HHA	0021226 / No	.LIVAN, MARGARET / TEST CONTRACT	0021225	.VARADO, LUC				
Fri 08/27	9:00 AM	5:00 PM	Yes	8.00	8.00	HHA	0021226 / No	.LIVAN, MARGARET / TEST CONTRACT	0021225	.VARADO, LUC				
Totals for Employee:				40.00	40.00									
HHA				40.00	40.00									

Total For Week: 08/27/2004 40.00 40.00

Grand Total 40.00 40.00

9.11.9 View Unbatched Timeslips

1. Press **View Unbatched Timeslips** on the Figure 9-1 Verification Menu screen to display the form shown below. Enter the week-ending date or check Multi week if the batch pertains to timeslips more than two weeks to the current week of service. You may select according to coordinator and also have the option to select a multi-week batch.



2. Click on the **View Unbatched** button. The unbatched timeslips appear. You can filter the results according to employee or client.

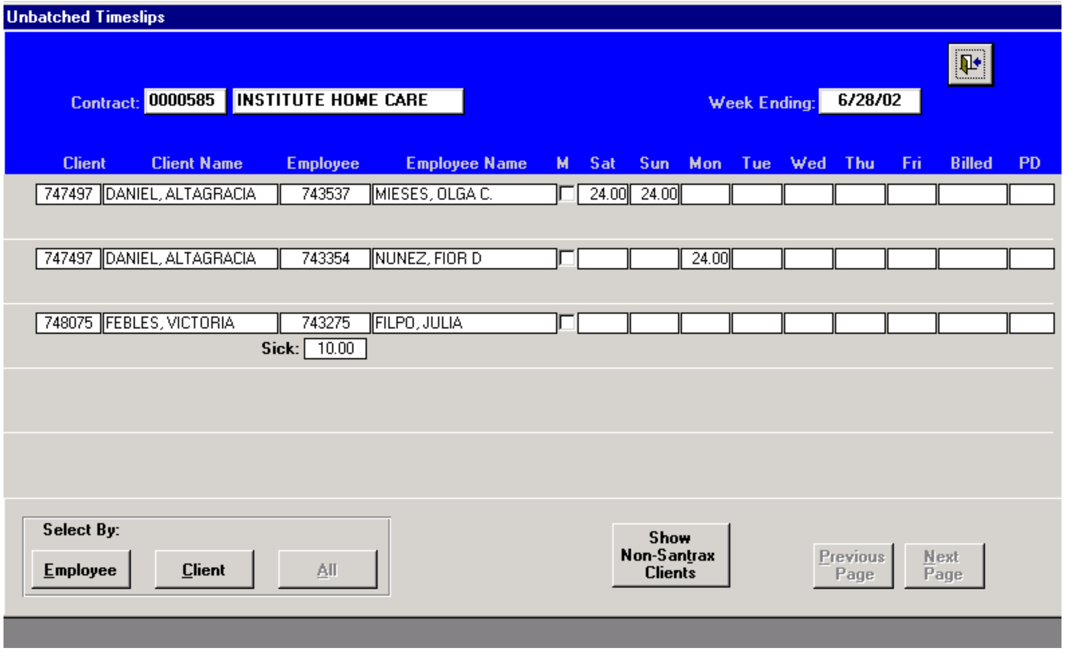
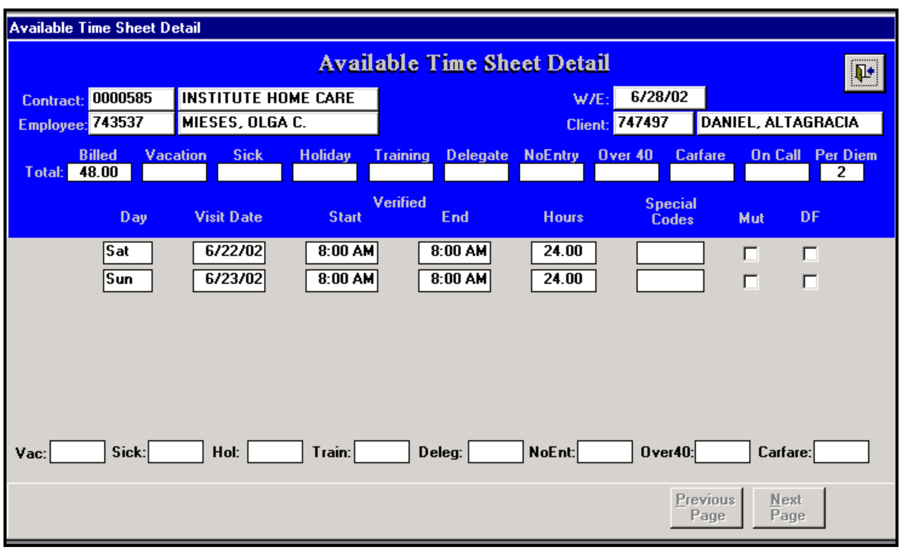


Figure 9-26 Unbatched Timeslips

You may toggle between Non-Santrax clients and Santrax clients by pressing the **Show** button on the bottom right. When you click on a record line, the available timesheet detail screen appears.



9.11.10 On-Demand Timesheets

To print timesheets click on the **Print Timesheets** button on the Daily Functions Menu (Figure 11-1). The screen below appears giving four different options for timesheet printing: a) All active services by format; b) Active services limited by either client employee coordinator or cluster group; c) Timesheets for a list of clients or employees; and d) blank timesheets according to format.

An option is available to include verified schedules within the WOS timesheet print.

Another option allows you to suppress the printing of social security numbers.

No timesheets will be printed for Housekeeping and Homemaking attendants whose HRA Certifications have expired.

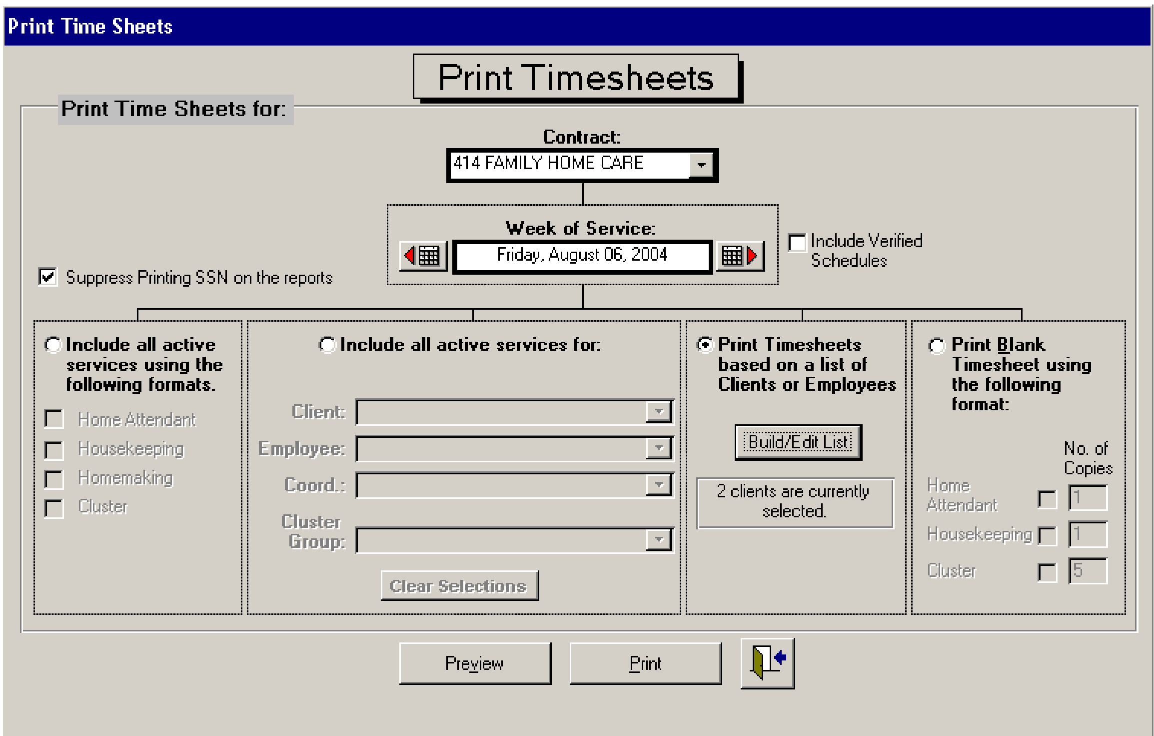
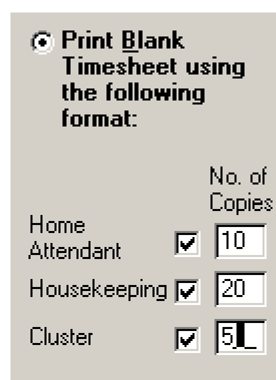


Figure 9-27 On Demand Timesheets menu

On demand timesheets for Mutual Clients display both clients' names and ID numbers. The literal "Mutual" appears on the timesheet next to the ID and name of the Secondary Mutual Client.

Blank Timesheets may be printed using the fourth option with the selection you make appropriate to a specific format. Specify the number of copies you want of each type.



When you build a list for on demand timesheets (third option from the left), the dropdown will include clients placed on HOLD during the week of service selected.

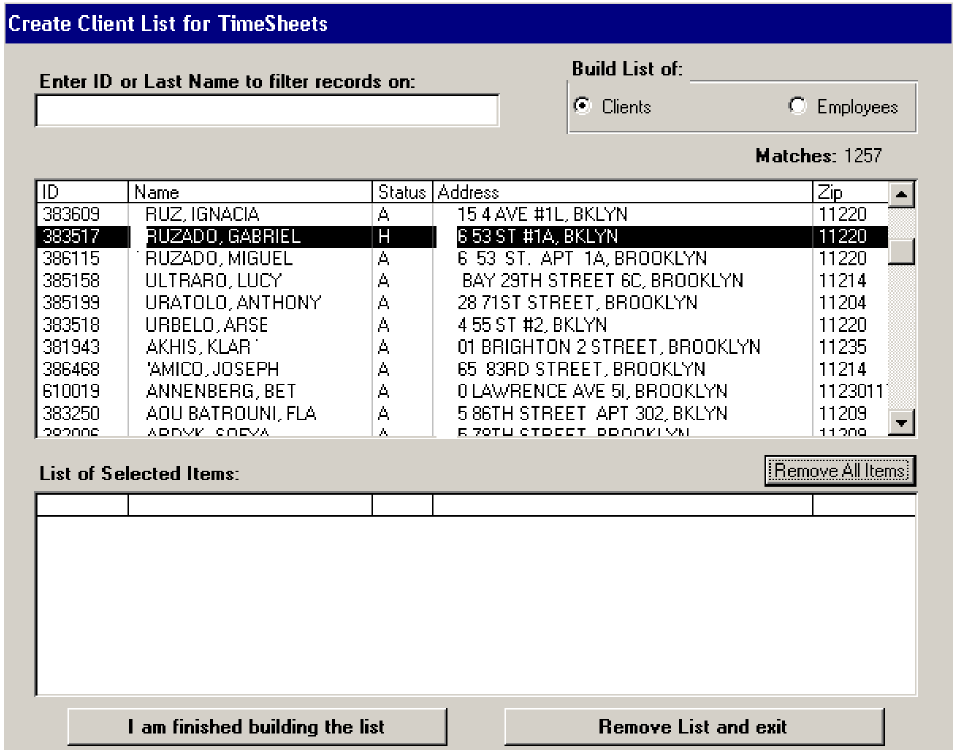
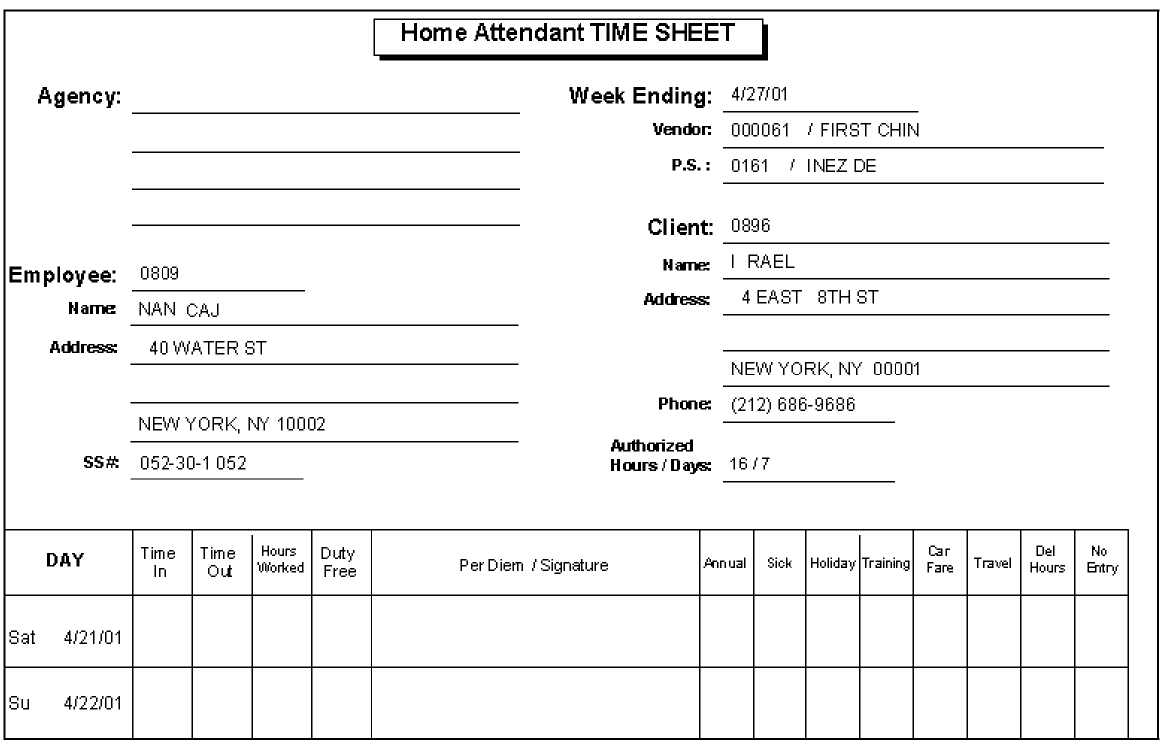


Figure 9-28 Build a Timesheets printing list



Home Attendant TIME SHEET

Agency:

Week Ending: 4/27/01
Vendor: 000061 / FIRST CHIN
P.S.: 0161 / INEZ DE

Client: 0896
Name: I RAEL
Address: 4 EAST 8TH ST
NEW YORK, NY 00001
Phone: (212) 686-9686
Authorized Hours / Days: 16 / 7

Employee: 0809
Name: NAN CAJ
Address: 40 WATER ST
NEW YORK, NY 10002
SS#: 052-30-1 052

DAY	Time In	Time Out	Hours Worked	Duty Free	Per Diem / Signature	Annual	Sick	Holiday	Training	Car Fare	Travel	Del Hours	No Entry
Sat 4/21/01													
Su 4/22/01													

Figure 9-29 Sample Timesheet 1

CLUSTER CASE TIME SHEET

Agency: INSTITUTE HOME CARE
23 NAGLE AVE
NEW YORK, NY 10040

Cluster No: 000
Personnel Specialist: 58502 / ROSA MEDINA

Provider ID: 00921302 03
Vendor No: 585

Client: ARROYO, CARMEN
Address: 141 NAGLE AVE #2-C
NY, NY 10040-
Phone: (212) 567-4075
Client ID: 747987

Social Security No: 582-94-5662

Week Ending: 7/12/02

Home Attendant No	Home Attendant Name	Sat 07/06	Sun 07/07	Mon 07/08	Tue 07/09	Wed 07/10	Thu 07/11	Fri 07/12	P / D	Vac	Sick	Holiday	Training	Del Hours	N / E	Misc	Home Attendant Signature
744089	RODRIGUEZ, CARMEN D.						5.00										
741244	TEJADA, MERCEDES				5.00												
744143	YANEZ, DELFINA							5.00									
									P / D	Vac	Sick	Holiday	Training	Del Hours	N / E	Misc	
	Total Hours Worked				5.00		5.00	5.00									
	HDAS																
	HDA																

I CERTIFY THAT THE ASSIGNED TASK IN ACCORDANCE WITH MY CURRENT PLAN OF CARE HAS BEEN COMPLETED.

Client Signature: ______________________ **Date:** __________

Figure 9-30 Sample Timesheet 2

If there are multiple visits on the same date for the same client/employee pair, the detail of each visit will be printed—up to a maximum of two visits. If there are more then two visits, all visits on that date are combined and the literal 'Multiple Visits' is displayed.

9.11.11 Batch Export Report

The **Batch Export** button allows for the creation of two reports:

1) The **Visits to be Exported** report provides the details on all visits that have been batched and will now be exported to payroll and billing.

2) The **Visits not to be Exported** report displays visits that are problematic and need to reviewed.

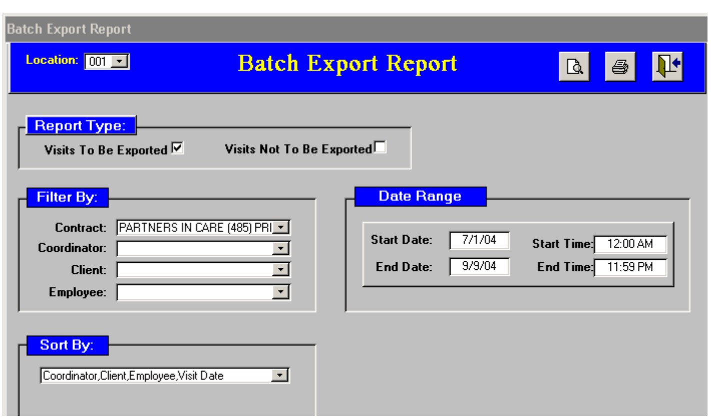


Figure 9-31 Batch Export Report Menu

9/9/04 5:09:27 PM — **VISITS TO BE EXPORTED** — Page 1 of 17

For 07/01/04 12:00 AM - 09/09/04 11:59 PM

Contract: 0000485 PARTNERS IN CARE (485) PRIVATE — Sort Order: Coordinator,Client,Employee,Visit Date

Coordinator: 095 FLEMING, EBONEE

Client ID	Client Name	Employee Name	Santrax ID	Visit Date	Start	End	Actual Hours	Pay Hours	Tasks	Memo	Overtime Absence Hours	Batch
0604561	BERG, ANN	ELART,WENDY	074-62-9699	07/25/04	2:49 P	8:09 P	5:20	5.00	9	P8	7.00	394
0491725	VINE, SYLVIA	TLEOCK,ARLE	115-70-8731	07/26/04	10:36 A	6:36 P	8:00	8.00	7			394
0758107	MA E, JUNE	THEW ,MYR	596-34-0545	07/25/04	7:51 P	7:53 A	12:02	12.00	7	P8	12.00	394

Total 095 FLEMING, EBONEE **Visits:** 3 **Pay Hours:** 25.00

Figure 9-32 Visits To Be Exported Report

9/9/04 5:14:40 PM — **VISITS NOT TO BE EXPORTED** — Page 10 of 170

For 07/01/04 12:00 AM - 09/09/04 11:59 PM

Contract: 0000485 PARTNERS IN CARE (485) PRIVATE — Sort Order: Coordinator,Client,Visit Date,Employee

Coordinator: 096 BUKHMAN, VALENTINA

Client ID	Client Name	Employee Name	Santrax ID	Visit Date	Start	End	Actual Hours	Pay Hours	Tasks	Memo	Overtime Absence Hours	Batch
1053144	SCHMAN, ANN	NDERSON,ELMI	102-48-9070	08/02/04	2:00 P	5:07 P	3:07	3.00	6			
1015886	LERIO, MARIA	ABAN,ELIZ.	075-58-9559	08/02/04	8:57 A	5:00 P	8:03	8.00	11			
0185024	XEL, DAVID	ROWN,DELPHIS	095-64-1678	07/31/04	7:57 A	8:00 P	12:03	12.00	10			
0729089	SON SOBEL	ABLY,LYUD	080-80-9179	08/02/04	8:52 A	12:55 P	4:03	4.00	7			
0548410	GMAN, LILLYAN	LLIAMS,CHER	128-48-1036	08/01/04	9:00 A	1:04 P	4:04	4.00	6			

Total 096 BUKHMAN, VALENTINA **Visits:** 40 **Pay Hours:** 415.00

Figure 9-33 Visits Not To Be Exported Report

9.11.12 CIN Exception Report

For some agencies, after the batching process is complete, a CIN file is set up and sent to Billing. The CIN Exception Report menu allows you to create two reports based of the CIN file to review, and correct if necessary, any visit data

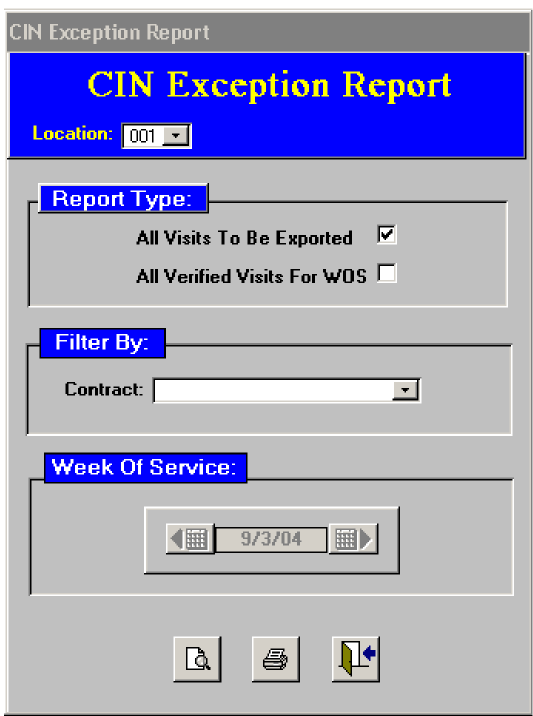


Figure 9-34 CIN Exception Report Menu

9/9/04 6:02:31 PM — **CIN Exception Report** — Page 1 of 1

Visits To Be Exported

Contract 0000486 PARTNERS IN CARE (486) VNS

Client ID 0786625 **Client Name** MIKHAYL, IENKO **Coordinator** 087 COBI, VIC
Service ID 0786625 **VNS Entry #** S3932040 **Case #** 001568463 **Seq #** 0007

Visit Date 07/30/04 **Auth Hr** 7.00 ***Error*** *Auth Hrs Not Equal To Days Total*

Employee Name	Santrax ID	Sched Hr	User Changed	Verif Hrs	OT/ABS Hrs	Reason	Tasks	Batch	Export Date
DUMIN,NAT	110-88-2034	7.00	BDRAKE	7.00	2.00	O4	4	393	

Client ID 0995026 **Client Name** SETTI, LOU **Coordinator** 020 BRY, LIETA
Service ID 0995026 **VNS Entry #** G3858871 **Case #** 001754222 **Seq #** 0001

Visit Date 07/18/04 **Auth Hr** 8.00 ***Error*** *Auth Hrs Not Equal To Days Total*

Employee Name	Santrax ID	Sched Hr	User Changed	Verif Hrs	OT/ABS Hrs	Reason	Tasks	Batch	Export Date
ABI,PAT	060-48-7450	5.00	BDRAKE	8.00	3.00	O2	18	397	

Figure 9-35 Visits to be Exported—CIN Exception Report

9/9/04 6:06:02 PM — **CIN Exception Report** — Page 41 of 41

For WOS 8/6/04

Contract 0000486 PARTNERS IN CARE (486) VNS

Client ID 0258575 **Client Name** WIT, ANN **Coordinator** 017 ARRY, YES
Service ID 0258575 **VNS Entry #** D3875554 **Case #** 001773918 **Seq #** 0003

Visit Date 07/31/04 **Auth Hr** 24.00 ***Error*** *Auth Hrs Not Equal To Days Total*

Employee Name	Santrax ID	Sched Hr	User Changed	Verif Hrs	OT/ABS Hrs	Reason	Tasks	Batch	Export Date
TY,ALF	067-92-9840	12.00	ADMIN				12		
FFITH,MERL	123-66-6451	12.00	ADMIN	12.00			9		

Visit Date 08/01/04 **Auth Hr** 24.00 ***Error*** *Auth Hrs Not Equal To Days Total*

Employee Name	Santrax ID	Sched Hr	User Changed	Verif Hrs	OT/ABS Hrs	Reason	Tasks	Batch	Export Date
CHUS,DON	212-57-0170	9.00	AHOLL				7		
RITT,SHER	121-56-5274	12.00	MPELL				6		
OGAN,VALI	074-52-3235	3.00	AHOLL	3.00	8.00	P5	7		

Visit Date 08/02/04 **Auth Hr** 24.00 ***Error*** *Auth Hrs Not Equal To Days Total*

Employee Name	Santrax ID	Sched Hr	User Changed	Verif Hrs	OT/ABS Hrs	Reason	Tasks	Batch	Export Date
NIGAT,YOLE	116-48-7997	12.00	ADMIN				0		
SON,JOVNO	134-60-9192	12.00	ADMIN	12.00			11		

Figure 9-36 Verified Visit for WOS Report—CIN Exception Report

For agencies using the CIN file: The batch routine will only allow batching of visits that have computed hours that are the same as scheduled hours; will only allow visits that have tasks; but you may un-verify schedules which have already been batched and transferred.

Chapter 10 Compliance

10.1 Compliance Overview

Compliance codes are the criteria that must be met for an employee to be in adherence to certain standards. They include the licenses and certificates, medical procedures, evaluations, training and in-service requirements that an employee must meet in order to be assigned to clients.

Compliance issues are established by company policy and/or state or local agencies. Each of these entities can be described as a level of compliance to be met. The same compliance issues can exist for all these levels—but may differ in the parameters established for them, such as, expiration dates, frequency, or re-certification.

Within the scope of compliance, there are three basic codes that exist: Generic Codes; Regular Codes; and Result Option Codes. Generic Codes are all the established codes available to be assigned to any employee classification or level. In HC Plus, these codes are assigned to at least one level but, if required, can be assigned to several or all levels.

HC Plus tracks and maintains all aspects of employee compliance. It has the capability to forecast an employee's compliance status and determine whether an employee may be assigned to clients.

Compliance codes are first set up on a Generic Codes Level. From the Generic level, it is then determined as to what level these codes should be assigned to employees. Once the codes have been established and assigned to levels, HC Plus will then assign them to the employees through an automated process called an Update: the compliance system has a one-time start up process that is easily maintained as the updates are performed.

The only other maintenance required is to modify existing compliance codes or create new compliance codes as circumstances may dictate, or to assign them to new or additional levels.

The compliance system was designed with the emphasis on your being able to create and customize the required codes and related levels. To utilize all the flexibility, integrity and effectiveness that the system affords, it is important that a start up strategy is utilized before the first update is performed. For a suggested start up strategy, refer to your system administrator.

10.2 Access the Compliance system

The **Compliance** button on the Scheduling Main Menu, Figure 1-1, brings up the following. You can also access all compliance functions by using the pull down menu on the menu bar.

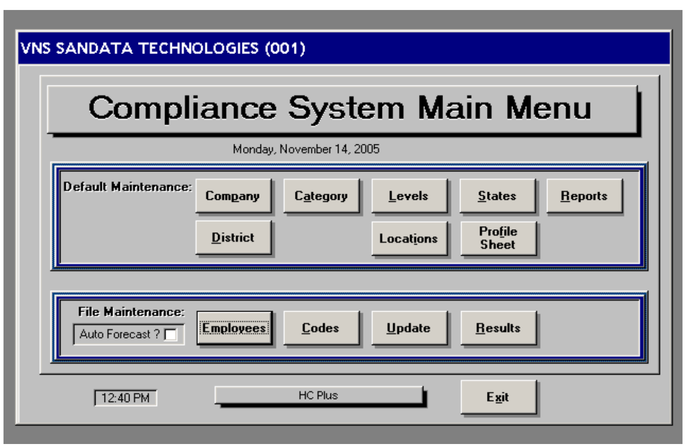
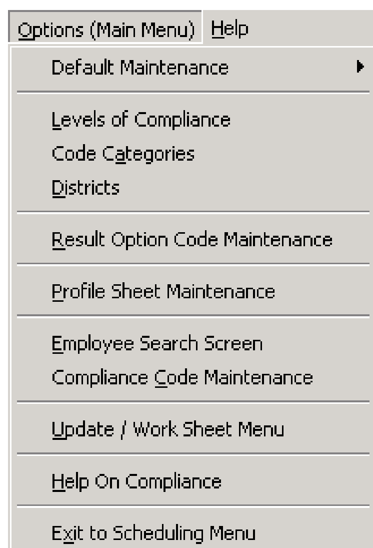


Figure 10-1 Compliance System Main Menu



10.3 Default Compliance Code Maintenance

The following section identifies those lists that must be set up before you can administer your compliance system. Each example illustrates what sort of entries should be made to each list. Pressing the corresponding button on the Compliance Menu accesses each list—to which you may add new entities.

10.3.1 Levels of Compliance

This table keeps track of all the entities, governmental and others, who require you to keep track of your employees' compliance with health regulations and requirements.

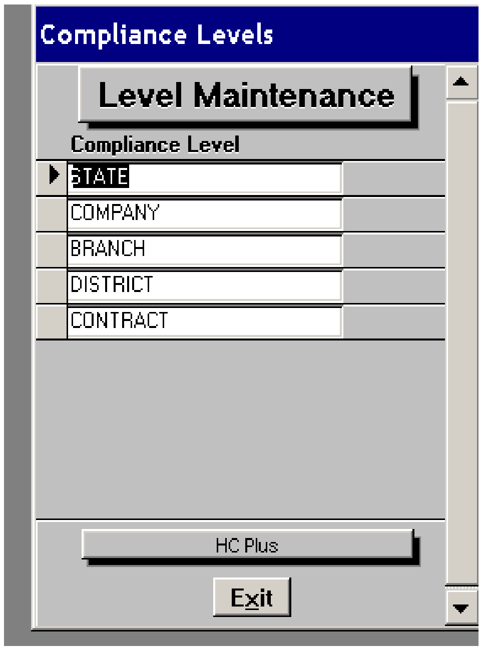


Figure 10-2 Company Maintenance

10.3.2 Code Categories

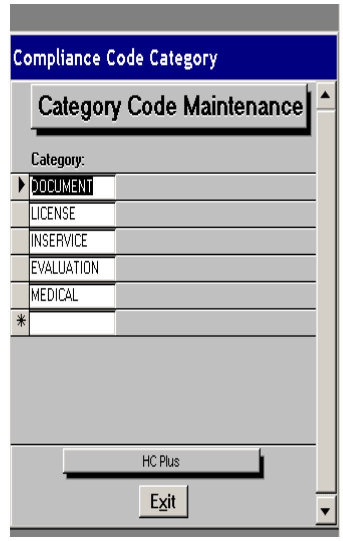


Figure 10-3 Compliance Category Codes

10.3.3 Company

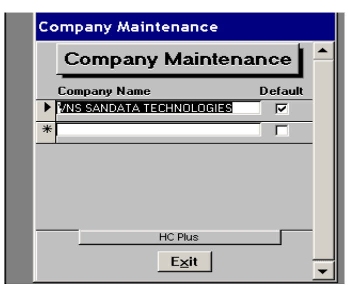


Figure 10-4 Company Maintenance

You may type additional company information into the empty text box. (As with other text boxes like this, the arrow will turn to an asterisk.) The Default value is No but clicking in the default text box can change this. A message appears requesting that you verify this change.

10.3.4 States

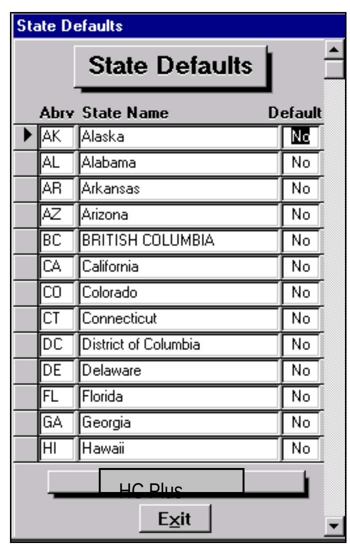


Figure 10-5 State Codes

10.3.5 District Codes

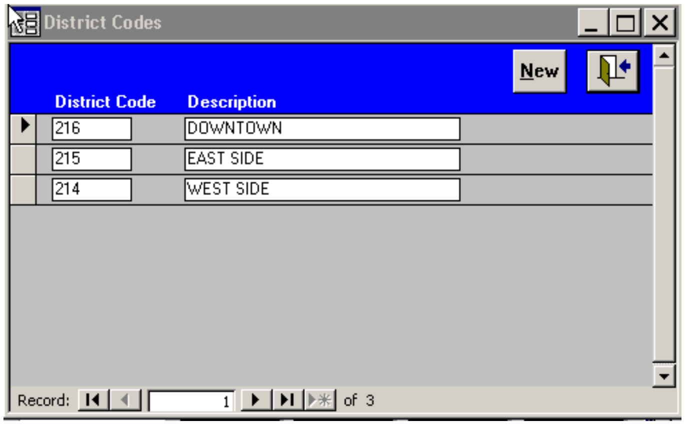


Figure 10-6 District Codes

10.3.6 Location Codes

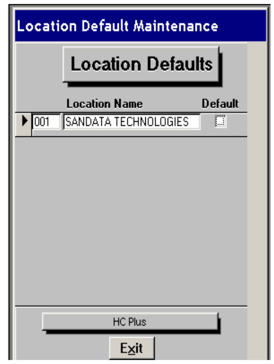


Figure 10-7 Location Codes

10.3.7 Access a Profile Sheet

This **Profile sheet** button allows you to set up and view the profiles of each company or contract in your system. When you select a name from the drop-down box, the profile sheet for that company appears. See Figure 10-9.

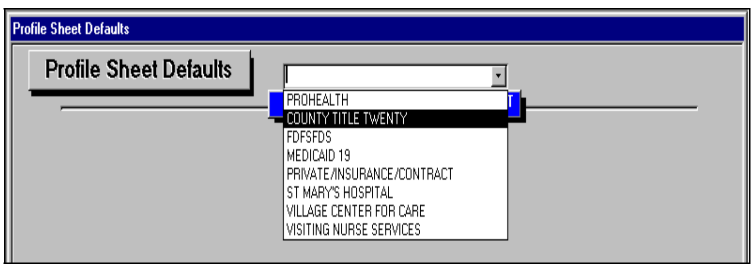


Figure 10-8 Profile Sheet Defaults

10.3.7.1 Set up a compliance profile sheet for a company's employees

Use the drop-down boxes to establish the criteria that the company's employee will have to meet. For example, if a Home Health Worker must be certified for HHA, use the drop-down to enter the required level of certification (such as HRA certification) that the worker needs to have in order to comply.

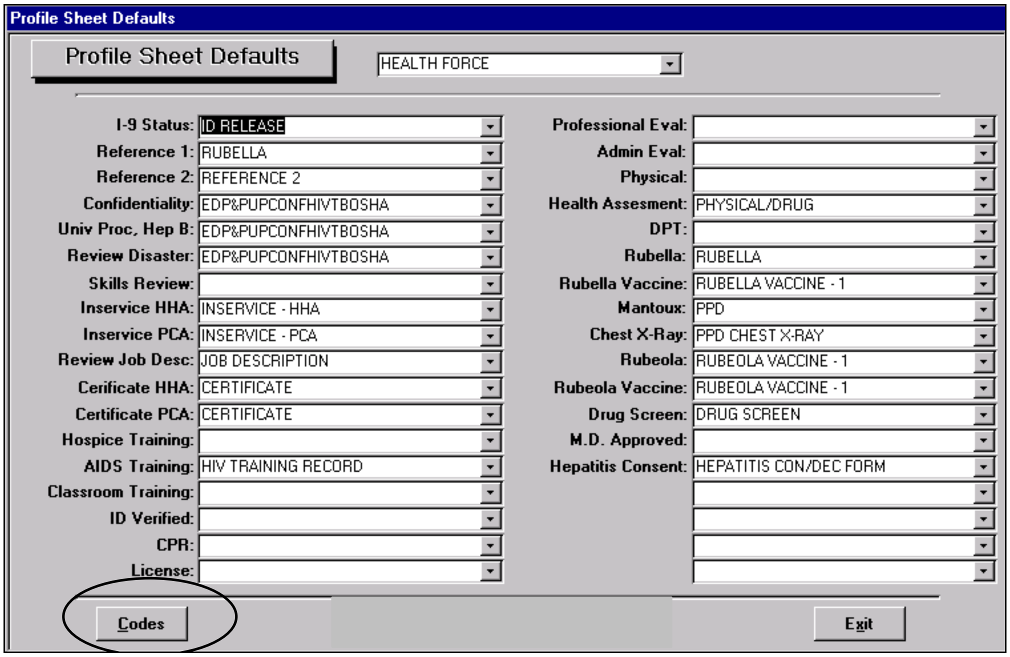


Figure 10-9 Profile Sheet defaults

10.3.7.2 View Compliance Generic Codes

The **Codes** button on the bottom of the above figure (or the Codes button on the Compliance main menu) will, when pressed, display the generic codes currently assigned to the company. Using the **Code Description** data box, your system administrator (with proper security clearance) may update the company's compliance codes; and using the **Add New** button, create new codes when necessary.

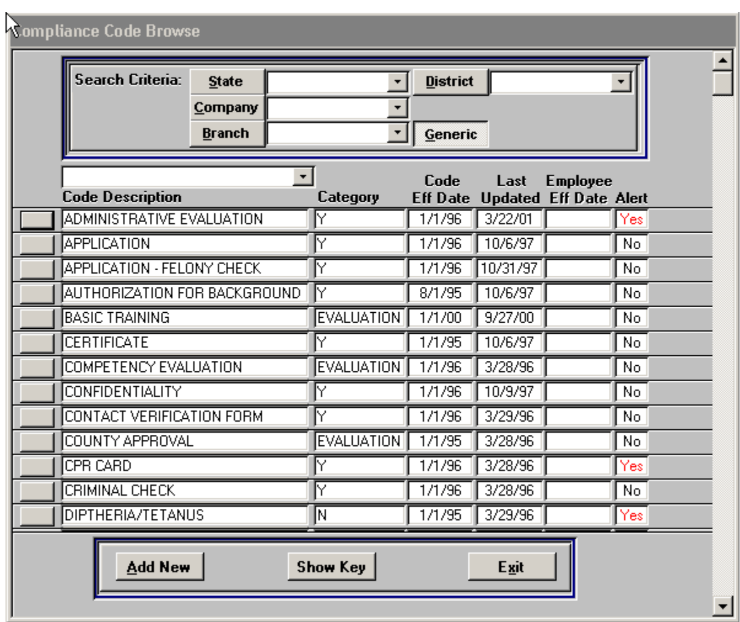


Figure 10-10 Generic compliance codes

The names of the codes are displayed along with the category. For example, a **Y** would signify the compliance issue was mandatory. An Alert box with a Yes entry indicates that the system will alert you upon non-compliance. For instance, if an employee does not take his/hr tetanus shot, the system will alert you to the non-compliance.

When you press on the display button to the left on an entry, the details of the selected code are displayed as shown below. Use this screen to set alerts, expirations, result codes, and effective dates.

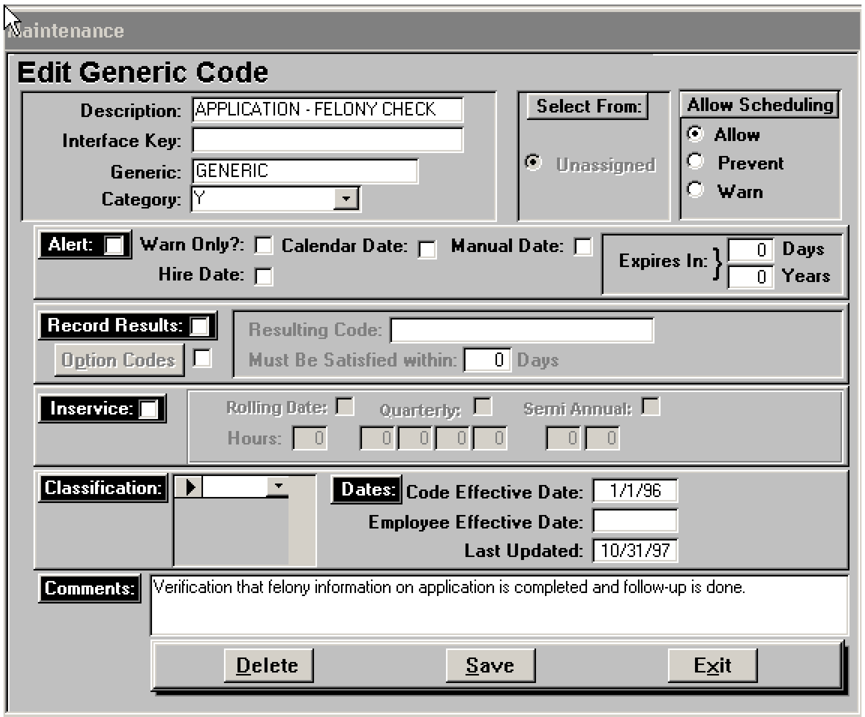
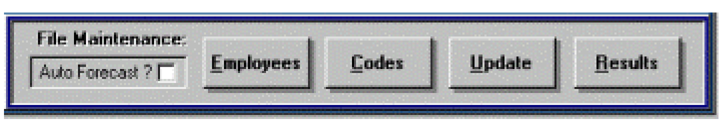


Figure 10-11 Generic Code details

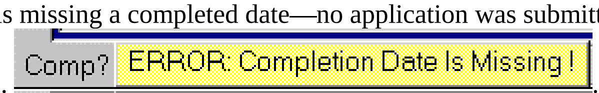
10.4 Maintain Employee Compliance

The file maintenance section of Figure 10-1allows you to perform functions related to keeping track of the compliance records of your employees.



10.4.1 View an Employee's Compliance Status

The **Employees** button brings in the Find Employee Screen. See Figure 7-1. Once the employee is selected, the **Employee Compliance Status** screen appears showing his/her non-compliance. Updates can only be made from the Employee Maintenance screen by selecting "Supervisor."

When you click on a NO or YES cell on Figure 10-12 a note appears in yellow alerting you to omissions or requirements that should be looked into regarding this employee. For example, the APPLICATION entry below is missing a completed date—no application was submitted. This is made explicit when you click on the NO. 

.

You may update any of the requirements including Completion and Expiration dates. You are unable, however, to enter a future completion date into the compliance system. You may also update the Results column: for example, to the right of the I-9 requirement is a Results drop down box for either 'Completed' or 'Authorization required'; selecting 'Authorization required', requires the entry of an expiration date.

Compliance In-Service training rules are as follows:

a) The In-Service completion date is the date of last class attended. If no class has ever been attended, then the date is set to employee's hired date. The In-service expiration date will be either 3 or 6 months after completion date, depending on whether a quarterly or a semi-annually compliance code is used. Also, the In-service expiration date is calculated based on the employee's training class date. If no training classes had been assigned, then the expiration is based on the hire date.

b) The In-Service expiration date is modifiable as long as it is within the current in-service period. For semi-annual codes, the in-service periods are January 1 thru July 31 and July 1 thru February 28; for quarterly codes, the period is January 1 thru December 31.

c) There is a minimum of 60 days required between in-service classes.

The HRA Certificate compliance dates are updated whenever you make changes to Training/Certification records from the Employee Maintenance screen.

Note: You cannot update Administrative Evaluation dates from the employee compliance screen. Updates can only be made from the employee Supervisory Visits screen. Also keep in mind that Supervisory Visits and Administrative Evaluation statuses will be blank when you delete the last Supervisory Visit or the Administrative Evaluation record.

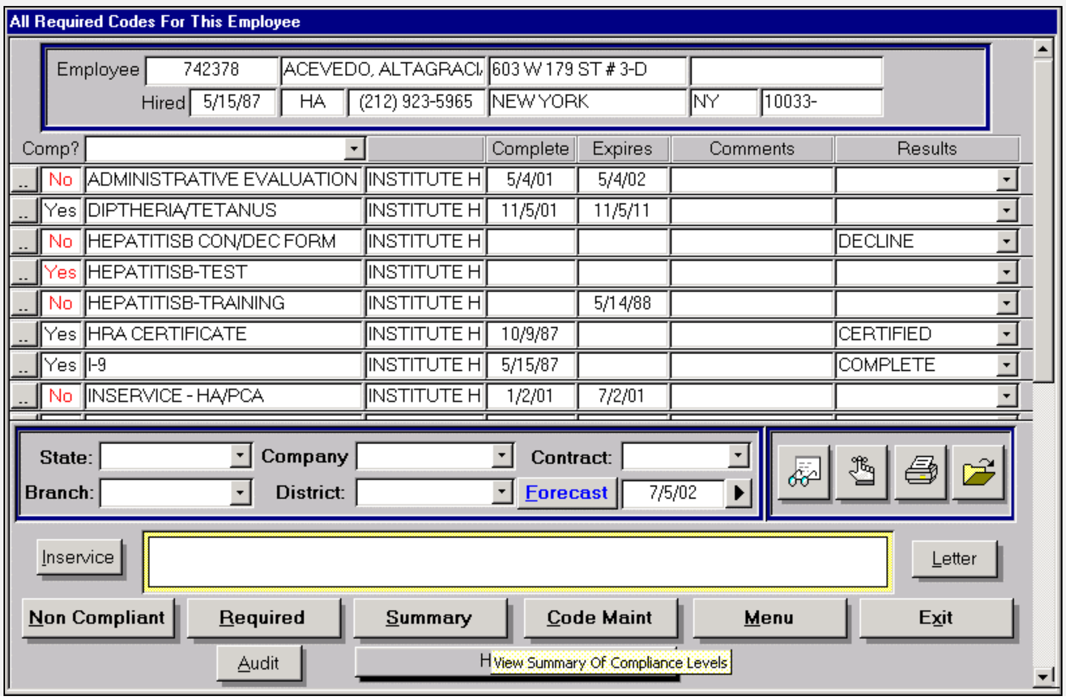


Figure 10-12 Individual Employee Compliance Status

Button	Functions of Compliance Status Screen
	After advancing to a desired date, press the **Forecast** button to determine the employee's compliance status at that future time.

Button	Functions of Compliance Status Screen
	Press this button to bring up a screen showing the employee's in-service training record.

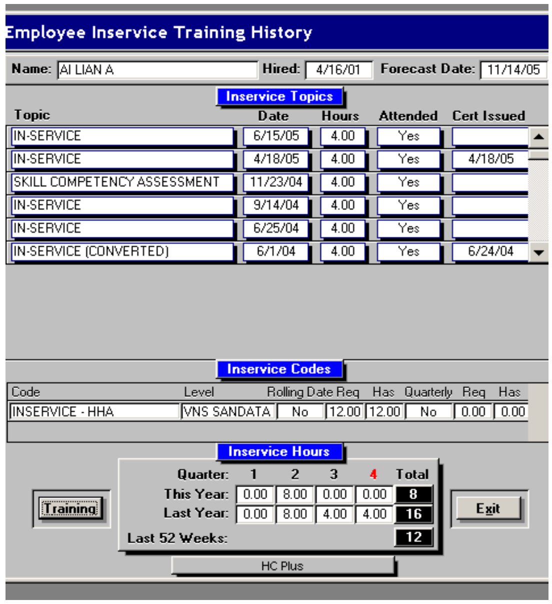
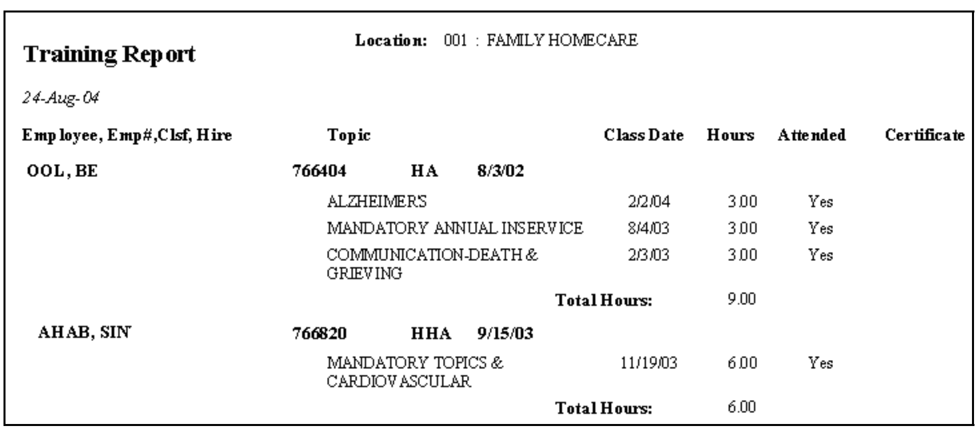


Figure 10-13 Employee's In-service Training History

When you press the **Training** button on the above screen, the following menu appears with functions related to training. You may then generate an in-service training report that will summarize your employees' in-service histories.



Training Report

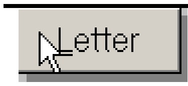
Location: 001 : FAMILY HOMECARE

24-Aug-04

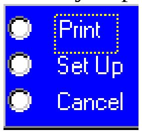
Employee, Emp#,Clsf, Hire				Topic	Class Date	Hours	Attended	Certificate
OOL, BE	766404	HA	8/3/02					
				ALZHEIMERS	2/2/04	3.00	Yes	
				MANDATORY ANNUAL INSERVICE	8/4/03	3.00	Yes	
				COMMUNICATION-DEATH & GRIEVING	2/3/03	3.00	Yes	
				Total Hours:		9.00		
AHAB, SIN	766820	HHA	9/15/03					
				MANDATORY TOPICS & CARDIOVASCULAR	11/19/03	6.00	Yes	
				Total Hours:		6.00		

Figure 10-14 In-service Training Report

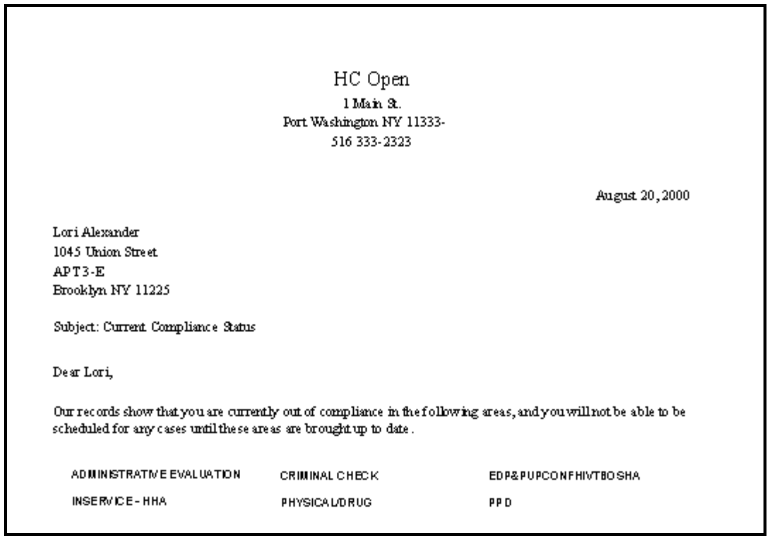
Button	**Functions of Compliance Status Screen**



When you press on this button a miniature menu appears.



Click Set up to edit the address and heading formats for the letter. When you Print, a letter addressed to the employee detailing his/her non-compliance issues is printed. An example follows:



HC Open
1 Main St.
Port Washington NY 11333-
516 333-2323

August 20, 2000

Lori Alexander
1045 Union Street
APT 3-E
Brooklyn NY 11225

Subject: Current Compliance Status

Dear Lori,

Our records show that you are currently out of compliance in the following areas, and you will not be able to be scheduled for any cases until these areas are brought up to date.

ADMINISTRATIVE EVALUATION	CRIMINAL CHECK	EDP&PUPCONFHIVTBOSHA
INSERVICE - HHA	PHYSICAL/DRUG	PPD

Figure 10-15 Printing a Non-compliance Letter

Letter Set up

Clicking the radio button 'set up' allows you to create the format and content of your own letter.

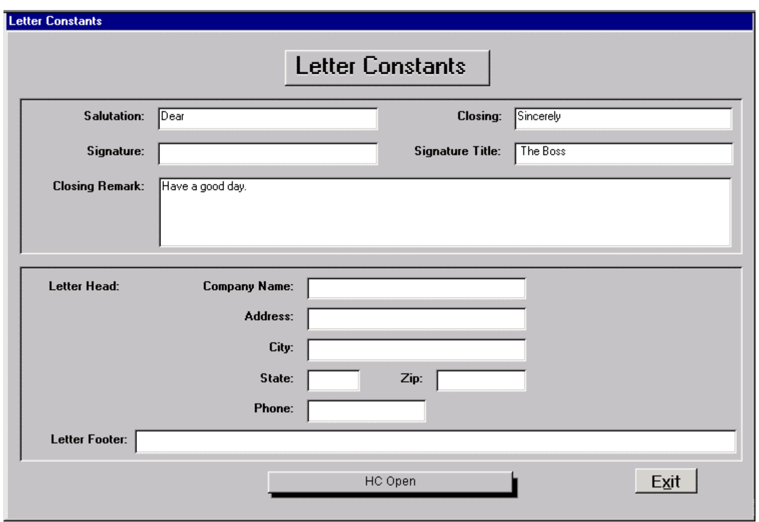
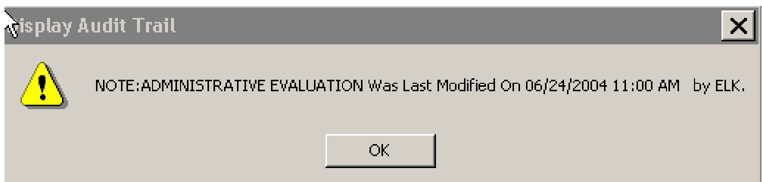


Figure 10-16 Non-compliance Letter Formatting

The **Comp?** text box on the top of the screen allows you to select compliance issues—after making a selection, you will get a list indicating YES or NO compliance. However, hitting the **Non-compliant** button will list only those issues that are still in non-compliance.

Button	Functions of Compliance Status Screen
Required	Press this button to see all the required compliance issues that need to be met for this client along with the current status.
Summary	This button lists all the contracts for this employee indicating if he/she is in compliance with the requirements of the contract. The details of the compliance of each contract may be displayed by hitting the button to the right of the contract name.
Code Maint	The button displays the Figure 10-10 Generic compliance codes.
Menu	This button brings you back to the Figure 10-1 Compliance System Main Menu.
Audit	When you click on a compliance row and then press Audit, an audit trail similar to the example below is displayed.



10.4.1.1 Individual Employee Compliance Status Reports

The menu bar on Figure 10-12 Individual Employee Compliance Status allows you to print two reports for each employee.

When you press a menu option, you are prompted to select the company or contract for whom the employee works. The company name appears on the profile sheet heading.

Employee Profile Sheet

Tuesday, March 27, 2001

Name: LIZE, EVE **Employment Date:** 11/22/00 **Sex:** F

Employee No: 6573 **I 9 Completed Status:** Complete

VERIFICATIONS:

Personal ID Verified:

Reference 1: **Type:**

Reference 2: **Type:**

Administrative Evaluation Date: **Professional Evaluation Date:**

Review Hep B/Universal Precaution Procedures: **Review Confidentiality:**

Review of Emergency Disaster Procedures:

DISCIPLINE:

HHA **Other:** ________________ **Skills Review:**

Certificate Date: 1/5/96 **Review Job Description:**

CPR Certification Date: **CPR Certification Expiration Date:**

Training Institution: **Classroom Training Complete:**

Aids Training Completed: **Hospice Training Completed:**

License Number: **License Expiration Date:**

PHYSICAL INFORMATION:

Physical Date:	2/14/00	**Health Assessment Date:**	
Mantoux Date:	2/14/00	**Mantoux Results:**	NEGATIVE
Chest X-Ray Date:		**Chest X-Ray Results:**	
Rubella Date:		**Rubella Results:**	
Rubella Vaccine Date:		**Rubella Comments:**	
Rubeola Date:		**Rubeola Results:**	
Rubeola Vaccine Date:		**Rubeola Comments:**	
Drug Screen Date:		**Drug Screen Results:**	
Drug Screen MD Approved Date:		**Drug Screen MD Approved ?:**	
Hepatitis:	3/30/00	**Hepatitis Vaccines:**	
DT Vaccine Date:			

INSERVICE EDUCATION: **(Quarterly)**

1/1/01 - 3/28/01	**Hours:**	0
10/1/00 - 12/31/00	**Hours:**	0
7/1/00 - 9/30/00	**Hours:**	3
4/1/00 - 6/30/00	**Hours:**	0

ADDITIONAL INFO:

1: Basic Training:	9/12/00
2:	
3:	
4:	

Figure 10-17 Individual Employee Profile Sheet

Employee Compliance Code List 9/1/04

ABRA SON. 76447 Type: HA Hire Date: 6/5/97

Compliance Code	Code Level	Completed	Expires	Comments	Results	Compliant
ADMINISTRATIVE EVALUATION	FAMILY HOM	8/7/03	8/7/04			No
APPLICATION	FAMILY HOM					No
BASIC TRAINING	FAMILY HOM	6/13/01				Yes
DIPTHERIA/TETANUS	FAMILY HOM					No
HEPATITISB CON/DEC FORM	FAMILY HOM	12/8/99			DECLINE	Yes
HEPATITISB-TEST	FAMILY HOM					Yes
HEPATITISB-TRAINING	FAMILY HOM	6/2/99				Yes
HRA CERTIFICATE	FAMILY HOM	11/16/96			CERTIFIED	Yes
I-9	FAMILY HOM	6/5/97			COMPLETE	Yes
INSERVICE - HA/PCA	FAMILY HOM	5/5/04	11/5/04			Yes
INSERVICE - HA/PCA DEC -2002	FAMILY HOM	11/6/02	11/8/02			Yes
INSERVICE - HA/PCA DEC -2003	FAMILY HOM	11/5/03	11/7/03			Yes
INSERVICE - HA/PCA DEC-2001	FAMILY HOM	7/1/01	12/31/01			Yes
INSERVICE - HA/PCA JUNE -2002	FAMILY HOM	12/4/01	6/4/02			Yes
INSERVICE - HA/PCA JUNE -2003	FAMILY HOM	5/7/03	5/6/03			Yes
INSERVICE - HA/PCA JUNE -2004	FAMILY HOM	5/5/04	5/5/04			Yes
ORIENTATION	FAMILY HOM					Yes
PHYSICAL (ANNUAL)	FAMILY HOM	9/16/03	9/16/04			Yes
PPD	FAMILY HOM	9/8/99			POSITIVE (PPD)	Yes
PPD 2 STEP	FAMILY HOM					Yes
PPD CHEST X-RAY	FAMILY HOM	9/14/99				No
REFERENCE 1	FAMILY HOM					No
RUBELLA	FAMILY HOM					Yes
SUPERVISORY VISIT	FAMILY HOM	8/14/02	8/19/04			No

Figure 10-18 Individual Employee Compliance Code List

10.4.2 Update compliance records of all employees

You may create and update a worksheet of employees' compliance statuses. The **Update** button of Figure 10-1displays the following menu.

Note: The Compliance system includes non-active employees (LOA, Disability, Workers' Comp, and Family Leave etc.) along with Active employees by default. Everyone's status is re-calculated when compliance information is updated. Terminated employees, however, are excluded from the worksheet.

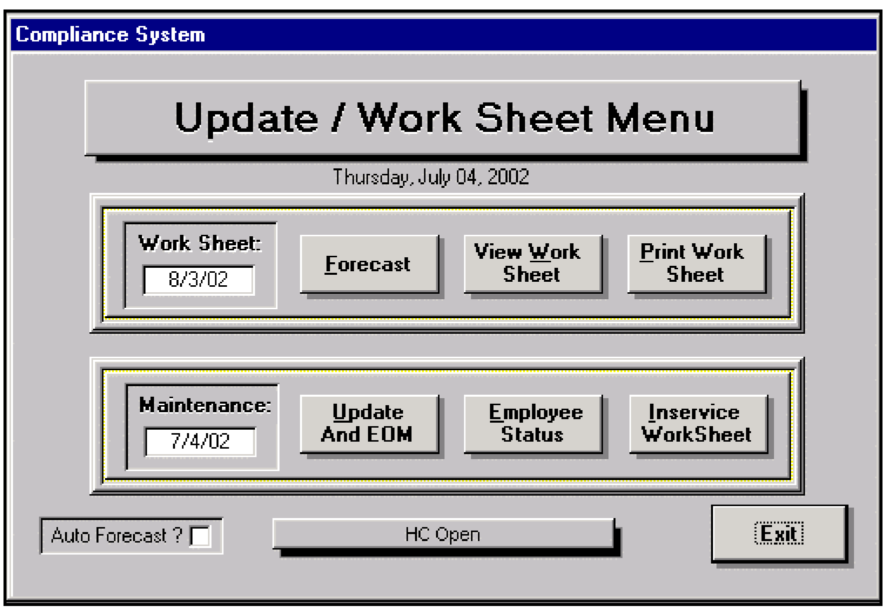
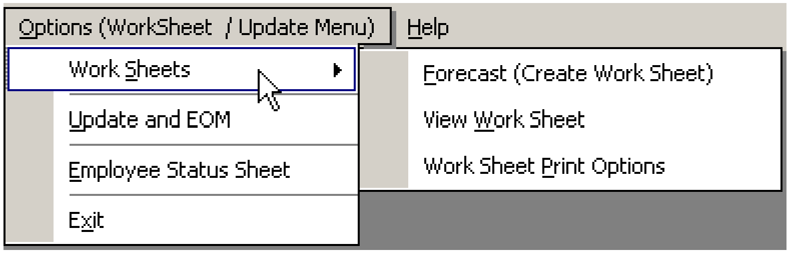


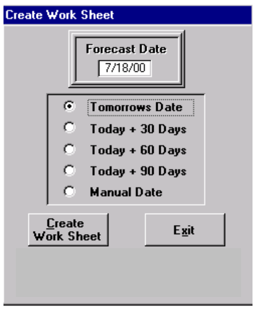
Figure 10-19 Update/Worksheet Menu

You may also access all the worksheet update functions using the menu.



10.4.2.1 Forecasting employees' compliance

1. When you press the **Forecast** button on the above screen, a window appears providing options for choosing a forecast date. Choose one option, than press **Create Work Sheet**.



Forecast options

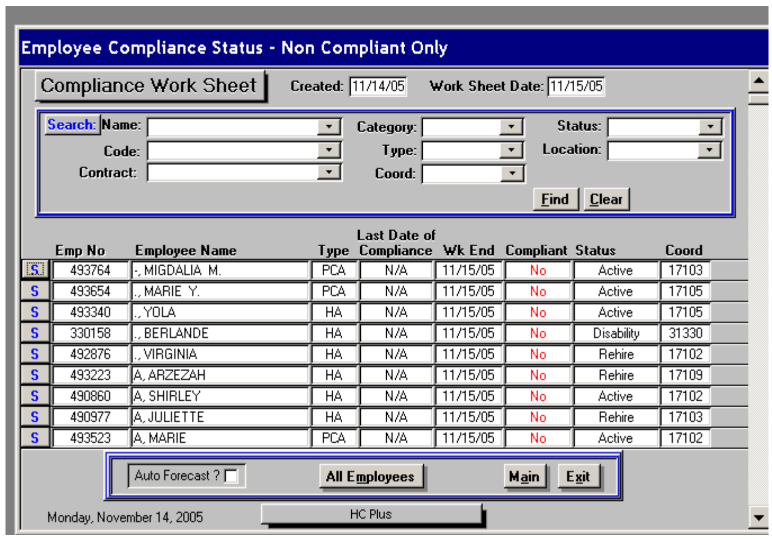


Figure 10-20 Compliance Work Sheet

2. A list of non-compliant employees is displayed. You may find employee(s) using the area on top of the screen where you may limit the search by category, status, etc.

3. Click on the **S** to the left of an entry to view (see Figure 10-12) the non-compliant issues for an individual employee.

4. Toggle the **All Employee** button to see a list of all employees including those that are fully compliant.

10.4.2.2 View/Print a Compliance Worksheet

The **View Worksheet** button on the Update Worksheet Menu displays the current Compliance Worksheet (Figure 10-20). When you press the **Print Worksheet** button, a menu is displayed offering several options.

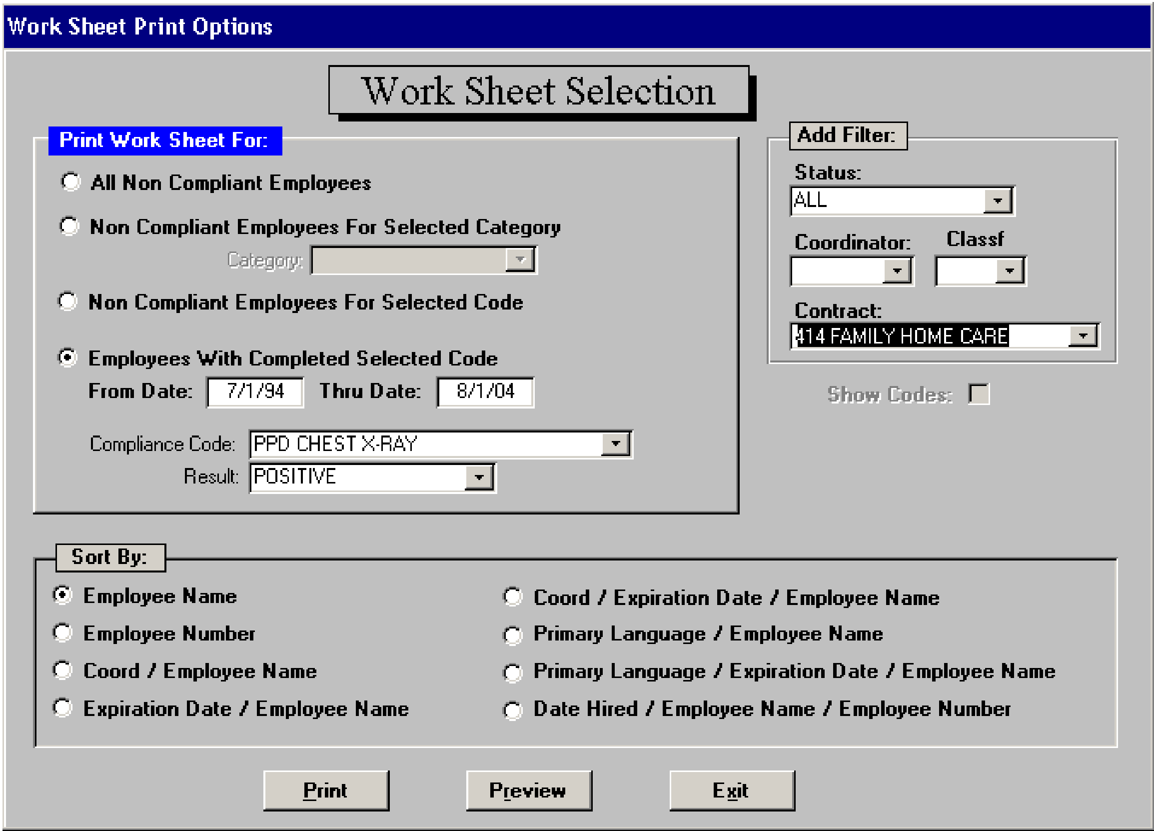
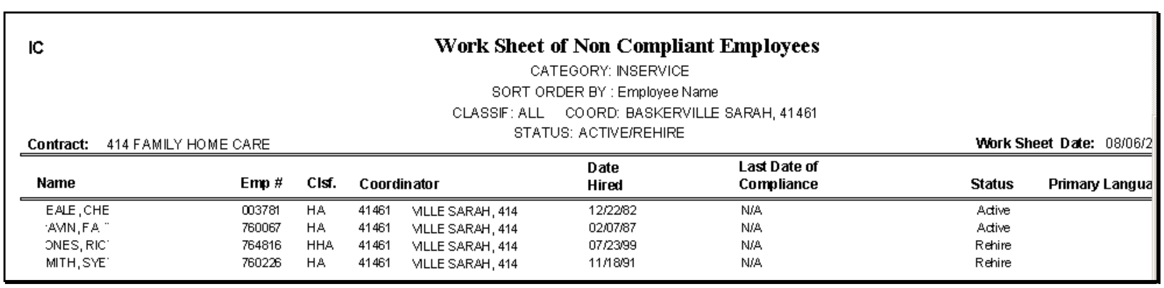


Figure 10-21 Work Sheet Print Options



IC

Work Sheet of Non Compliant Employees

CATEGORY: INSERVICE
SORT ORDER BY : Employee Name
CLASSIF: ALL   COORD: BASKERVILLE SARAH, 41461
STATUS: ACTIVE/REHIRE

Contract: 414 FAMILY HOME CARE   **Work Sheet Date:** 08/06/2

Name	Emp #	Clsf.	Coordinator		Date Hired	Last Date of Compliance	Status	Primary Langua
EALE, CHE	003781	HA	41461	VILLE SARAH, 414	12/22/82	N/A	Active	
AVIN, FA	760067	HA	41461	VILLE SARAH, 414	02/07/87	N/A	Active	
ONES, RIC	764816	HHA	41461	VILLE SARAH, 414	07/23/99	N/A	Rehire	
MITH, SYE	760226	HA	41461	VILLE SARAH, 414	11/18/91	N/A	Rehire	

Figure 10-22 Printed Work Sheet listing Non-Compliant Employees

Using the above form, you can, for instance, create a report of all non-compliant employees along with the compliance codes applicable to them. In this case, click on the **Show Codes** checkbox.

You may also print a work sheet for employees with completed codes by selecting a specific compliance code from the drop down menu, for example PPD. In addition, there is an option to generate a report with only specific results requested (for those codes requiring results). For example, for the PPD code you can selectively filter only the positive results or only the negative results by choosing from a **Result** drop down.

NOTE: Reports can now be pulled by employee Social Security Number. If you need this feature enabled, please call Client relations.

Work Sheet of Completed Codes Between 7/1/94 And 8/1/04

COMPLIANCE CODE: PPD CHEST X-RAY - (Negative)

SORT ORDER BY : Employee Name

CLASSIF: ALL   COORD: ALL

STATUS: ALL

Contract: 414 FAMILY HOME CARE   **Work Sheet Date:** 08/06/2004

Name	Emp #	Clsf.	Coordinator	Date Hired	Date Completed	Expiration Date	Results	Status	Primary Language
ECKFORD, CAR	385278	HHA	81393 'ERA DAWN, 81393	01/16/04	05/12/98	No Exp	Negative	Rehire	
RIDGE CAMPBE	765373	HHA	81277 RQUEZ VICKY, 81277	12/17/00	04/10/96	No Exp	Negative	Active	
OOPER, NORA	766640	HHA	41492 ·LAND, MARILYN	03/19/04	03/12/03	No Exp	Negative	Active	
ECASTRO, MARI	765844	HHA	44328 INSON, MIRIAM	04/19/01	06/06/95	No Exp	Negative	Active	
OMINSKAYA, RIT	766734	HA	41462 TONOVA, IRINA	05/03/03	06/03/99	No Exp	Negative	Active	
UBAR, CHANDRE	766263	HHA	81373 RQUEZ VICKY, 81373	06/10/02	05/17/02	No Exp	Negative	Active	
RSINA, MARIA	766277	HA	41462 TONOVA, IRINA	06/27/03	04/08/02	No Exp	Negative	Active	
ORBES, SHEILA	765850	HHA	81393 'ERA DAWN, 81393	04/25/01	04/09/02	No Exp	Negative	Active	
AMILTON WELC	851042	HHA	41451 RAN, ALLA	08/01/03	11/13/98	No Exp	Negative	Active	
AZEL, RUBY	765838	HHA	41492 ELAND, MARILYN	12/10/03	03/02/01	No Exp	Negative	Rehire	
IBBERT, PRUDEI	766334	HA	55556 ASHAD, SHARMELI	07/13/02	10/29/03	No Exp	Negative	Active	
OSE, EVELINE	850573	HA	44328 HINSON, MIRIAM	01/20/01	10/18/98	No Exp	Negative	Active	
OSEPH, VIVIANNI	765933	PCA	41464 RRILHO, MARIA	07/28/01	01/21/00	No Exp	Negative	Active	
RICHMAR, SERA	765052	HA	41411 RCIA, ZEZE	08/22/98	06/19/98	No Exp	Negative	Active	
ILEWSKA, ZOFI	763953	HA	41431 WARD, MERLESE	06/25/04	05/14/01	No Exp	Negative	Rehire	
ILFORT, ALEXAN	851125	HHA	81393 'ERA DAWN, 81393	03/03/01	04/22/99	No Exp	Negative	Active	
ILIZHENKO, ILL	765876	PCA	41451 AN, ALLA	05/18/01	12/27/99	No Exp	Negative	Active	
YAKSHIN, VADI	767164	PCA	41422 EYSVIN, ALLA	05/08/04	03/12/04	No Exp	Negative	Active	
CIPION, YVAND	766088	HHA	81373 RQUEZ VICKY, 81373	01/05/02	08/29/01	No Exp	Negative	Active	
PENCE, NAOMI	851106	HHA	55541 RNANDEZ LORNY, 5554	09/17/03	01/01/96	No Exp	Negative	Active	
RUFANOV, NIK	765428	HA	41431 WARD, MERLESE	05/13/99	04/19/02	No Exp	Negative	Active	
GARTE, MARIA	850516	HA	44309 RRES DIANA, 44309	02/07/00	01/14/00	No Exp	Negative	Active	
JZYUK, RAISA	766927	HA	41422 EYSVIN, ALLA	11/08/03	04/08/02	No Exp	Negative	Active	
ALTSMAN, NINA	764929	HA	41421 RIS, IRINA	05/02/98	01/08/98	No Exp	Negative	Active	

Figure 10-23 Work Sheet of Completed Codes

10.4.2.3 Daily and End of Month Compliance Update

When you click the **Update and EOM** button, the following screen appears allowing you to: Update Employee Compliance files; Generate a work sheet; Generate Employee Letters and Labels; or Capture End of Month History.

1. Click on the appropriate checkboxes for DAILY and/or END OF MONTH, and then press **Proceed**.

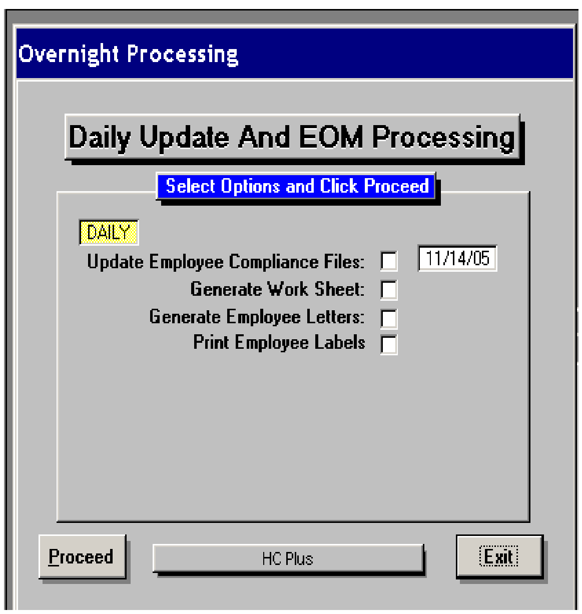


Figure 10-24 Daily Update and EOM Compliance Processing

When you click on the **Employee Letters** checkbox, a **Letters** button appears. Press on it to select options for generating and sorting the letters.

You can also select specific employees by pressing the **Select Employees** button. A list appears from which you can choose the employees to whom you want letters sent.

The **Set Up** button allows you to design the letter content.

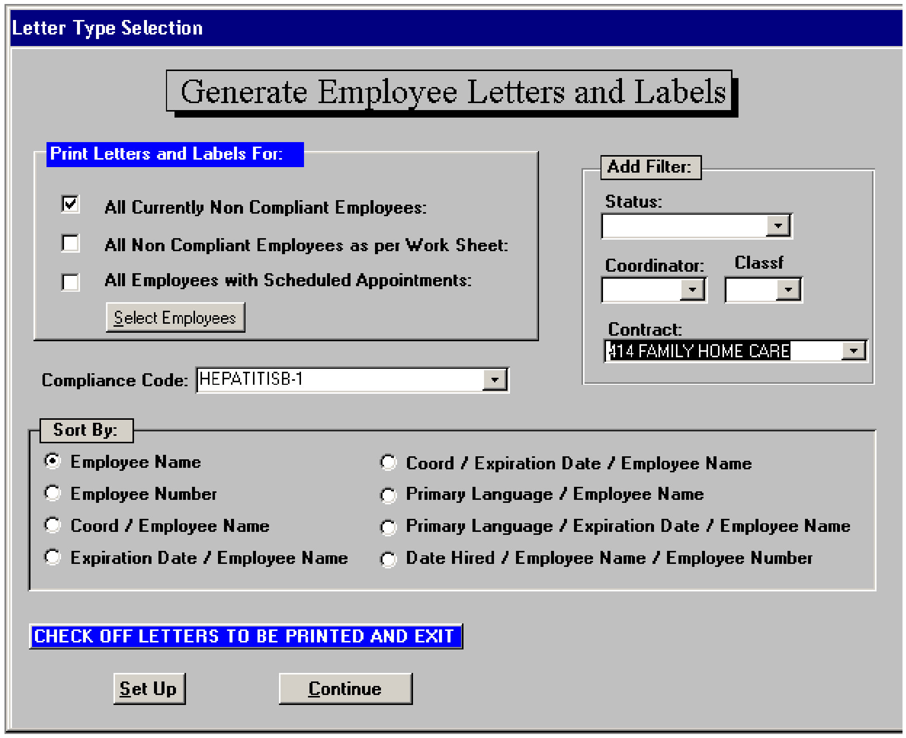


Figure 10-25 Compliance Letter and Label Selection

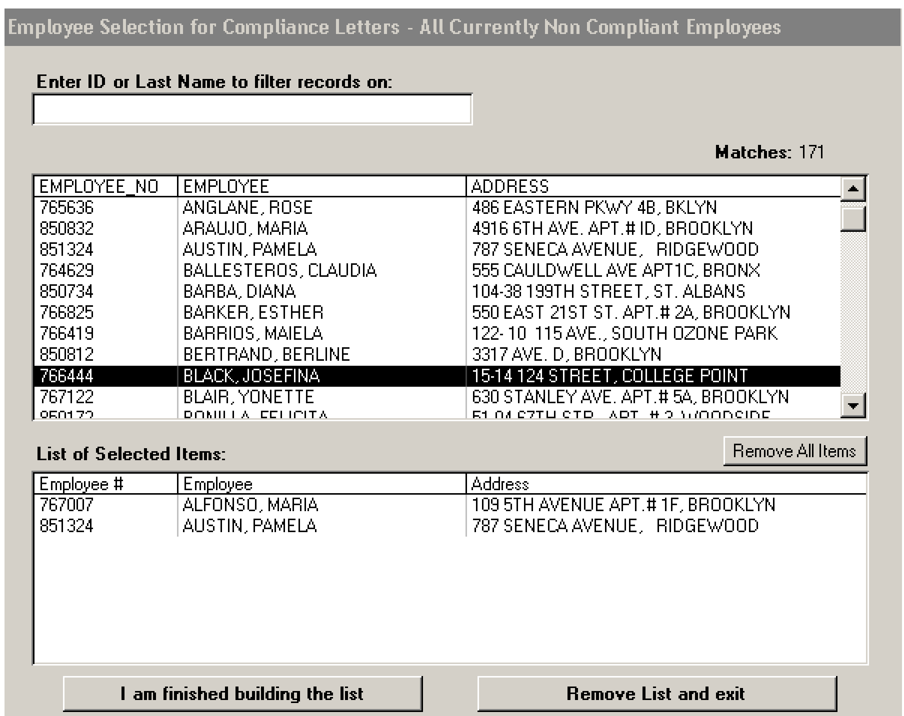
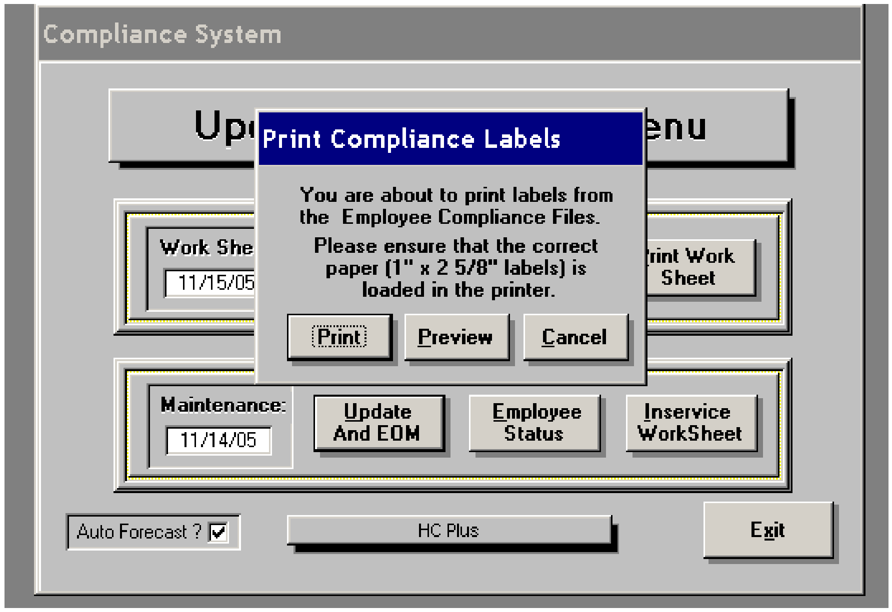


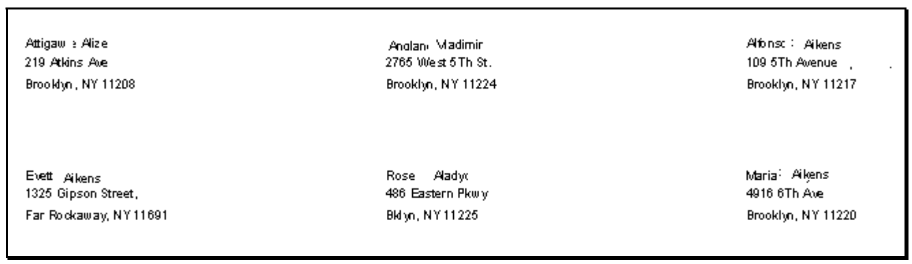
Figure 10-26 Build an employee list

Print Employee Labels

When you check this box and press **Proceed**, you are prompted to complete the procedures shown above, that is, select your criteria and build an employee list. When you press **Continue**, the system begins to generate the labels.

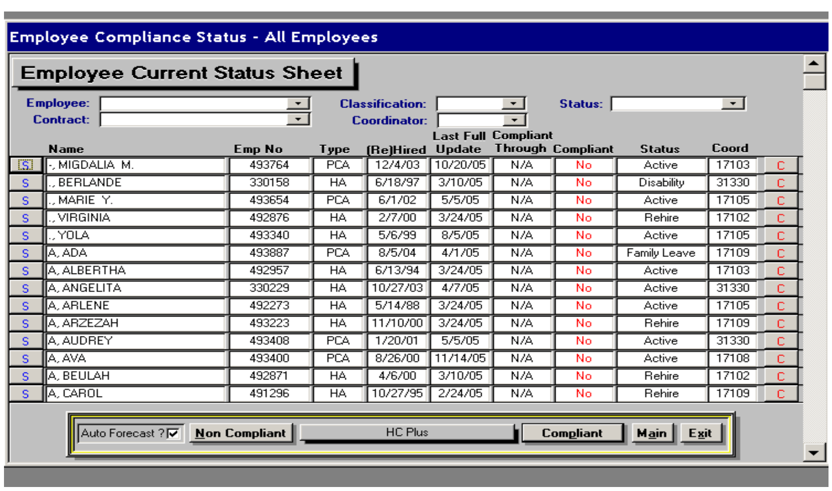


For those who use Mail Merge for the processing of Compliance letters, labels will print directly to their printer and not to a text file.



10.4.2.4 Employees' Current Compliance Status

The **Employee status** button displays a list of employees giving their current compliance statuses. You may toggle the buttons at the bottom to view only non-compliant or only compliant employees.



	Name	Emp No	Type	(Re)Hired	Last Full Update	Compliant Through	Compliant	Status	Coord	
S	-, MIGDALIA M.	493764	PCA	12/4/03	10/20/05	N/A	No	Active	17103	C
S	., BERLANDE	330158	HA	6/18/97	3/10/05	N/A	No	Disability	31330	C
S	., MARIE Y.	493654	PCA	6/1/02	5/5/05	N/A	No	Active	17105	C
S	., VIRGINIA	492876	HA	2/7/00	3/24/05	N/A	No	Rehire	17102	C
S	., YOLA	493340	HA	5/6/99	8/5/05	N/A	No	Active	17105	C
S	A, ADA	493887	PCA	8/5/04	4/1/05	N/A	No	Family Leave	17109	C
S	A, ALBERTHA	492957	HA	6/13/94	3/24/05	N/A	No	Active	17103	C
S	A, ANGELITA	330229	HA	10/27/03	4/7/05	N/A	No	Active	31330	C
S	A, ARLENE	492273	HA	5/14/88	3/24/05	N/A	No	Active	17105	C
S	A, ARZEZAH	493223	HA	11/10/00	3/24/05	N/A	No	Rehire	17109	C
S	A, AUDREY	493408	PCA	1/20/01	5/5/05	N/A	No	Active	31330	C
S	A, AVA	493400	PCA	8/26/00	11/14/05	N/A	No	Active	17108	C
S	A, BEULAH	492871	HA	4/6/00	3/10/05	N/A	No	Rehire	17102	C
S	A, CAROL	491296	HA	10/27/95	2/24/05	N/A	No	Rehire	17109	C

Figure 10-27 Employees Current Status Sheet

1. Click the **S** button on the left of each entry to view an individual employee's compliance issues. See Figure 10-12.
2. Click on the **C** button on the right of a row to recalculate the employee's last date of compliance.

10.4.2.5 Compliance Status Reports for all Employees

The menu bar that is active when viewing the Employee Current Status Sheet allows you to generate several reports. These reports identify those employees in your company who are either not compliant, are undergoing in-service training, or are perhaps compliant but with warnings. After selecting a report name from the dropdown menu, a selection window may appear listing the various options available for limiting the scope of the report.

Compliance Inservice Status Report — Run Date: 3/28/01

Classification : HHA
Employee Status : 'A' ACTIVE
Inservice Status : 'C' CURRENT

Employee Name	Emp No	Level	Clsf	Stat	Type	Hired	Rehired	Required Hours	Actual Hours	Last Updated
ONA, ISABI	85101	FAMILY	HHA	A	SA1-2001	3/20/99		6	9	3/20/01
Q, MARIE	85038	FAMILY	HHA	A	SA1-2001	6/22/98		6	6	3/20/01
R, SHIRLIN	76524	FAMILY	HHA	A	SA1-2001	11/2/98		6	6	3/20/01
INFORT, SC	76507	FAMILY	HHA	A	SA1-2001	8/22/98		6	9	3/20/01
TUNE, VAN	76109	FAMILY	HHA	A	SA1-2001	11/4/88		6	6	3/20/01
K, JUNE AN	76506	FAMILY	HHA	A	SA1-2001	8/15/98		6	9	3/20/01
NSON, TRII	85100	FAMILY	HHA	A	SA1-2001	3/16/99		6	9	3/20/01
FMAN, ROC	85113	FAMILY	HHA	A	SA1-2001	11/10/99		6	6	3/20/01
YD, EBONY	76562	FAMILY	HHA	A	SA1-2001	6/26/00		6	6	3/20/01
LIAMS, VAL	85177	FAMILY	HHA	A	SA1-2001	3/8/00		6	6	3/20/01

Figure 10-28 Employees In-service Status Report

Employee Compliance Status — 3/28/01 6:04:05 PM

Emp Number	Name	Compliant	Last Date of Compliance	Date Calculated
70052	EPEDA, ADEL	No	N/A	3/22/01
85124	EPIN, BRIGID	Yes	6/14/01	3/22/01
85104	ESPEDES, LILI	No	N/A	3/22/01
70030	HAK, YEVGENI	No	N/A	3/22/01
70045	HAN, YUK LEE	No	N/A	3/22/01
70025	HARLES, PAT	No	N/A	3/22/01
76497	HAVEZ, CONC	No	N/A	3/22/01
70045	HEN, HSUEH	No	N/A	3/22/01
70036	HENG, YEH YE	No	N/A	3/22/01
70017	HOU, ALICE	No	N/A	3/22/01
70045	HUMACERO, S	No	N/A	3/22/01
70031	HUNG, PIK WA	No	N/A	3/22/01
70014	LARKE, NERRI	No	N/A	3/22/01
76221	LAVIJO, NELL	No	N/A	3/22/01
70051	LEARE, YONE	No	N/A	3/22/01
85111	LEMENT, JANE	No	N/A	3/22/01
85126	OLEMAN, VIR	No	N/A	3/22/01

Figure 10-29 Compliance Status of all Employees Report

FAMILY HOMECARE

Non Compliant Employees

CATEGORY: All Categories
SORT ORDER BY : Employee Name
CLASSIF: ALL   COORD: ALL
STATUS: ALL

Today's Date: 09/01/2(

Name	Employee No	Emp. Clasf.	Coord. ID	Coordinator Name	Date Hired	Last Date of Compliance	Status	Primary Langua
ANDUSH, TAMAR	764575	HA	41451	ARAN, ALLA	03/25/02	N/A	REHIRE	
ATHWAITE, MAMO	761464	HA	41492	/IELAND, MARILYN	12/22/90	N/A	REHIRE	
ATSLAUSKY, ALL	004405	HA	41452	AMADANI, ETLEVA	10/17/96	N/A	REHIRE	
AZ, CHERYL	004425	HA	41422	HEYSVIN, ALLA	12/20/98	N/A	REHIRE	
EAKENRIDGE, MOI	767126	HHA	81393	IVERA DAWN, 81393	07/09/04	No Exp	ACTIVE	.ENGLISH
EDY, LILLIANE	766230	HA	55556	RASHAD, SHARMELI	06/08/02	N/A	ACTIVE	
EWU, SAMPSON	767102	HHA	41412	ELLS MARGARET, 41412	03/12/04	N/A	ACTIVE	
EYTMAN, NADEZH	761902	HA	41421	URIS, IRINA	01/22/90	N/A	ACTIVE	
EZINOVA, TATYAN	765828	HA	41431	OWARD, MERLESE	03/26/01	N/A	ACTIVE	
ICE, MARIE	851325	HHA	41680	ANNA JINANE, 41680	10/15/03	N/A	ACTIVE	
IDGE CAMPBELL	765373	HHA	81277	ARQUEZ VICKY, 81277	12/17/00	N/A	ACTIVE	
IDGEWATER, JUL	700656	HA	55557	ELLY, PRISCILLA	10/14/02	N/A	ACTIVE	

Figure 10-30 Non-Compliant Employees Report

Compliant Employees With "Warnings"

As Of: 28-Mar-01

Employee Name	Employee No	Compliance Code
EPIN, BRIG	51248	
		HEPATITISB-TEST
		RUBELLA
REDELL, EL	51229	
		HEPATITISB-TEST
		RUBELLA
		RUBEOLA
OPKA, JOSE	51230	
		HEPATITISB-TEST
		RUBELLA
ALACHI, T	51222	
		HEPATITISB-TEST
		RUBELLA
		RUBEOLA
OSS, TARSH	51250	
		HEPATITISB-TEST
		PPD 2 STEP
		RUBELLA
		RUBEOLA

Figure 10-31 Compliant Employees with Warnings Report

10.4.2.6 In-Service worksheet generation

Press the **Inservice WorkSheet** button Figure 10-19 Update/Worksheet Menu to print a worksheet for a specific month and year, coordinator, classification and status. You also have several sort options.

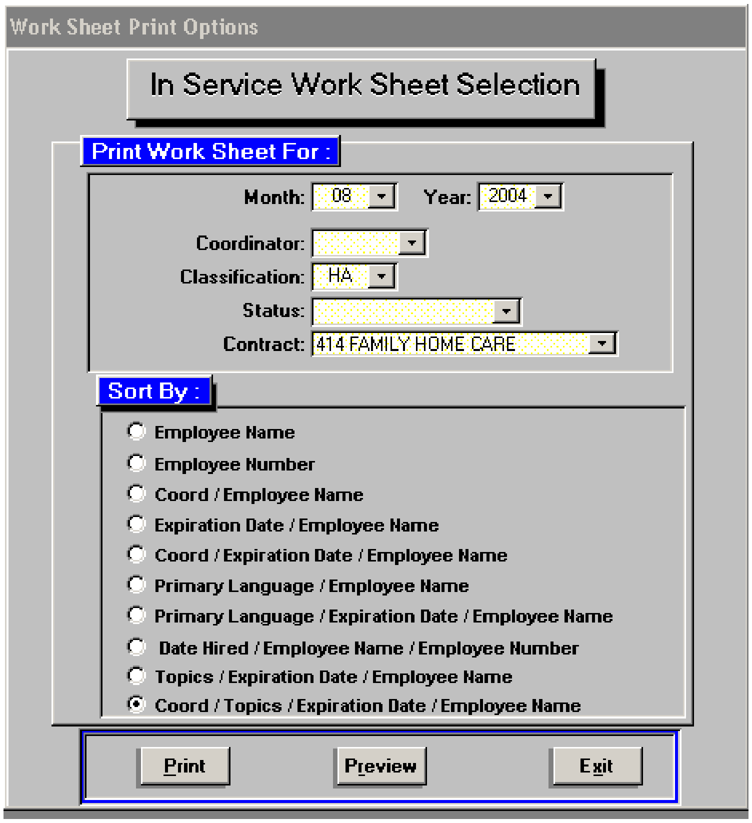


Figure 10-32 In-service Work sheet Selection

FAMILY HOMECARE

Run Date: 9/1/04

Compliance Inservice Worksheet Report For Sep 2004

Sort Order: Employee Name

Classification : HHA Status : ALL Contract : ALL

Employee Name	Emp No	Emp Clsf	Coord	Date Hired	Last In-Service	In-Service Exp	Primary Language	Status	In-Service Topic
ANKRO, ELLA	766638	HHA		3/28/03		6/28/03		LOA	
REU, TERESITA	766657	HHA	81373	4/18/03	1/27/04	4/27/04		ACTIVE	CARING FOR HOSPICE PATIENTS,
KERMAN, JERMAINE	851323	HHA	55557	10/13/03	1/13/04	4/13/04		ACTIVE	ALZHEIMER'S PATIENTS & WOMEN'
LUCHE, SUZIE	766566	HHA	81399	12/14/02	1/13/04	4/13/04		ACTIVE	ALZHEIMER'S PATIENTS & WOMEN'
OSTA ROSA, MARIBEL	850696	HHA	55542	9/12/01	3/23/04	6/23/04		ACTIVE	CARING FOR HOSPICE PATIENTS,
IGUN, VERONICA N	767076	HHA	55127	3/2/04		6/2/04		ACTIVE	
JEI, BELINDA	851121	HHA	81393	10/14/99	2/3/04	10/1/03		ACTIVE	ALZHEIMER'S PATIENTS & WOMEN'
YEMAN, AKUA D	851338	HHA	44105	12/15/03	2/17/04	5/17/04		ACTIVE	ALZHEIMER'S PATIENTS & WOMEN'
YEMANG, AKUA	700532	HHA	81393	3/19/01	11/5/03	2/5/04		ACTIVE	MANDATORY TOPICS & CARDIOVAS

Figure 10-33 In-service Work sheet Report

10.4.3 Compliance Codes

The **Codes** button of Figure 10-1displays the **Generic Compliance Code** screen as seen in Figure 10-10. You may generate four different reports related to the codes using the menu bar of that screen.

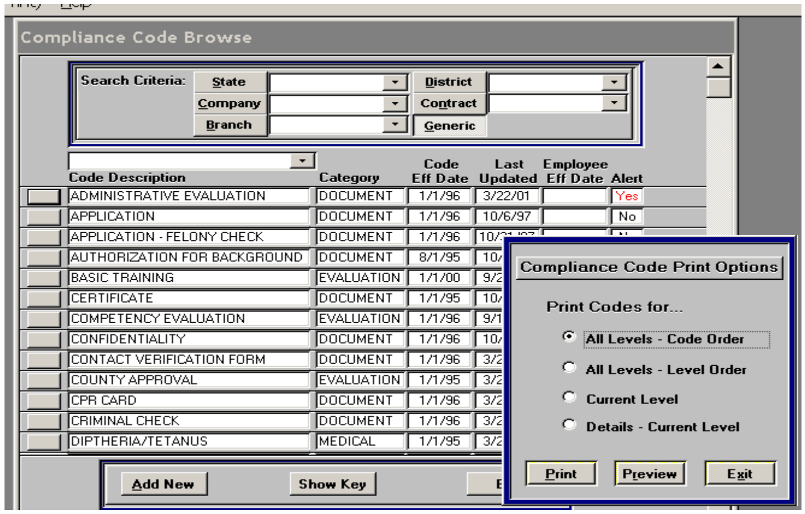


Figure 10-34 Compliance Code Print Options

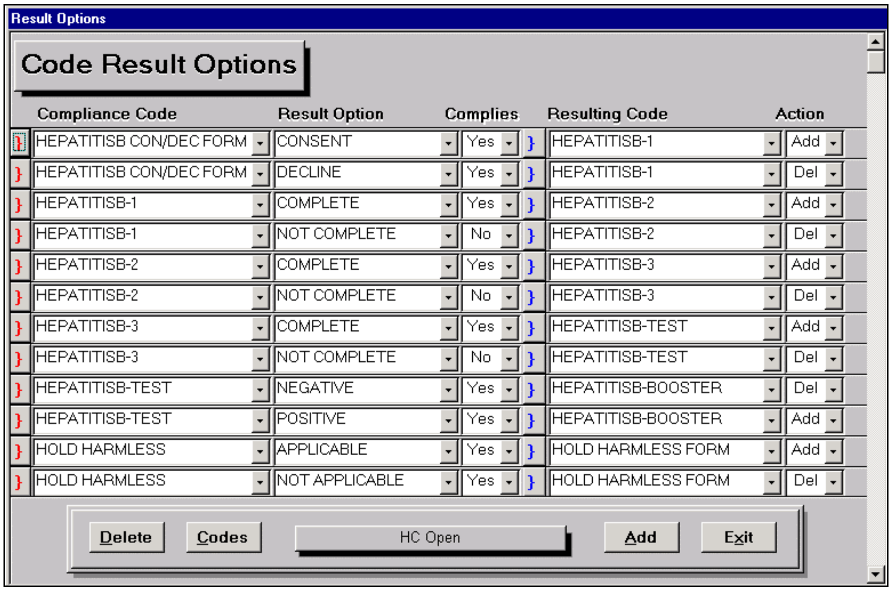
Compliance Code Alpha List (All Levels) ednesday, September 01, 2004

Compliance Code Description	Level	Effective Date	Category	Alert
ADMINISTRATIVE EVALUATION	FAMILY HOMECARE	1/1/00	EVALUATION	Yes
APPLICATION	FAMILY HOMECARE	1/1/00	Y	No
BASIC TRAINING	FAMILY HOMECARE	1/1/00	EVALUATION	No
DIPTHERIA/TETANUS	FAMILY HOMECARE	1/1/00	N	Yes
HEPATITISB CON/DEC FORM	FAMILY HOMECARE	1/1/00	N	No
HEPATITISB-1	FAMILY HOMECARE	1/1/00	N	No
HEPATITISB-2	FAMILY HOMECARE	1/1/00	N	No
HEPATITISB-3	FAMILY HOMECARE	1/1/00	N	No
HEPATITISB-BOOSTER	FAMILY HOMECARE	1/1/00	N	No
HEPATITISB-TEST	FAMILY HOMECARE	1/1/00	N	No
HEPATITISB-TRAINING	FAMILY HOMECARE	1/1/00	N	No
HRA CERTIFICATE	FAMILY HOMECARE	1/1/00	Y	No
I-9	FAMILY HOMECARE	1/1/00	Y	Yes
INSERVICE - HA/PCA	FAMILY HOMECARE	1/1/00	INSERVICE	Yes
INSERVICE - HHA	FAMILY HOMECARE	1/1/00	INSERVICE	Yes
ORIENTATION	FAMILY HOMECARE	1/1/00	Y	No
PHYSICAL (ANNUAL)	FAMILY HOMECARE	1/1/00	N	Yes
PPD	FAMILY HOMECARE	1/1/00	N	Yes

Figure 10-35 Generic Compliance Codes w/Levels Report

10.4.4 Compliance Test Results

The **Results** button of Figure 10-1 displays the results of tests related to compliance issues. For instance, if an employee completed an HEPATITISB-1 test, the table below specifies that he/she will then have to proceed to take the HEPATITISB-2 test—which will appear as a new compliance issue on the employee's record.



Compliance Code	Result Option	Complies	Resulting Code	Action
HEPATITISB CON/DEC FORM	CONSENT	Yes	HEPATITISB-1	Add
HEPATITISB CON/DEC FORM	DECLINE	Yes	HEPATITISB-1	Del
HEPATITISB-1	COMPLETE	Yes	HEPATITISB-2	Add
HEPATITISB-1	NOT COMPLETE	No	HEPATITISB-2	Del
HEPATITISB-2	COMPLETE	Yes	HEPATITISB-3	Add
HEPATITISB-2	NOT COMPLETE	No	HEPATITISB-3	Del
HEPATITISB-3	COMPLETE	Yes	HEPATITISB-TEST	Add
HEPATITISB-3	NOT COMPLETE	No	HEPATITISB-TEST	Del
HEPATITISB-TEST	NEGATIVE	Yes	HEPATITISB-BOOSTER	Del
HEPATITISB-TEST	POSITIVE	Yes	HEPATITISB-BOOSTER	Add
HOLD HARMLESS	APPLICABLE	Yes	HOLD HARMLESS FORM	Add
HOLD HARMLESS	NOT APPLICABLE	Yes	HOLD HARMLESS FORM	Del

Figure 10-36 Compliance Results Options

10.4.4.1 Edit Generic Codes

To change the criteria of a specific code, click the } button to the left of a row in the screen above.

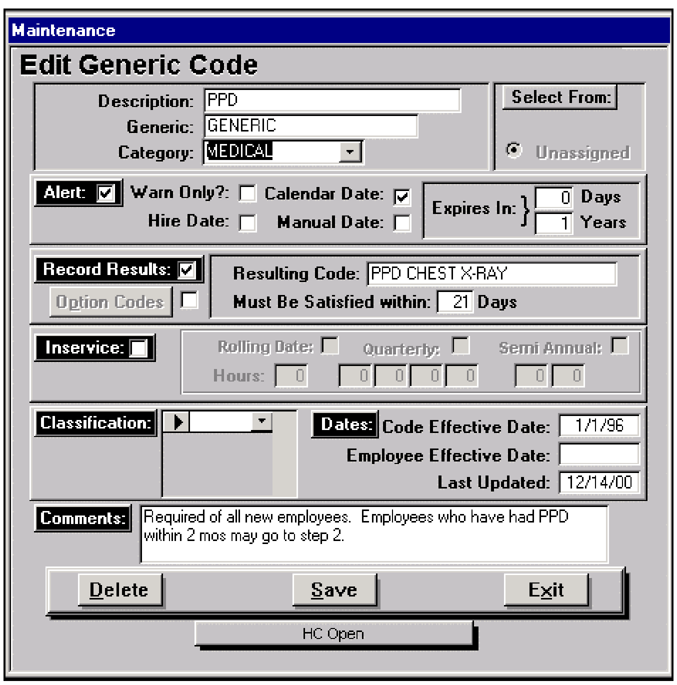
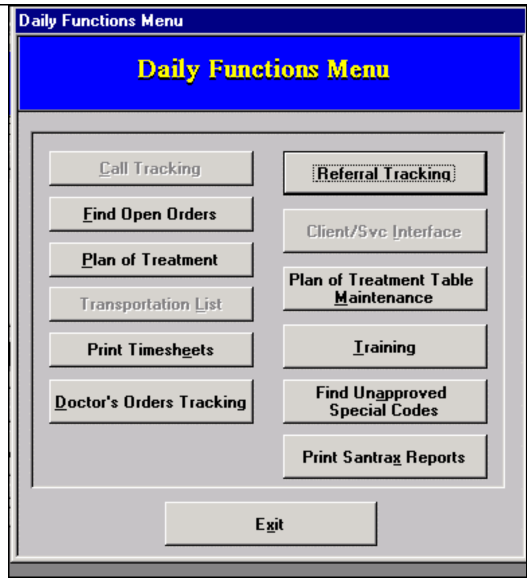


Figure 10-37 Edit Generic Codes

Chapter 11 Daily Functions

Click on the **Daily Functions** button on the HC Plus main screen to access the menu below—where you can carry out several clerical chores. The menu options vary according to different agency requirements. The functionality of each button is explained in the sections below.



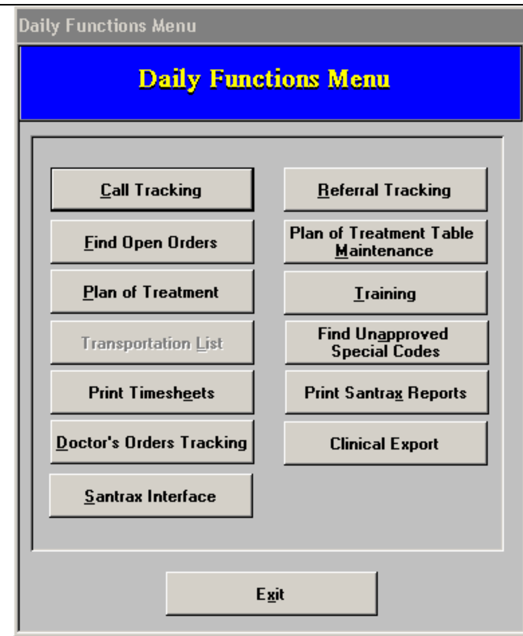
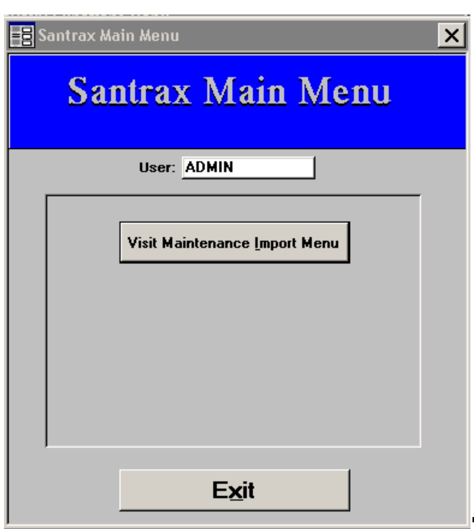


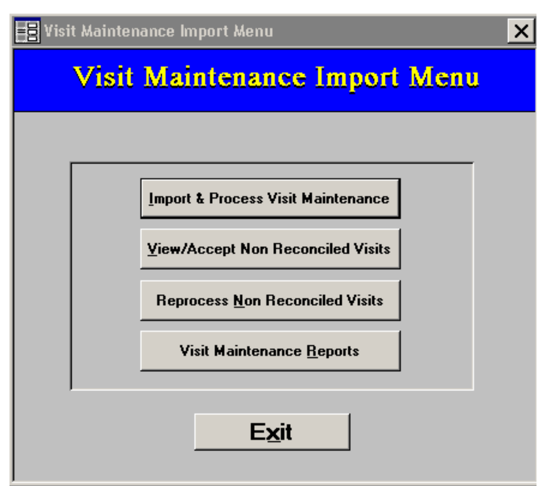
Figure 11-1 Daily Functions Menu

11.1 Santrax Interface

The Santrax interface is designed to match Santrax employee-calls by to the client-employee visits that had been scheduled via HC Plus. Any Santrax visit that does not match a corresponding HC Plus visit is marked as non-reconciled. You may correct the details of a non-reconciled visit and, once corrected, attempt to reprocess it. A visit that cannot be reconciled (for example you cannot reconcile a client ID) is deemed invalid, is marked as such and purged from the system.

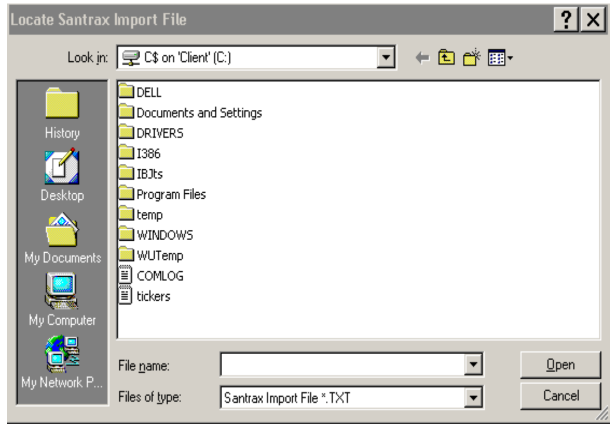
The **Santrax Interface** button (for some agencies) is the portal used for importing and reconciling Santrax visits. Pressing it allows access to the **Visit Maintenance Import** button which, in turn, displays the **VM Import Menu**.





11.1.1 Import and Process Visit Maintenance data

To import the visit call data use the following procedure: Press the **Import and Process** button; you are asked to locate the import text file.



Once the Santrax text file is located, press **Open** to import it into HC Plus. The data will now be matched up against the visit data in the HC Plus schedule.

11.1.2 View/accept non-reconciled visits

Non-reconciled visits appear on the screen below, a reason outlining the problem with the particular visit. You may view/correct a visit's details—and enter a comment in the text box below—then click on the **Inv** (invalid) checkbox to remove the check and validate the visit.

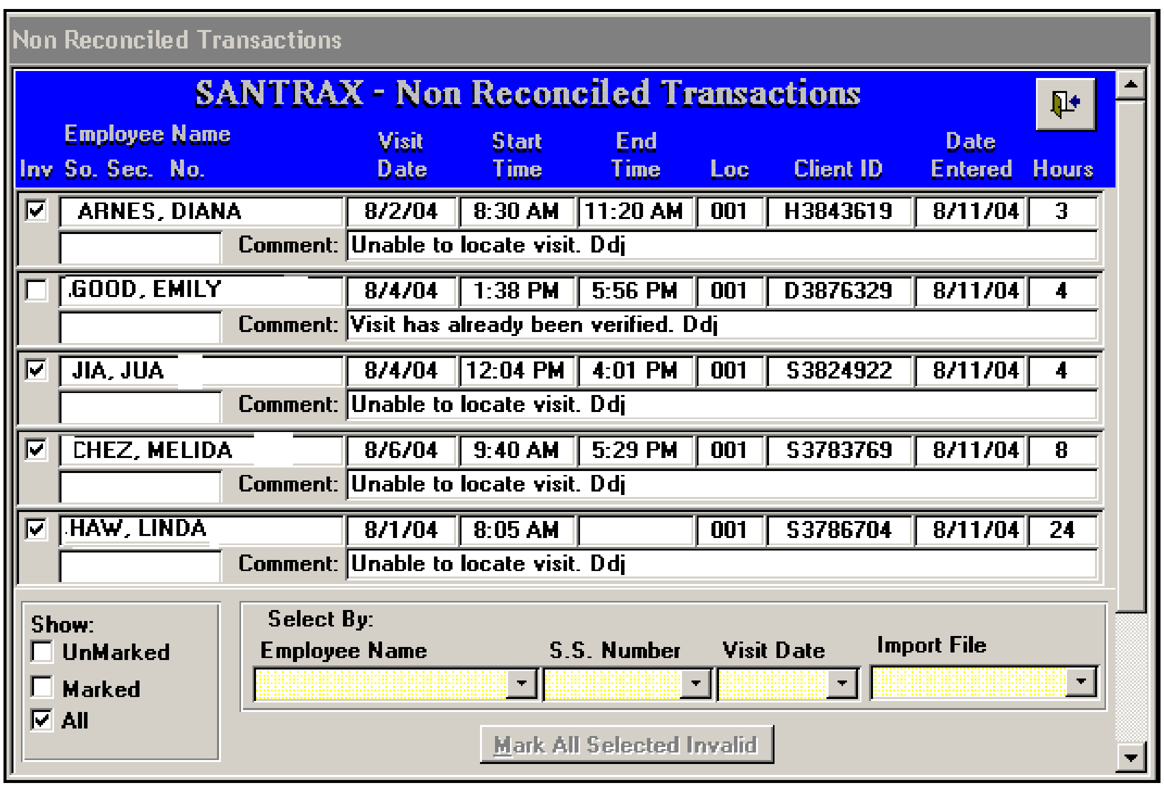


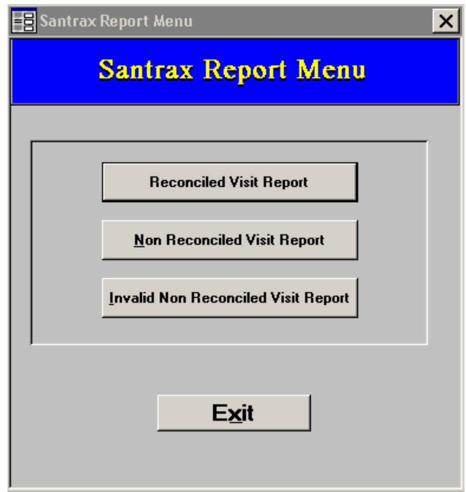
Figure 11-2 Santrax—Non Reconciled Transactions

11.1.3 Reprocess non-reconciled visits

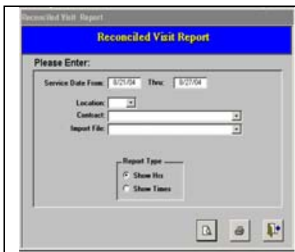
After correcting visits and marking them as valid you may process them accordingly. A Reconciled Visit Posting Report is generated. See the VM reports section below. Following the reconciliation, you are prompted to post the newly reconciled visits.

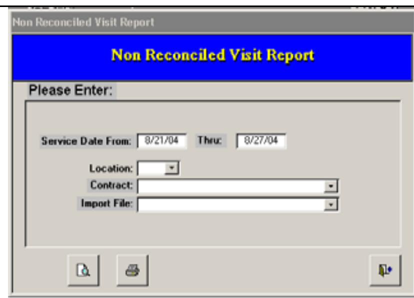
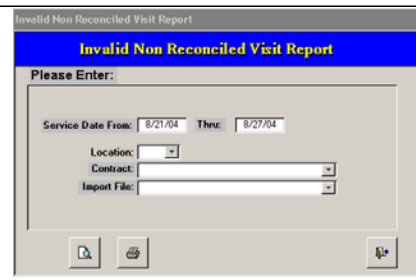
11.1.4 Visit Maintenance Reports

Several reports related to the reconciliation of the call visits may be generated using the menu on the right—displayed after pressing **Santrax Interface**➔**Visit Maintenance Reports**.



The figures below display the option menus for generating the reports. .

<table>
<tr>
<td>

Generate by either hours or by actual call times</td>
<td>
</td>
<td>
</td>
</tr>
</table>

11.1.4.1 Reconciled Visit Posting Report

Reconciled Visit Report: Run Date: 02-Sep-04

ARLESTON, DORO Client ID: 0017146	106-02 FARRAGUT RD., BROOKLYN, NY 11236	(718) 346-0053 MRN: 992622	MUST COVER:1	Coord: BROWN, STEPHANIE District:

WOS: 6/25/04	SAT 06-19	SUN 06-20	MON 06-21	TUE 06-22	WED 06-23	THU 06-24	FRI 06-25
Shift Time: Employee:			8. Hours OWN, ORAH	8. Hours OWN, ORAH	8. Hours OWN, ORAH	8. Hours OWN, ORAH	1. Hours OWN, ORAH

Total Hours: 33.00 Hours

HIN. GEEN Client ID: 0011448	225 PARKSIDE AVE. BROOKLYN, NY 11226	(718) 287-6921 MRN: 421345	MUST COVER:2	Coord: BROWN, STEPHANIE District:

WOS: 6/25/04	SAT 06-19	SUN 06-20	MON 06-21	TUE 06-22	WED 06-23	THU 06-24	FRI 06-25
Shift Time: Employee:			6. Hours RELL, CLAU	6. Hours RELL, CLAU	6. Hours RELL, CLAU		6. Hours RELL, CLAU

Total Hours: 24.00 Hours

WOS: 7/2/04	06-26	06-27	06-28	06-29	06-30	07-01	07-02
Shift Time: Employee:	6. Hours RELL, CLAU	6. Hours RELL, CLAU	5.5 Hours LOUIS-SYLVE	6. Hours RELL, CLAU	6. Hours RELL, CLAU	6. Hours RELL, CLAU	6. Hours RELL, CLAL

Total Hours: 41.50 Hours

WOS: 7/9/04	07-03	07-04	07-05	07-06	07-07	07-08	07-09
Shift Time: Employee:	6. Hours BUDD, WINNI	6. Hours BUDD, WINN	6. Hours RELL, CLAU	6. Hours RELL, CLAU	6. Hours RELL, CLAL	6. Hours RELL, CLAU	6. Hours RELL, CLAU

Total Hours: 42.00 Hours

Figure 11-3 Reconciled Visit Report

11.1.4.2 Non-Reconciled Visit Report

Loc	Type	Santrax Client ID	Client ID / Name	Service	Date	Start Time / End Time	Actual Hrs / Corrected Hrs	Suprv	Import File	Invalid	Date Time Entered / User Entered
Contract: NS, 011											
Employee: ARNES, DIANA			-01-4513								
001		H3843619	0020415 'EGA, ALI	0020415	8/2/04	8:30 AM 11:20 AM	2.75 3.00	10	040811164214.tx	☑	8/11/04 4:42:26 PM DDEJESUS
			Commen Unable to locate visit. Ddj								
						Employee Total Hours: Employee Total Corrected Hours:	2.75 3.00				
Employee: GOOD, EMILY			-04-0651								
001		D3876329	0020839 AINES, DOLO	0020840	8/4/04	1:38 PM 5:56 PM	4.00 0.00	03	040811164214.tx	☑	8/11/04 4:42:22 PM DDEJESUS
			Commen Visit has already been verified. Ddj								
						Employee Total Hours: Employee Total Corrected Hours:	4.00 0.00				
Employee: I JIA, JUA			-09-0999								
001		S3824922	0019575 ORPORAN, PAUL	0019575	8/4/04	12:04 PM 4:01 PM	3.50 4.00	15	040811164214.tx	☑	8/11/04 4:42:26 PM DDEJESUS
			Commen Unable to locate visit. Ddj								
						Employee Total Hours: Employee Total Corrected Hours:	3.50 4.00				
Employee: CHEZ, MEL			-00-2918								
001		S3783769	0017360 ARCIA, BIEN	0018643	8/6/04	9:40 AM 5:29 PM	7.25 8.00	15	040811164214.tx	☑	8/11/04 4:42:24 PM DDEJESUS
			Commen Unable to locate visit. Ddj								
						Employee Total Hours: Employee Total Corrected Hours:	7.25 8.00				

Figure 11-4 Non-Reconciled Visit Report

11.1.4.3 Invalid Non-Reconciled Visit Report

Loc	Type	Santrax Client ID	Client ID / Name	Service ID	Date	Start Time End Time	Actual Hrs Corrected Hrs	Suprv	Import File	Invalid	Date Time Entered User Entered
Contract:	**FREE CARE**										
Employee:	ENDER , IRST		-00-2228								
		D3864947			7/12/04	1:55 PM 6:07 PM	0.00 4.00	03	040721162640.txt	☑	7/28/04 3:51:46 PM DDEJESUS
			Comment No Service - Can't find the client using the VNS ID# or the exported Service #. Ddj								
		D3864947			7/13/04	10:34 AM 3:40 PM	2.50 4.00	03	040721162640.txt	☑	7/28/04 3:51:46 PM DDEJESUS
			Comment No Service - Can't find the client using the VNS ID# or the exported Service #. Ddj								
		D3864947			7/14/04	9:27 AM 1:31 PM	3.50 4.00	03	040721162640.txt	☑	7/28/04 3:51:46 PM DDEJESUS
			Comment No Service - Can't find the client using the VNS ID# or the exported Service #. Ddj								
		D3864947			7/15/04	9:36 AM 1:22 PM	3.50 4.00	03	040721162640.txt	☑	7/28/04 3:51:46 PM DDEJESUS
			Comment No Service - Can't find the client using the VNS ID# or the exported Service #. Ddj								
		D3864947			7/16/04	9:40 AM 1:56 PM	3.25 4.00	03	040721162640.txt	☑	7/28/04 3:51:46 PM DDEJESUS
			Comment No Service - Can't find the client using the VNS ID# or the exported Service #. Ddj								
						Employee Total Hours:	12.75				
						Employee Total Corrected Hours:	20.00				

Figure 11-5 Invalid Non-Reconciled Visit Report

11.2 Print Santrax Reports

Several reports relating to Santrax operations are available for viewing and printing in HC Plus. They are:

1. Daily Call Summary--abbreviated to **DS** which includes the Unscheduled/Unvisited Report.
2. Daily Call Exception—abbreviated to **DE**. Note: The Unknown Client list displays for all existing coordinators and contracts on the Daily Call Exception and Daily Management reports.
3. Daily Summary Exception—abbreviated to **SE**
4. Daily Management—abbreviated to **DM**
5. Auto Batch Summary—abbreviated to **AS**
6. Auto Batch Exceptions—abbreviated to **AE.** Note that the Auto batch exception report excludes "Day not assigned" calls for visits that have been entered through the schedule screen without manually applying the calls. The calls will remain on the Santrax Unapplied calls screen as error code 9 (Visit Created after Call Matching).
7. Auto Batch Changed Calculated Hours—abbreviated to **AC**
8. Overcall Summary—abbreviated to **OC**
9. Lateness Summary—abbreviated to **LS**
10. Lateness Detail—abbreviated to **LD**
11. Docking Summary
12. HRA Time & Leave Summary
13. Completed Visits Summary
14. Weekly Billing Report
15. Employee Work Time Overlap Report
16. Santrax Visit Maintenance Import - Applied Visits
17. Santrax Visit Maintenance Import - Unapplied Visits

11.2.1 Access Santrax Reports

The Santrax reports listed above are grouped in the following manner: Daily reports; Auto Batch reports; Attendant Lateness reports; Overcall reports, Visit Maintenance Reports, VNS Daily Status reports and Batch Export Reports. To access a report:

1. Click on the **Print Santrax Reports** Button on Figure 11-1 Daily Functions Menu. The following screen is displayed.

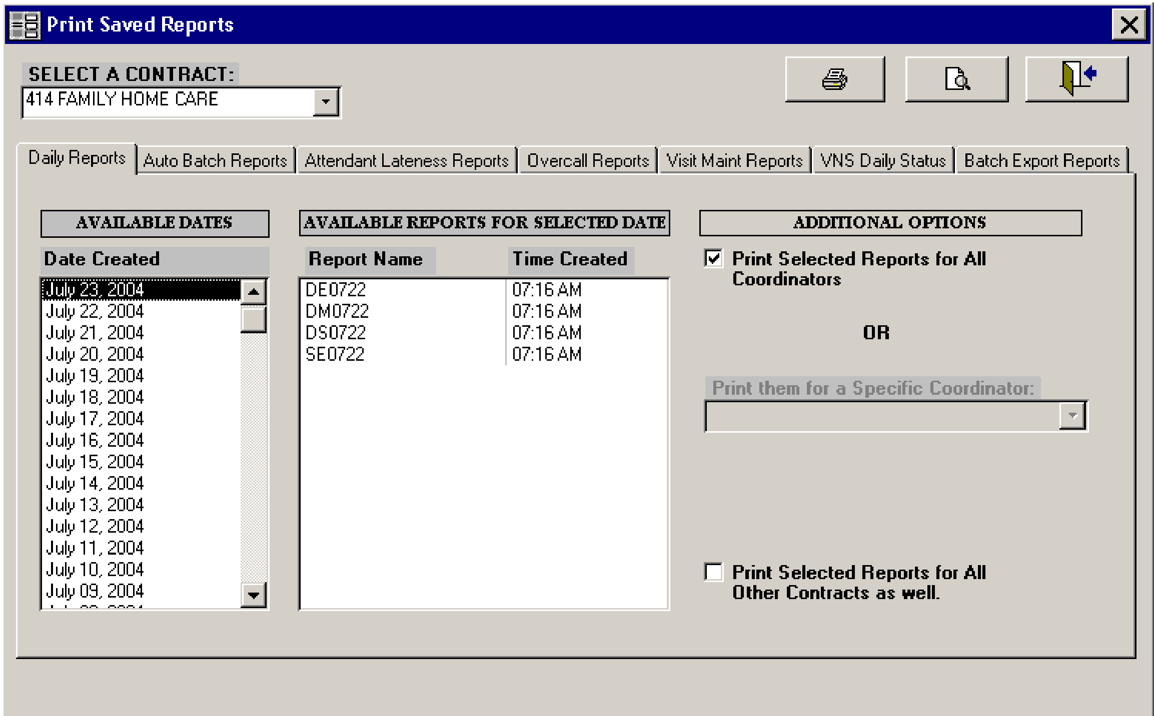


Figure 11-6 Print Saved Reports screen

2. Press on a tab (for example, Daily Reports). Highlight a date and all the daily reports produced for that date are shown on the right side of the screen.

3. Highlight a report name and click on either the  or the  icon.

Note: you may hold down your mouse button and simultaneously <u>select</u> multiple reports.

When you <u>view</u> multiple reports, you can move from report to report using the arrows at the bottom of the screen.

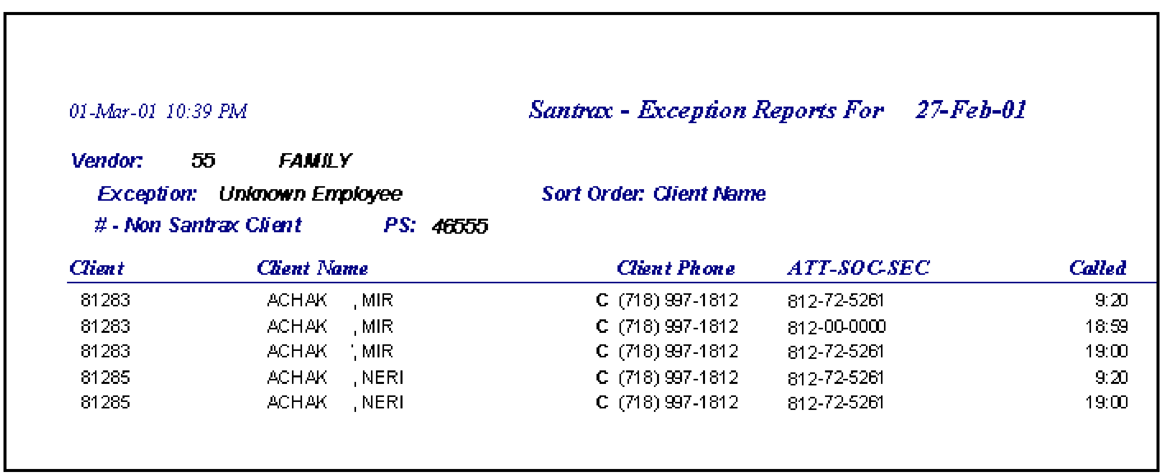


Figure 11-7 Santrax Daily Call Exception Reports (DE)

The above report includes Unknown Employees; Employees terminated; Extraneous calls; Unscheduled visits; only one call found to employee; and unmatched client phone numbers (unknown clients). Scroll through the pages to see each exception type.

01-Mar-01 10:39 PM | Santrax - Daily Management Report For 27-Feb-01 | Page 1 of 1

Vendor: 55 FAMILY

PS	Name	Unknown Clients	Unknown Attendants	Unscheduled Client Visit	Extraneous Calls	No Santrax Hours	Santrax Hours Less Than Assigned
41555	LORI HERNANDEZ			4	2	10	3
42555	MAG LENA		6	3	1	6	4
43555	MAG LENA				1		
44555	MAG LENA		1	2	1	1	
46555	MAG LENA		5			4	
47555	MAG LENA						1
48555	LORI HER					1	1
49555	LORI HER					1	2
51555	LORI HER					2	
	Grand Total		12	9	5	25	11

Figure 11-8 Santrax Daily Management Report (DM)

01-Mar-01 10:38 PM | Santrax - Daily Call Summary For 27-Feb-01 | Page 14 of 17

Vendor: 55 FAMILY

- Non Santrax Client | Sort Order: Client Name, Assigned Time | P - Prior Day End Call | T - Term Att | D - Dischg Clien

PS: 4955

Client	Client Name		Attendant	Attendant Name	ATT-SOC-SEC	<----- Assigned Start	End ---->		Hours	<----- Called Start	End ---->	Hours	Santrax Hours		Bank min In	Bank min Out
381685	TASO, CHHWEN		700458	HEN, SUE	093-74-8761	8:00	20:00		12.00	7:58	20:00	12.02	12.00			
81196	DEL TON	C	76312	NGE, IMMACI	060-66-7446	9:00	16:00		7.00	9:06	17:01	7.55	7.00			6
81618	TURN EFFRE	C	85043	LA ROSA, TA	075-74-7221	9:00	13:00		4.00	8:53	13:01	4.08	4.00			
31198	LEE, EUN	C	70035	ON, SOO K-Y	063-76-8648	9:00	16:00	DF	7.00	8:54	17:00	8.06	7.00			
81478	GER EYN.	C	70016	SHKOVICH.	122-62-8410	9:00	12:00		3.00	8:57	15:07	6:10	2.00	^	3	11
81355	GER EYN.	C	70016	SHKOVICH.	122-62-8410	16:15	19:15		3.00	8:57	15:07	6:10	0.00	^		
81530	CHOI UNY	C	70023	YMAN, LESH.	091-70-6648	9:00	18:00		9.00	8:54	18:00	9.06	9.00			
81775	NUNI MARL	C	70047	IAS, CARME	094-50-4931	8:00	12:00		4.00	8:06	12:06	4.00	4.00			5
81201	MAD TRILO	C	76299	UNGEMERC	073-72-6177	8:30	13:30		5.00	8:29	13:32	5.03	5.00			

Figure 11-9 Santrax Daily Call Summary (DS)

Note: the last page of this report contains the Unscheduled/unvisited report.

01-Mar-01 10:39 PM | Santrax - Daily Summary Exception For 27-Feb-01 | Page 3 of 11

Vendor: 55 FAMILY

- Non Santrax Client | Sort Order: Client Name, Assigned Time | P - Prior Day End Call | T - Term Att | D - Dischg Clien

PS: 42555

Client	Client Name		Attendant	Attendant Name	ATT-SOC-SEC	<----- Assigned Start	End ---->		Hours	<----- Called Start	End ---->	Hours	Santrax Hours		Bank min In	Bank min Out
81669	EINGOLD, ETH		76216	GOWAN, AQ	099-46- 099	8:00	20:00	DF	12.00				0.00	^		
81456	ISHER, LISBE		70046	VAREZ, EDIT	076-60- 076	10:00	18:00	DF	8.00	10:01	18:15	8:14	6.75	^	14	
81776	EITMAN, BET		70044	EL, LESLE .	595-43- 595	8:00	8:00		24.00				0.00	^		
81790	ARIKOS, SOPH		76566	LIAN, DOLPH	427-85- 427-	9:00	9:00		24.00				0.00	^		
81305	AMKISHUN, SAH	B	70012	ROCK, KERNI	057-72- 057-	9:00	17:00	DF	8.00				0.00	^	4	4
81634	ODRIGUEZ, ROS	B	70047	AYA, ALBA	131-52- 131-	9:00	13:00		4.00	9:10	13:01	3.51	3.75	^	8	3
81681	CHELBERGER, MA'		76235	LDEZ, CARM	081-76- 081-	13:30	17:30		4.00				0.00	^		
81541	TUCKI, ELSIE		70028	URER, WIES	065-82- 065	14:15	22:15		8.00	14:09	21:15	7.06	7.00	^	1	1
81765	MANZOR, AN		70022	DRI, SURUJ.	115-68- 115	14:50	18:50		4.00				0.00	^	8	8
81299	ELTMAN, IDA		70017	TKIS, ALTH	087-76- 087-	8:00	16:00	DF	8.00	8:16	16:05	7:49	6.75	^		1

Figure 11-10 Santrax Daily Summary Exception (SE)

Run: 11/6/2001 10:41 a   Vendor: 58   INSTITUTE

Santrax - Auto Batch Exceptions   WEEK E

PS: 0258

SORT ORDER: CLIENT-NAME , ATT-NAME , DATE

CALLED HOURS OVER ASSIGNED

CLIENT	CLIENT NAME	ATTENDANT # / NAME		ATT-SOC-SEC	BCH	DATE	<-----ASSIGNED-----> START	END	HOURS	<--- STAR
87019	JOY , MEL									
		742640	PIC, RILO	075-52-4366	051	10-29	8:00	17:00	9.00	8:1
					051	10-30	8:00	17:00	9.00	7:2

Figure 11-11 Auto Batch Exception Report (AE)

Run: 12/17/01 1:52:54 P   Vendor: 587   INSTITUTE

Santrax - Auto Batch Summary

WEEK ENDING 14-Dec-01

	BATCH #	PS	TS	BILLED	VACATION	SICK	HOLIDAY	TRAINING	DELEGATE	NO ENTRY	MISC
	205	00587	49	1,930.00	0.00	4.00	0.00	0.00	0.00	0.00	0.00
	206	02585	1	0.00	0.00	3.00	0.00	0.00	0.00	0.00	0.00
TOTALS	2		50	1,930.00	0.00	7.00	0.00	0.00	0.00	0.00	0.00

Figure 11-12 Auto Batch Summary (AS)

Note: Among other features, the Autobatch Exception reports also display corrected hours that were entered in Santrax Visit Maintenance.

Two reports are accessed via the **Visit Maint Report** tab: Import –Applied Visits and Unapplied Visits. Note that these reports distinguish between blank and zero hours reported. The blank is interpreted as 'no correct hours' while zero is accepted as true corrected hours of zero.

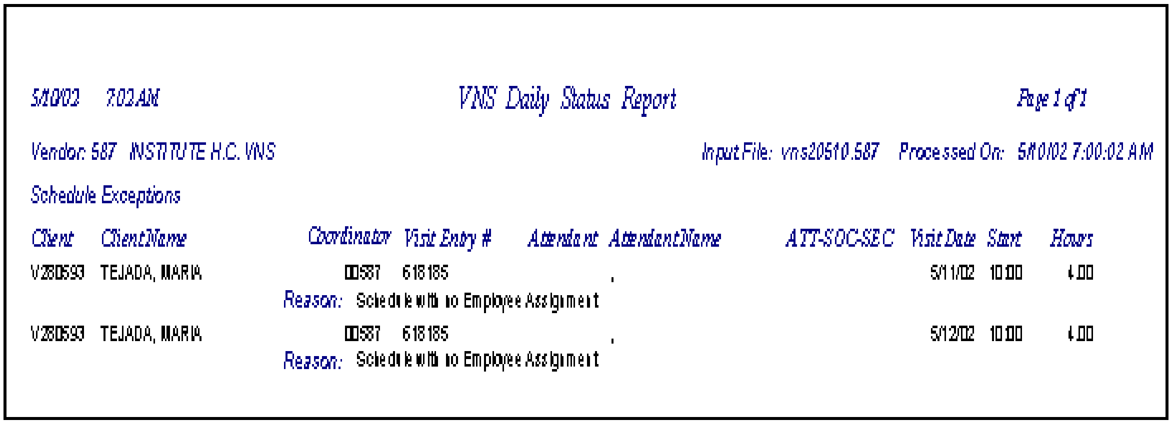
4/1/02   2:12 PM   *Santrax Visit Maintenance Import - Applied Visits*   *Page 1 of 4*

Vendor: 587   INSTITUTE H.C. VNS   *Input File: 020401141200.txt   Processed On: 4/1/02 2:12:00 PM*

Client	Client Name	Visit Entry #	Attendant	Attendant Name	ATT-SOC-SEC	Visit Date	Start	End	Santrax Hours	Payroll Hours	Coordinator
870018	ALZADA, MA	391180	744022	IVERA, MARIS	076-86-8062	3/23/02	12:04	17:59	6.00	6.00	00587
870018	ALZADA, MA	391180	744022	IVERA, MARIS	076-86-8062	3/24/02	12:00	18:18	6.25	6.00	00587
870018	ALZADA, MA	391180	744022	IVERA, MARIS	076-86-8062	3/25/02	10:01	16:01	6.00	6.00	00587
870018	ALZADA, MA	391180	744022	IVERA, MARIS	076-86-8062	3/28/02	12:07	16:04	4.00	6.00	00587
870018	ALZADA, MA	391180	744022	IVERA, MARIS	076-86-8062	3/29/02	10:01	16:11	6.25	6.00	00587
669147	AMPOS, MIL	505664	743895	AVERAS, JENI	053-76-8420	3/23/02	8:03	12:58	5.00	5.00	00587
669147	AMPOS, MIL	505664	743895	AVERAS, JENI	053-76-8420	3/24/02	7:53	13:02	5.00	5.00	00587
669147	AMPOS, MIL	505664	743438	RACENA, EDIL	062-62-6788	3/25/02	7:47	20:59	13.25	8.00	00587
669147	AMPOS, MIL	505664	743438	RACENA, EDIL	062-62-6788	3/26/02	7:53	21:03	13.00	8.00	00587
669147	AMPOS, MIL	505664	743438	RACENA, EDIL	062-62-6788	3/27/02		21:02	0.00	8.00	00587
669147	AMPOS, MIL	505664	743438	RACENA, EDIL	062-62-6788	3/28/02	7:43	21:01	13.25	8.00	00587
669147	AMPOS, MIL	505664	743438	RACENA, EDIL	062-62-6788	3/29/02	7:53	20:06	12.00	8.00	00587
291997	EORTEZ, LOL	126263	743767	OTO, ANA L.	063-42-6172	3/24/02	7:51	8:54	24.00	24.00	00587
291997	EORTEZ, LOL	126263	743767	OTO, ANA L.	063-42-6172	3/25/02			0.00	1.00	00587
291997	EORTEZ, LOL	126263	743389	AMIREZ, GER	106-30-0597	3/27/02		8:40	24.00	24.00	00587
291997	EORTEZ, LOL	126263	743767	OTO, ANA L.	063-42-6172	3/28/02	8:24		24.00	24.00	00587
291997	EORTEZ, LOL	126263	743767	OTO, ANA L.	063-42-6172	3/29/02	7:36		24.00	24.00	00587
870009	EPEREZ, SO	267138	743686	AMILO, ANA B	113-82-6122	3/23/02	7:56	16:01	8.00	8.00	00587

Figure 11-13 Santrax Visit Maintenance Import—Applied Visits Report

Another report is available in HC Plus called the VNS Daily Status Report. This report displays any exceptions that occur for schedules imported by the VNS Daily process in HC Plus. In addition, this report will include a section listing all new and re-admitted clients.


5/10/02 7:02 AM VNS Daily Status Report Page 1 of 1

Vendor: 587 INSTITUTE H.C. VNS Input File: vns20510.587 Processed On: 5/10/02 7:00:02 AM

Schedule Exceptions

Client	ClientName	Coordinator	Visit Entry #	Attendant	AttendantName	ATT-SOC-SEC	Visit Date	Start	Hours
V280593	TEJADA, MARIA	00587	618185		,		5/11/02	10:00	4.00
	Reason: Schedule with no Employee Assignment								
V280593	TEJADA, MARIA	00587	618185		,		5/12/02	10:00	4.00
	Reason: Schedule with no Employee Assignment								

Figure 11-14 VNS Daily Status Report

11.3 Call Tracking

For agencies not using Santrax, this HC Plus function gives you a way of tracking whether an employee had shown up for a scheduled shift and to gather information about calls made during a particular time period for a client or a range of clients. The frequency of these calls from the client's site is set in the General Information screen in Contract Maintenance (section 14.2.1).

1. Click on the Call **Tracking button** to bring up the screen below.

Figure 11-15 Call Tracking /Call Schedule Screen

2. You may specify the **Client Range** (e.g., only clients whose last name begins in B to D). You may also use the drop-down boxes to restrict the search to a specific client, contract, district, coordinator, or team.

3. Click the **Show Only Open** checkbox if you are only interested in viewing open orders which are nevertheless being serviced.

4. Click on the magnifying glass button to initiate your search, the results of which appear in the following screen.

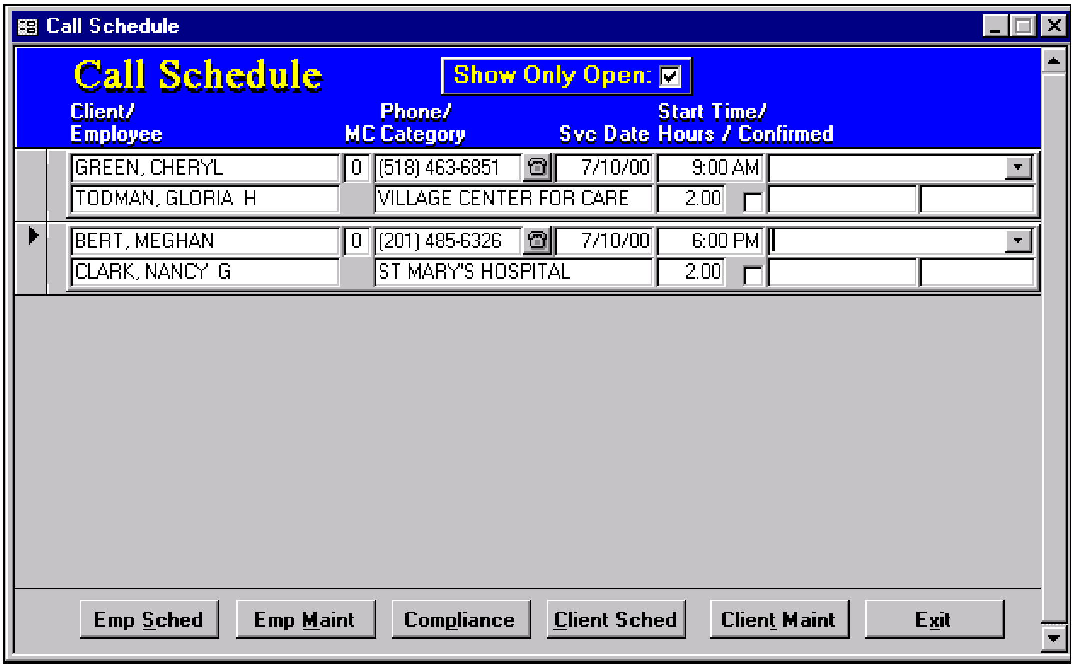


Figure 11-16 Call Schedule Screen

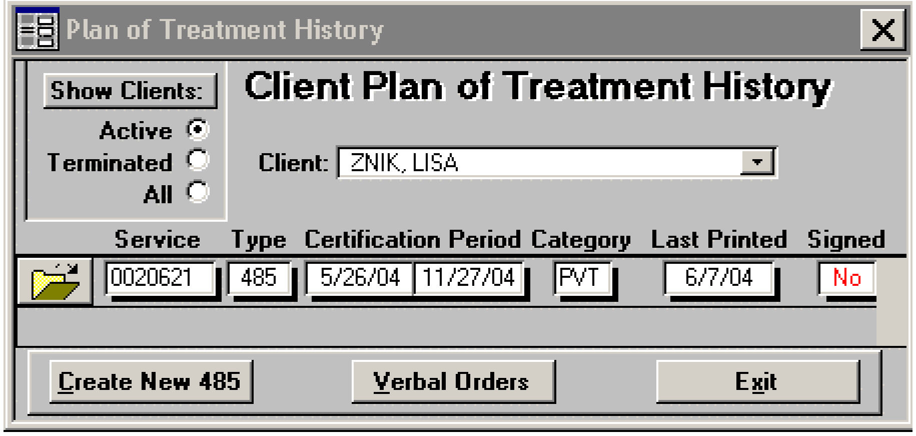
The buttons at the bottom of the Call Schedule screen are standard buttons used to access client and employee records for a selected row.

11.4 Find Open Orders

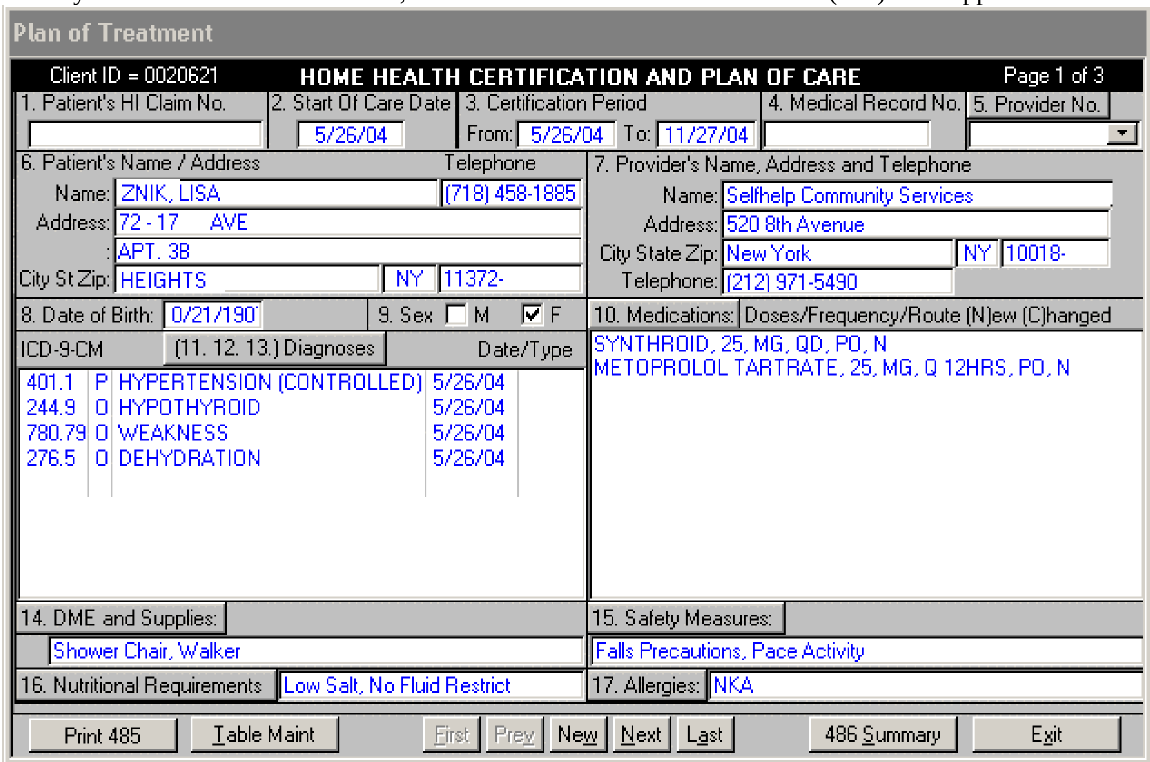
This button the **Daily Functions** menu allows you to find open orders. See section 8.5 above for a full description.

11.5 View Client's Plan of Treatment

This button on the **Daily Functions** screen accesses the 485 plan of treatment for the client. If the 485 does not exist for this client, you may create one at this juncture. Filling out the 485 is covered in detail in section 3.12; maintaining 485 codes and tables can be found in section 11.11, Plan of Treatment Table Maintenance; and Plan of Treatment reports are discussed in section 13.31.



When you click on the  button, the client's Home Health Certification (485) form appears.



11.6 Find Unapproved Special Codes

This function allows you to view a list of employees having unapproved special codes. This is usually related to a zero value having been put into the Hours field of the Employee Availability screen. When you click on the **Find Unapproved Special Codes** button, the following window appears.

Figure 11-17 Unapproved Special Codes Menu

1. After filling in the search criteria, click on the magnifying glass button to generate a list of employees with currently unapproved codes. The screen below appears. Click on the asterisk button next to the name. A full description of the special code appears. When authorized to do so, you can change the 'hours' on the screen—removing the day from special code status for that employee.

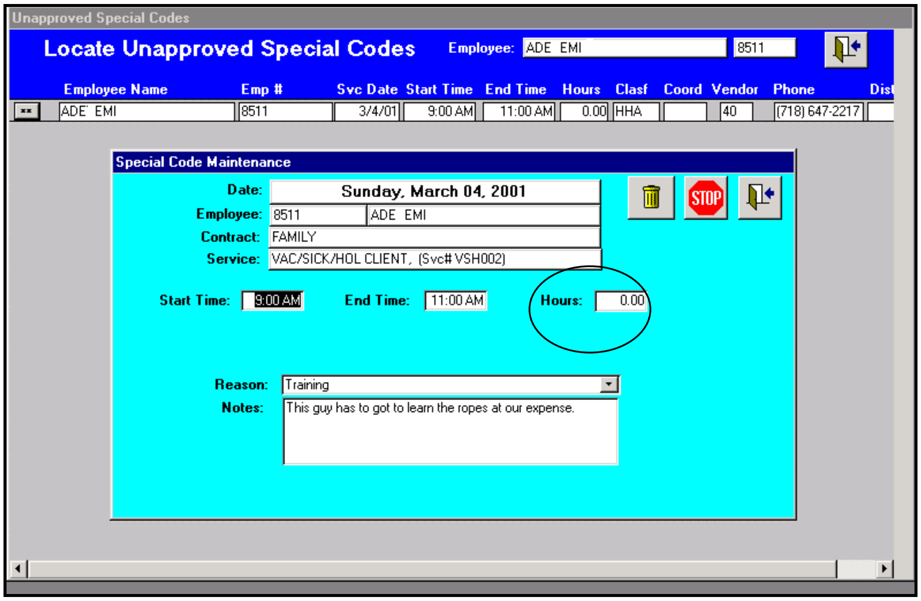


Figure 11-18 Locating Special Codes

11.7 Track Doctor's Orders

In the Medicare system, you often need a signed doctor's order authorizing treatment at your agency for a particular client. The usual procedure is: after a Nurse's assessment, an order is created which is then forwarded to the doctor to sign. A signed order—returned from the doctor's office to the agency—is documentation for the eligibility of treatment.

Click on the **Doctor's orders tracking** button to display the following screen.

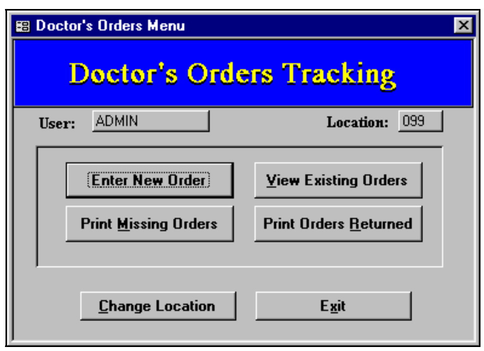


Figure 11-19 Doctor's Orders Menu

The **User** and **Location** displayed on this screen are the values that had been keyed in on the login screen.

11.7.1 Create a new doctor's order

Clicking the **Enter New Order** button will display the Doctor's order screen.

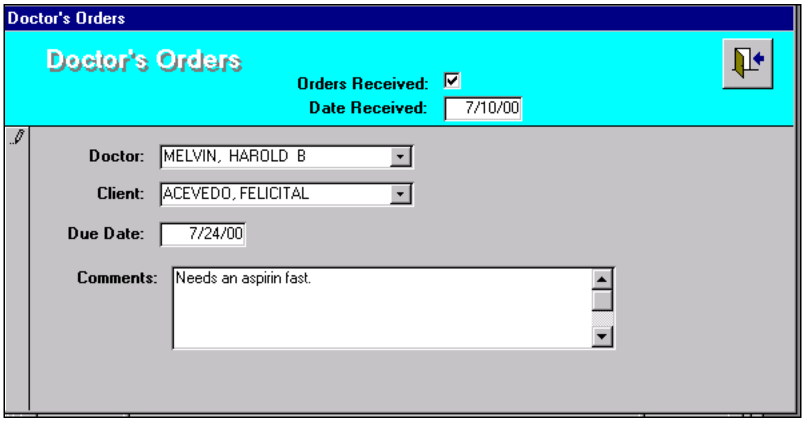


Figure 11-20 Doctor's Order

When the **Orders Received** check box is clicked, it means the doctor had already signed the order, thus the current date is automatically entered into **Date Received**. You may change this if it is not correct. The **Due Date** is then calculated two weeks from the current date.

11.7.2 View Existing Doctor's orders

The **View Existing Orders** button allows you to see a list of current orders that have not as yet been received from the doctor. Click the checkbox **Show All orders** when you want to view even those orders that had already been received.

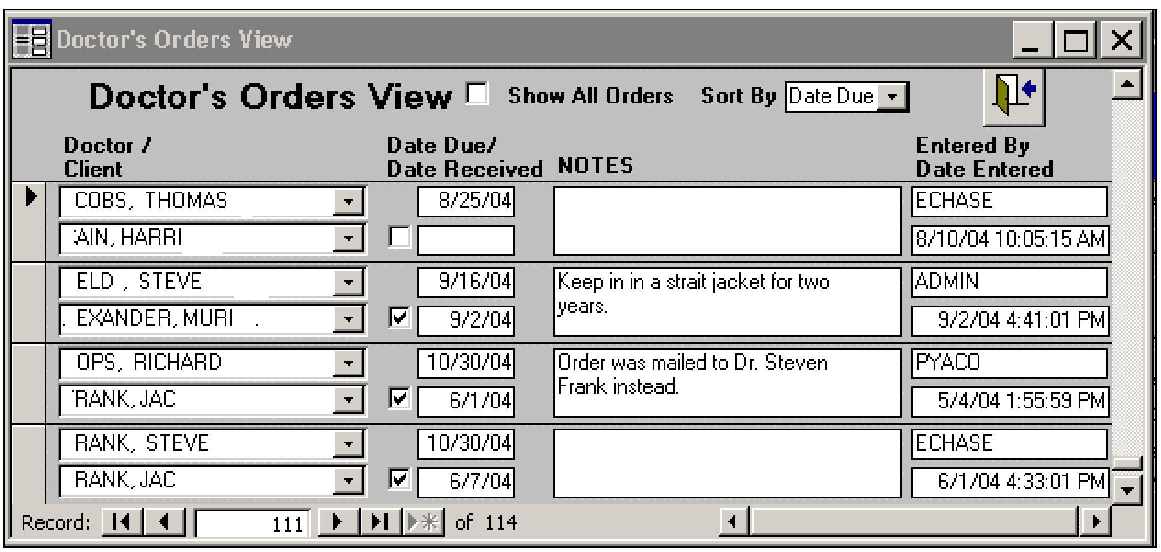


Figure 11-21 List of Doctor's Orders

11.7.3 Print Missing Orders

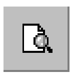
Use the **Print Missing Orders** button to print out a list of Doctor's orders that are outstanding, that is, were not returned by the doctor—and containing his/her signature.

11.7.4 Print Orders Returned

You may create a report of orders that have been marked as signed and received.

Figure 11-22 Received Orders Report

When this screen first appears, the previous day is the default date in the **Start Date** and **End Date**. Adjust these dates, if necessary, before pressing the magnifying glass or printer button.

The  displays the following report.

Returned Doctor's Orders

10-Jul-00

Doctor Name / ID	Address / Phone	Client Name	Notes
MELVIN, HAROLD B 001296	44 BLUENOTE ROAD (444) 444-1971	ACEVEDO, FELICITAL	Needs an aspirin fast.
TSIOLKOVSKY, PETER 555555	11 W.11 AVE. (718) 222-2222	JOCELYN, MAURICE	1234567

11.8 Referral Tracking

You may use the system to track clients referred to you by outside agencies (**Referral Src)** but are pending acceptance by your service. The **Referral Tracking** button brings up the following screen:

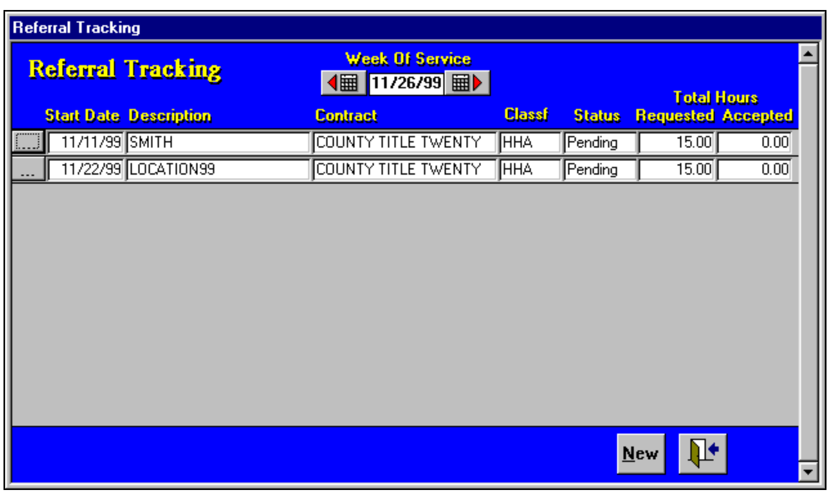
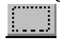


Figure 11-23 Referral Tracking

1. Select the week of service by clicking on the right or left arrow buttons 

. To view the detail, click on the small button  to the left of the entry.

2. The 

button will display the following screen. All fields may be edited. The **Description** field holds the name of the referred client. (The client's name is required if **Accepted** is checked. If you do not include a name, the system will display an error message.)

3. The drop down boxes for Contract, Classification, District, Coordinator, Diagnosis, **Referral Src** (source of the referral), Sex, and Transport are similar to those seen in previous sections.

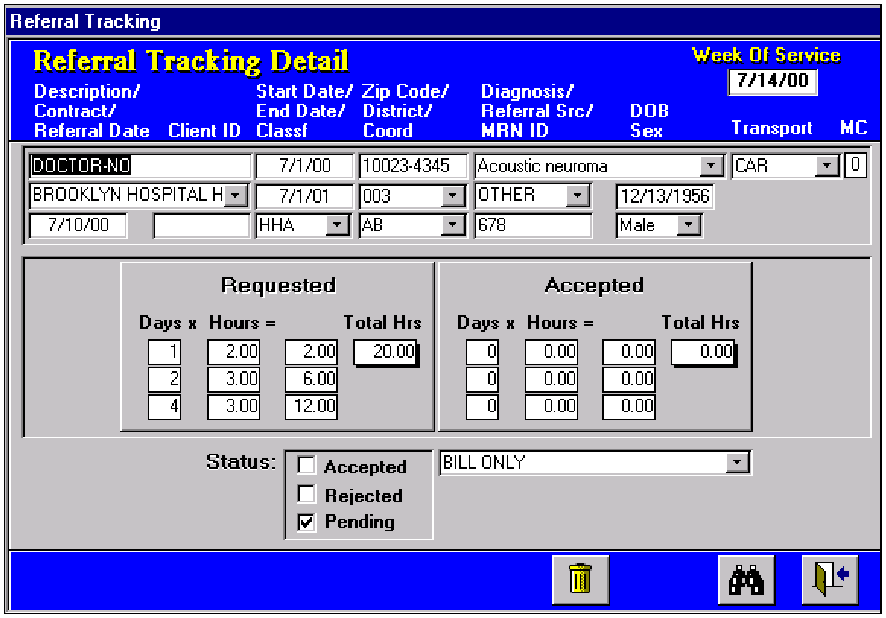
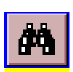


Figure 11-24 Referral Tracking Detail

4. The **Status** check boxes are **Accepted, Rejected and Pending.** When you click Accepted, a window appears asking you to confirm that you want to add the referred client to the client file. When you press **Yes**, the client maintenance screen is displayed. Enter the client's data and being his/her registration process.

5. The binoculars  at the bottom of the **Referral Tracking** Screen will bring up the **Find Employee** Screen, Figure 8-7 should you desire to locate an employee who can meet the referral's service requirements.

11.9 Client /Service Interface

The 

on the **Daily Function Menu** brings up the following screen whose purpose is to produce several reports related to client services.

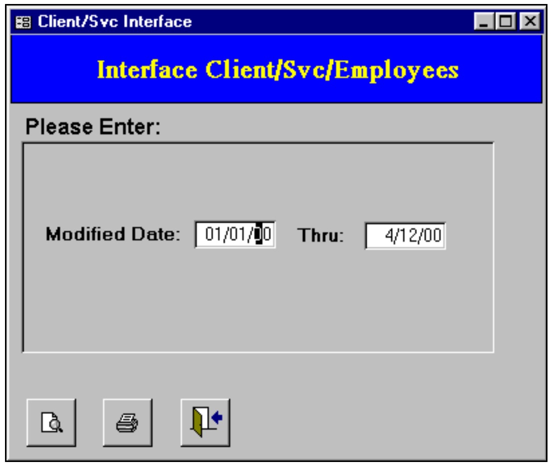
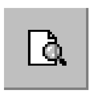


Figure 11-25 Interface Client/Service/Employees

1. Change the default **Modified Date** (default is the current date) and **Thru** date if necessary before clicking on either the magnifying glass or printer buttons.

2. The  will display a group of reports, and the  will send the reports to the printer. The display of the reports will overlap. Use **Alt-Key-X** to display each underlying report. To exit, click on the **Options (Print)** Menu option at the top left of the screen—and press the **Exit** option.

11.9.1 Doctor Interface Report

This report is a roster of doctors currently on file.

8/7/00 2:02:56 PM	Address	Type	Phone #s	Date Entered/ User Entered	Date Modified/ User Modified
UAN X	2112 AVERAGE PKWY GARDEN CITY, NY 119990009	MD	(999) 222-3333 (999) 222-3332	1/25/00 10:59:04 AM ADMIN	1/25/00 11:02:06 AM ADMIN
HAROLD B	44 BLUENOTE ROAD HARMONIA, MN 444444444	MD	(444) 444-1971 (444) 444-1972	1/25/00 11:02:40 AM ADMIN	1/25/00 11:04:26 AM ADMIN
IARLAN	99 15 STREET BROOKLYN, NY 151511515	MD	(718) 555-5555 (718) 555-5556	2/1/00 11:46:49 AM ADMIN	2/1/00 11:48:15 AM ADMIN
Z PAOLO	99 E.99 ST. QUEENS, NY 999999999		(718) 999-9999	2/3/00 9:11:17 AM ADMIN	5/10/00 3:26:23 PM ADMIN
VSKY PETER	11 W.11 AVE. BROOKLYN, NY 222222222	MD	(718) 222-2222	2/3/00 9:13:01 AM ADMIN	2/3/00 9:13:58 AM ADMIN

11.9.2 Guarantor Interface Report

This report lists the guarantors on file.

Run Date: 8/7/00 2:09:17 PM

Name	Address	Phone #s	Date Entered/ User Entered	Date Mod User Mod
JOHNSON, GUY M	1 SMITH BLVD SMITHTOWN, NY 117871111	(631) 555-5555	1/31/00 3:53:58 PM ADMIN	1/31/00 3:55 ADMIN

11.9.3 Employee Interface Report

This report is a roster of all current employees.

Run Date: 8/7/00 2:12:29 PM

Name	Address	Type	Phone #s	Date Entered/ User Entered	Date Modifi User Modifi
BLANKINSHIP TONI N 10/28	920 MADISON STREET BROOKLYN	HHA	(718) 453-0019	10/25/99 8:17:49 PM	11/4/99 3:53:42 THERESAD
BOGART HUMPHREY N	 BROOKLYN	HHA		6/7/00 11:06:13 AM ADMIN	6/7/00 11:09:20 ADMIN
BOSTICK MAMIE A 12/21	1277 HERKIMER STREET APT: 1 BROOKLY	HHA	(718) 346-3051	10/25/99 8:17:50 PM	2/25/00 9:19:56 SYSTEM
BOUZY MARIE A 11/12	1227 EAST 91 STREET 1ST FLOOR BROOKLYN	HHA	(718) 434-6367 (718) 272-5175	10/25/99 8:17:49 PM	2/25/00 9:19:56 SYSTEM
BOWEN MARIA A 8/18	1350 BEDFORD AVENUE APT: 6H BROOKLYN	HHA	(718) 857-8062	10/25/99 8:17:49 PM	2/25/00 9:19:56 SYSTEM
BRAXTON RENEE A 2/27	1610 EAST 102 STREET APT: 2-B BROOKLYN	HHA	(718) 444-6839 (718) 241-7689	10/25/99 8:17:49 PM	5/19/00 2:51:58 ADMIN

11.9.4 Service Interface Log

This report is essentially a roster of current clients. The Service Name, most often, matches that of the client name. In some cases, however, there is a discrepancy indicating that service delivery to that client is under a different name, as may happen in a cluster situation.

Client Name/ Client ID	Service Name/	Address	Start Date/ End Date	Date Entered/ User Entered
WILSON-DATCHER, WAITE 0001041	DATCHER, WILSON 0001041	1104 DEAN STREET BASEMENT BROOKLYN	10/1/99	11/2/99 11:00:35 A JOSSIEP
WITHERSPOON, ALFREDA* 0001053	WITHERSPOON, ALFREDA* 0001053	512 STONE AVE BROOKLYN	11/2/99 11/2/99	11/2/99 3:01:13 PM LINDA
WITTERS, ANNIE 0000354	WITTERS, ANNIE 0000354	228 VERNON #1 BROOKLYN	5/19/99	10/25/99 8:22:46 PI
WOODBERRY, CASSANA 0000407	WOODBERRY, CASSANA 0000407	243 KINGSTON AVE APT#5D BROOKLYN	9/23/99	10/25/99 8:22:46 PI
WOODEN, HAROLD 0000299	WOODEN, HAROLD 0000299	1836 PROSPECT PLACE BROOKLYN	11/24/97	10/25/99 8:22:46 PI
XENAKIS, MARY 0001144	XENAKIS, MARY 0001144	8802 RIDGE BLVD APT A6, 1ST FL. BROOKLYN	11/30/99	11/9/99 4:56:19 PM DAWNT

11.9.5 Client Interface Log

This report tracks all the dates relevant to service of a client, such as, start and end dates and dates of client record modification.

Client Interface Log

17-Aug-00

Start Date: 8/17/99
Thru Date: 8/17/00

Client Name/ Client ID	Address	Phone #'s	DOB	Start Date/ End Date	Date Entered/ User Entered	Date Modified/ User Modified
, PHYLLIS 0001059	1395 EAST 15TH STREET APT 1ST FL BROOKLYN	(718) 382-1582		 11/23/99	11/2/99 5:18:54 PM DAWNT	11/24/99 12:53:42 PM DAWNT
ACEVEDO, FELICITY 0000119	1489 PUTNAM AVE. 1 FLOOR BROOKLYN	(718) 381-3404	5/2/20	6/10/00 6/20/00	10/25/99 8:21:47 PM	6/21/00 10:18:00 AM ADMIN

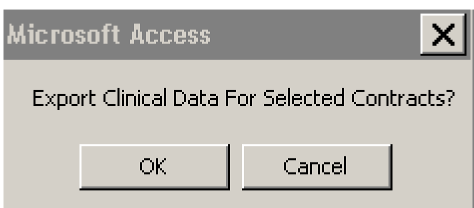
Dx Type	Code	Description	Dx Type	Code	Description
Principle Dx	401.1	Hypertension (controlled)	Other Active Dx	784.3	Aphasia

Client Name/ Client ID	Address	Phone #'s	DOB	Start Date/ End Date	Date Entered/ User Entered	Date Modified/ User Modified
ACEVEDO, FELICITIAL 0000068	1489 PUTMAN AVE APARTMENT 1 BROOKLYN	(718) 381-3404	5/2/20	10/1/99 10/1/99	10/25/99 8:21:47 PM	12/13/99 2:45:30 PM ADMIN

11.10 Clinical Export

The nursing staffs of some agencies make use of the 485 Health Maintenance data, including start of care information and diagnosis data. This data can be exported to a text file that is stored in the directory indicated on the Global tab screen of the Scheduling System Defaults module.

When you press **Clinical Export** on the Daily Functions menu you are prompted to export the relevant clinical data.



11.11 Plan of Treatment Table Maintenance

The 

button on Figure 11-1 Daily Functions Menu brings up the following screen. Click on any of its buttons to display a screen appropriate to maintaining the table related to the button's name.

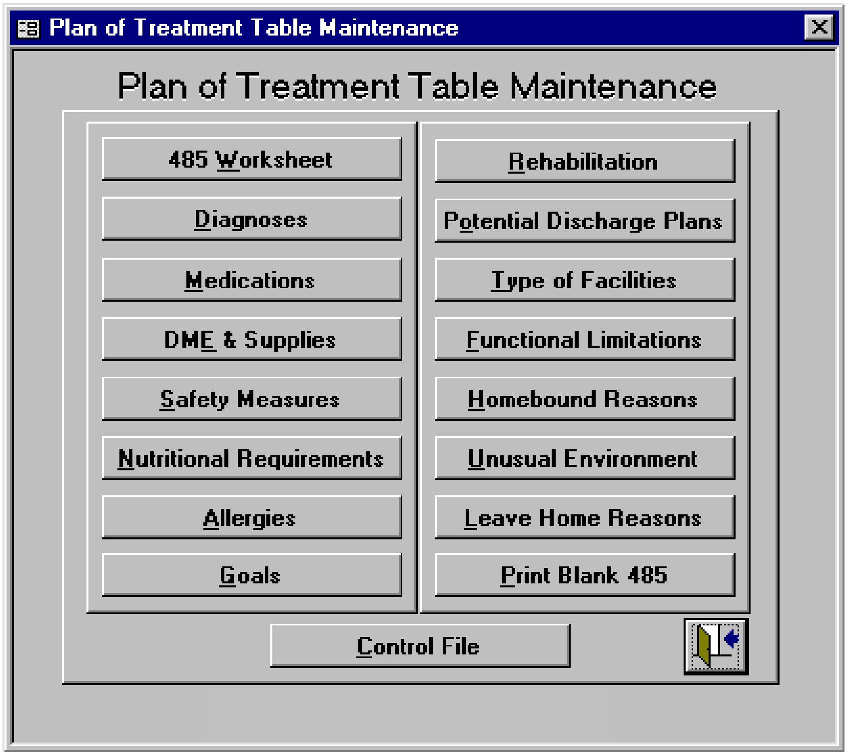


Figure 11-26 Plan of Treatment Table Maintenance

11.11.1 485 Worksheet

Clicking this button displays the worksheet categories and allows you to print a blank 485 worksheet form.

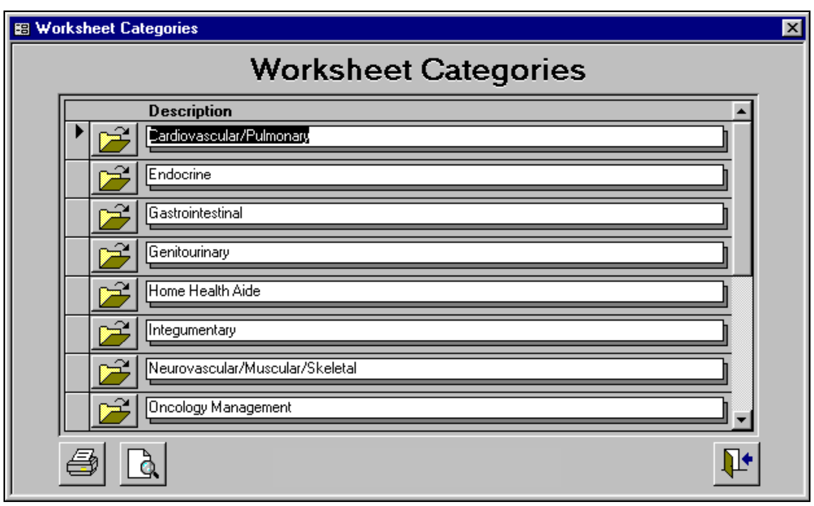


Figure 11-27 Worksheet Categories

Click on the open folder button  to display the **Sub Categories.**

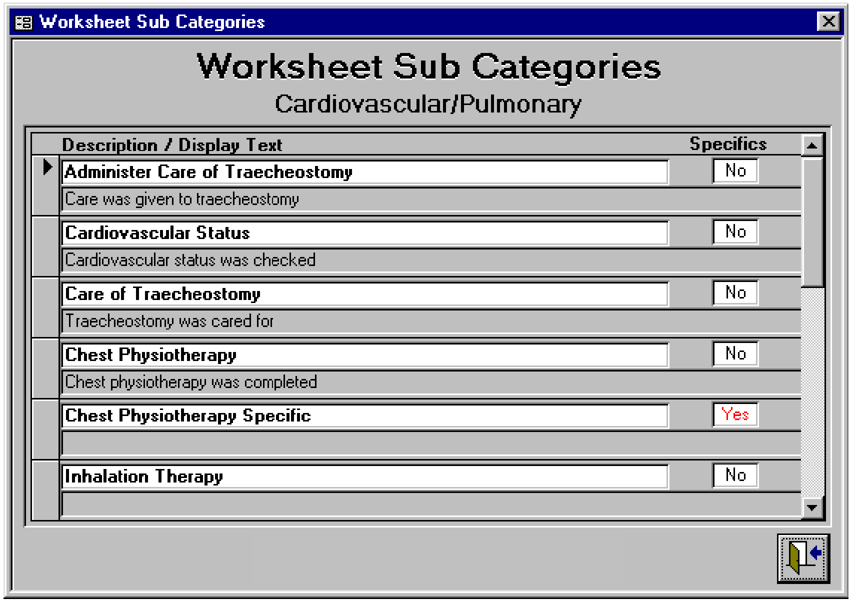


Figure 11-28 Worksheet Sub Categories

Note: The **Specifics** box above toggles from Yes to No.

You may click the magnifying glass on the Worksheet Categories screen to view a 485 Work Sheet showing the categories and sub-categories. Use the **Print** option on the menu to print a blank form.

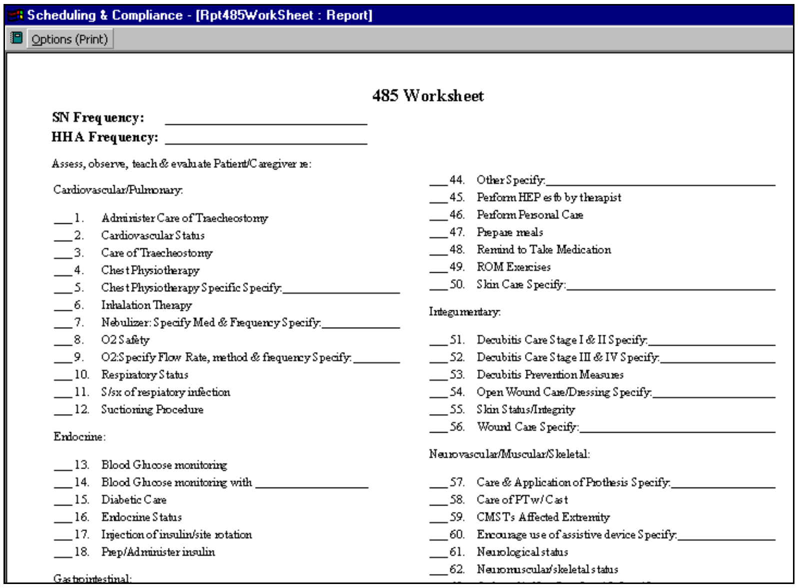


Figure 11-29 Blank 485 worksheet

11.11.2 Diagnoses Code Maintenance

HC Plus allows you to view your current diagnosis codes and to update them, when necessary, in conjunction with ICD9 standards—by clicking on **Diagnoses** in Figure 11-26.

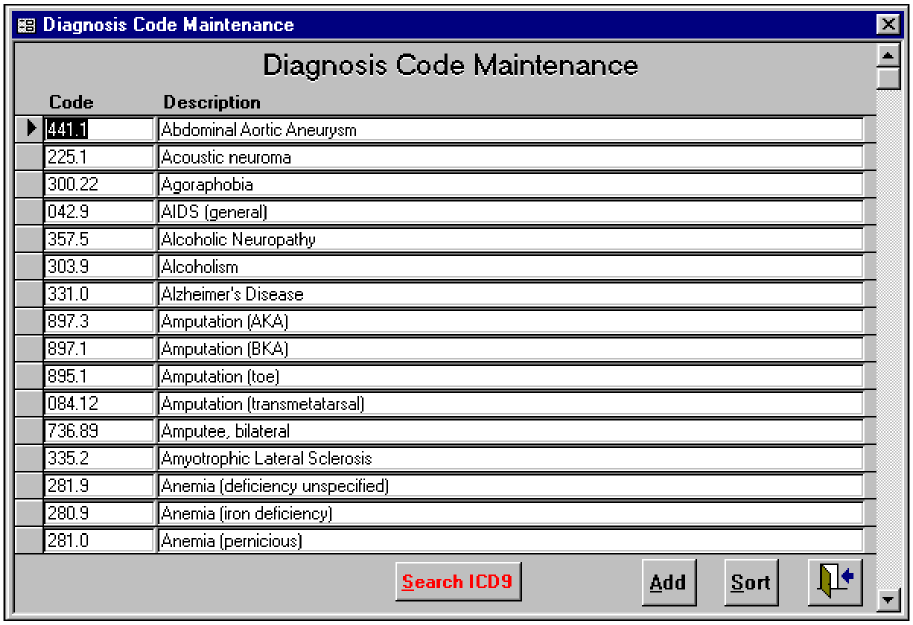


Figure 11-30 Diagnosis Code Maintenance Table

1. Clicking the **Add** button brings up a screen in which you may enter a new code and description. The **Sort** button will sort the information above in ICD9 code order
2. Clicking the **Search ICD9** button displays the ICD9 Diagnostic Code Master shown below. In the example, the "E" button was pressed to display all codes whose Text starts with the character "E."

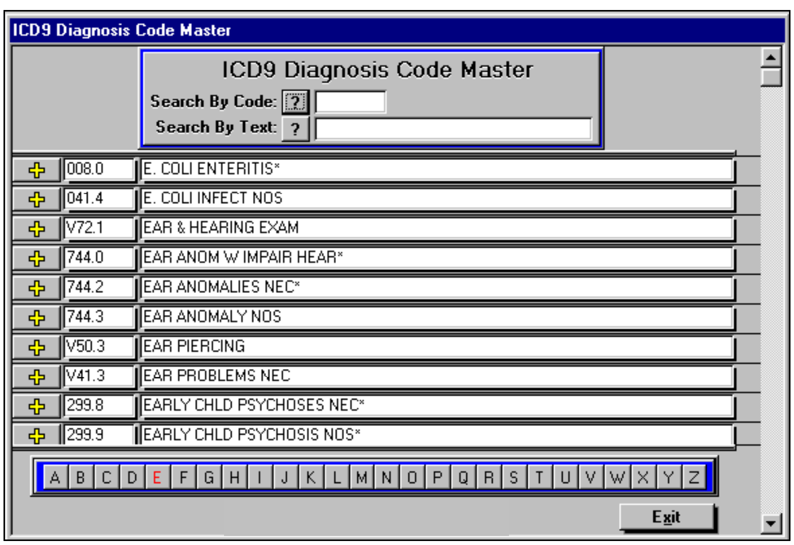


Figure 11-31 ICD9 Diagnosis Code Master

To **Search by Code**, enter the code number, e.g., 482, in the code box and click on the Question mark **?** key. The following screen appears:

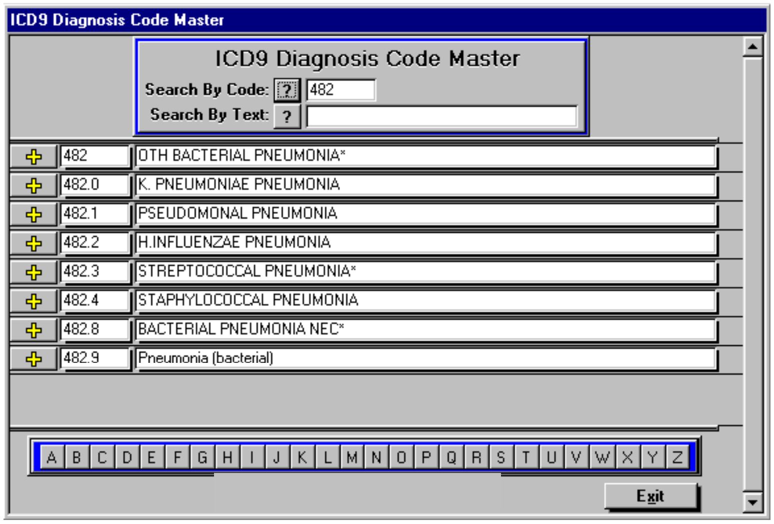


Figure 11-32 ICD9 Diagnosis Code–Search by Code

To **Search by Text**, enter text that appears in the diagnosis description in the text box and click on the Question mark key. The following screen appears:

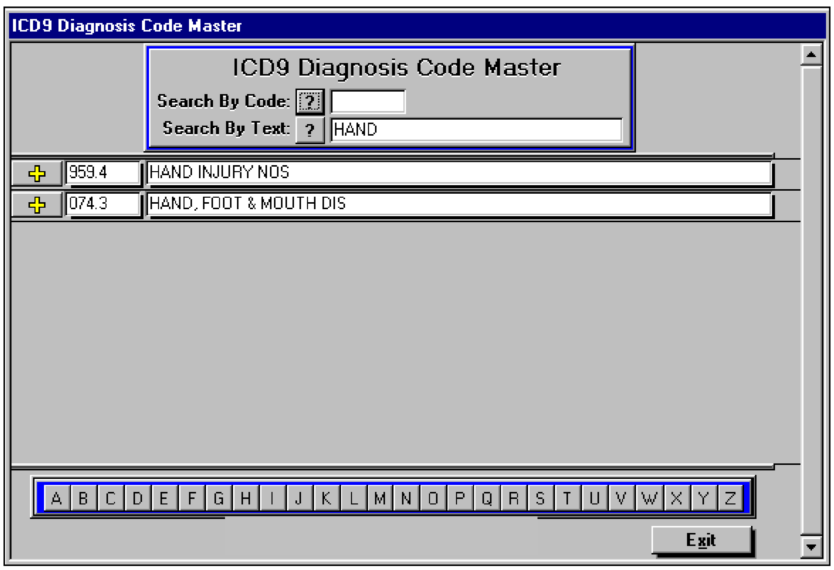
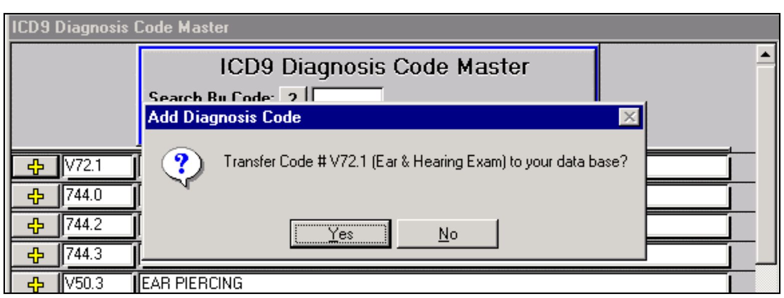


Figure 11-33 ICD Diagnosis Code–Search by Text

11.11.2.1 Add a diagnosis code to your database

Hit the + button to enter an ICD9 code to your database. The following message appears. Click **Yes** to transfer.



11.11.3 Medications

The **Medications** button in Figure 11-26 will bring up a screen with which you may add new medications to your list, or enter other pertinent medication data.

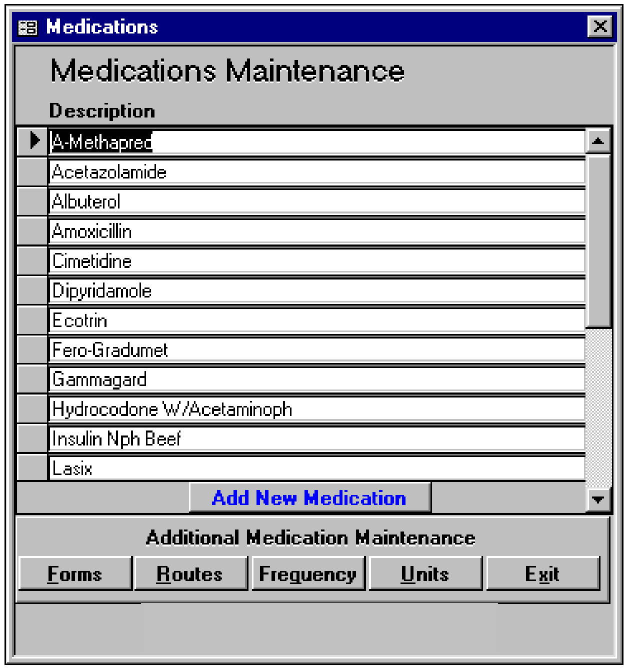


Figure 11-34 Medications Screen

1. Click 

to brings up an empty slot in which you may add a new medication

11.11.3.1 Medications Maintenance features

The buttons at the bottom of the screen display additional screens useful for prescribing a medication. You can edit any row on these forms; and the **Add** button appearing on the forms serves to display a blank last row where you can insert text

The **Forms** button brings up the following:

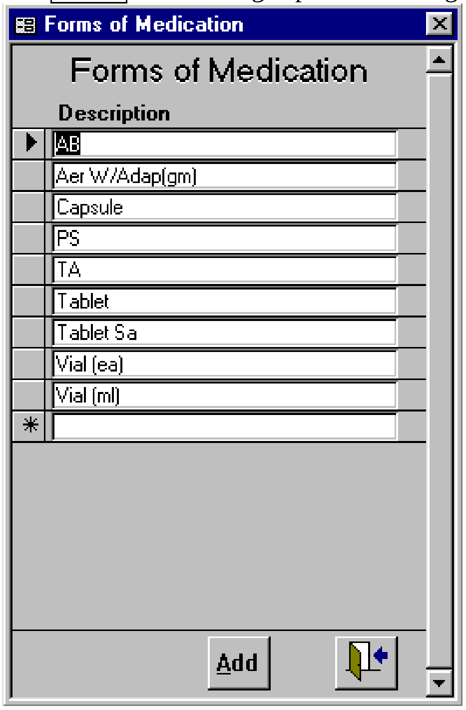


Figure 11-35 Forms of Medication

The **Routes** Button brings up the following:

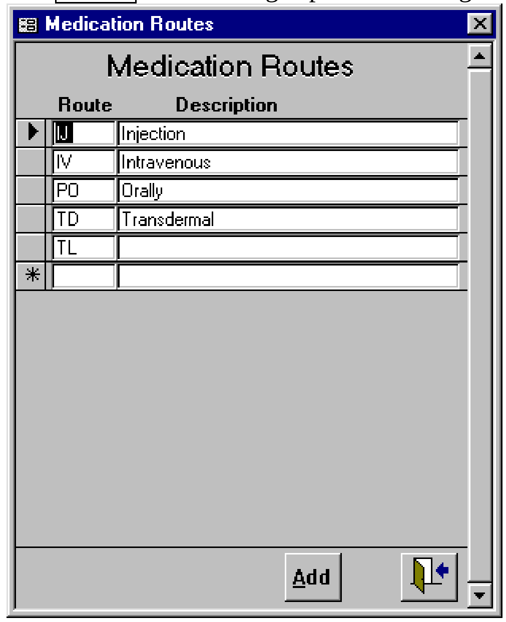


Figure 11-36 Medication Routes

The **Frequency** Button:

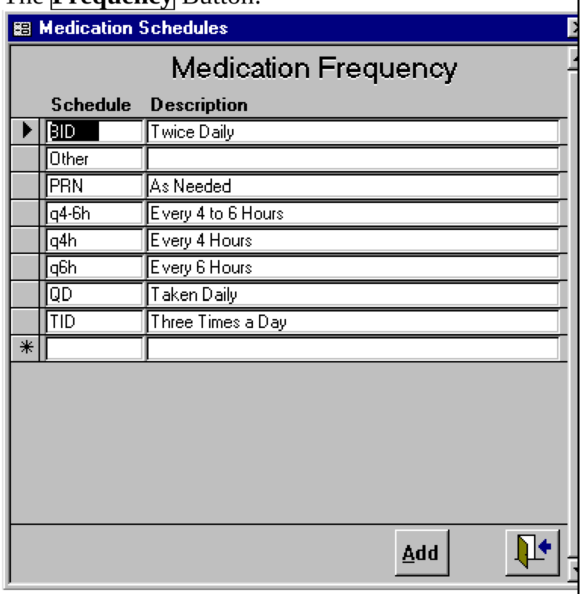


Figure 11-37 Medication Frequency

The **Units** Button:

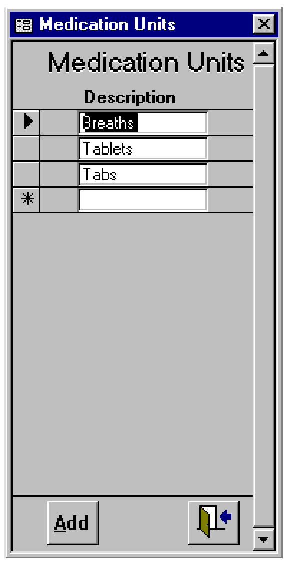


Figure 11-38 Medication Units

The following pages show each of the screens that are displayed after the corresponding button on Figure 11-26 Plan of Treatment Table Maintenance is pressed. Their content is self-explanatory.

11.11.4 DME & Supplies:

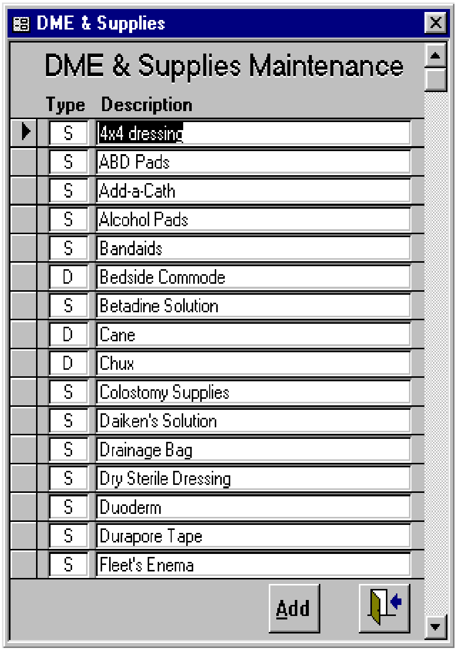


Figure 11-39 DME & Supplies Maintenance

11.11.5 Safety Measures:

Figure 11-40 Safety Measures Maintenance

11.11.6 Nutritional Requirements:

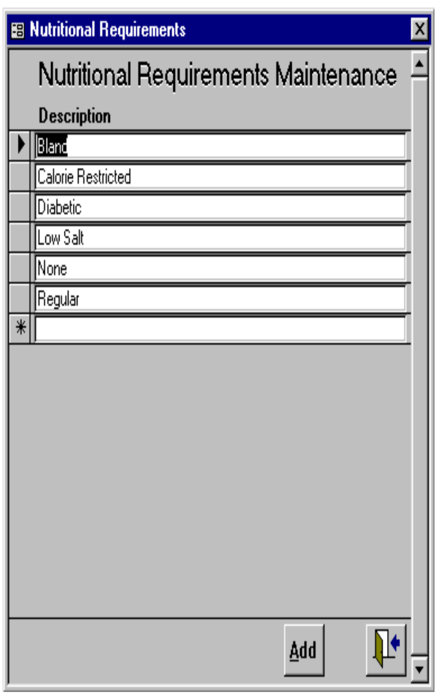


Figure 11-41 Nutritional Requirements

11.11.7 Allergies:

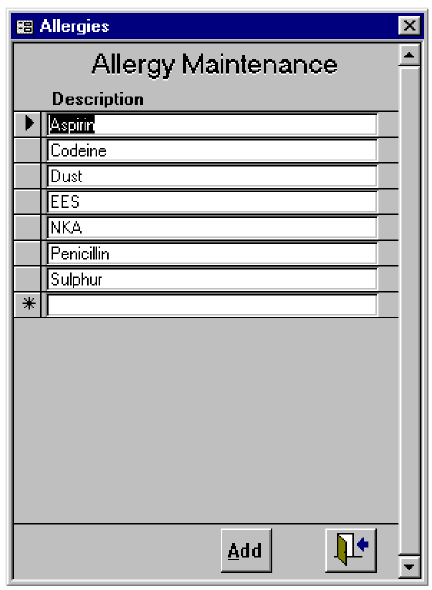


Figure 11-42 Allergy Maintenance

11.11.8 Treatment Goals:

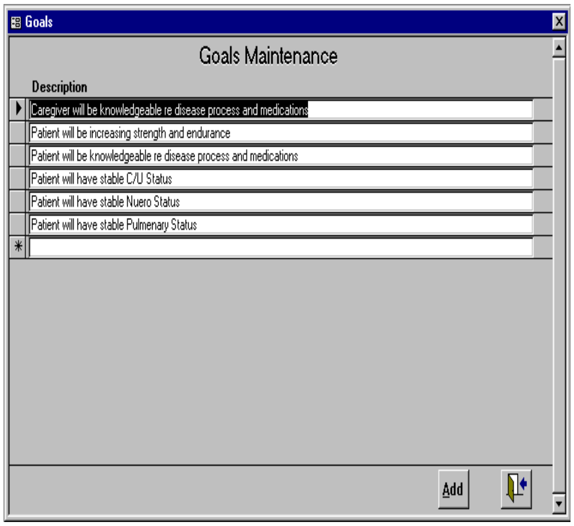


Figure 11-43 Goals Maintenance

11.11.9 Rehabilitation:

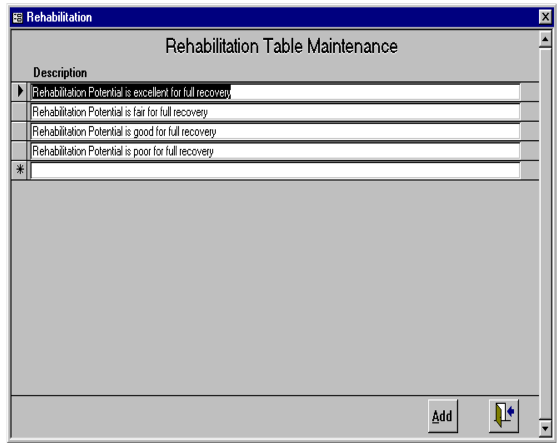


Figure 11-44 Rehabilitation Table Maintenance

11.11.10 Potential discharge Plans:

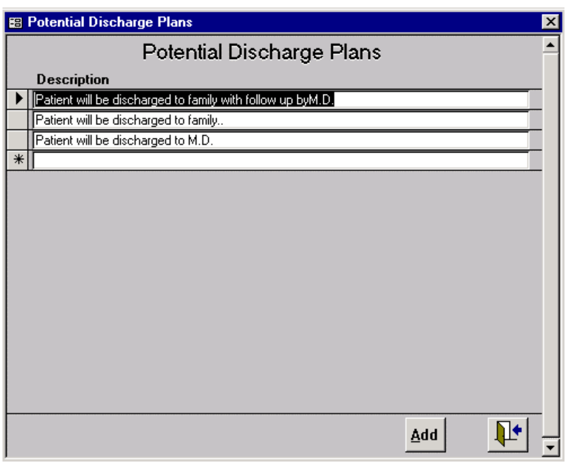


Figure 11-45 Potential Discharge Plans

11.11.11 Type of Facilities:

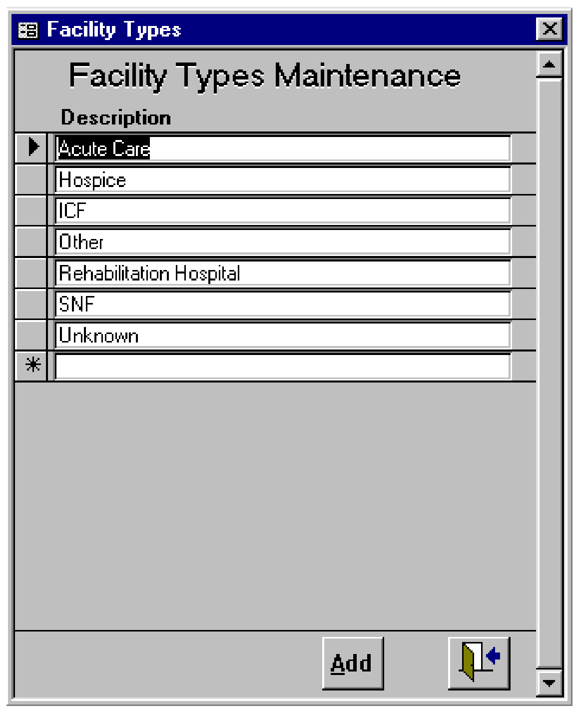


Figure 11-46 Facility Types Maintenance

11.11.12 Homebound Reasons:

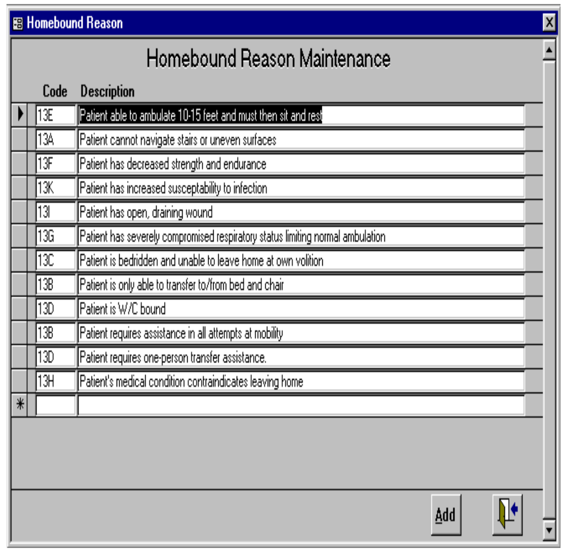


Figure 11-47 Homebound Reasons

11.11.13 Unusual Environments:

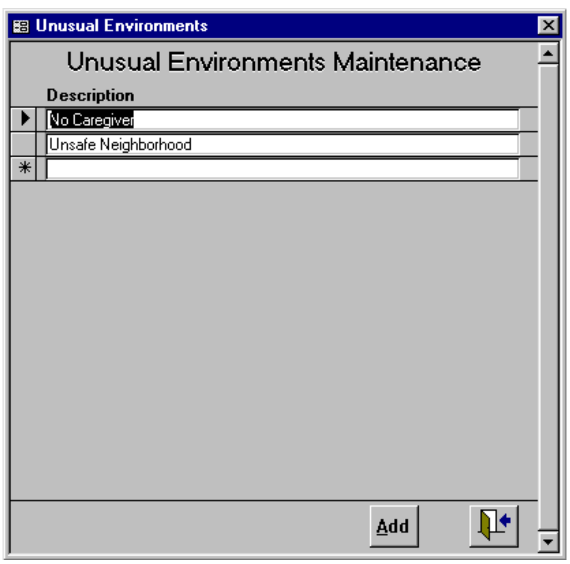


Figure 11-48 Unusual Environments

11.11.14 Leave Home Reasons

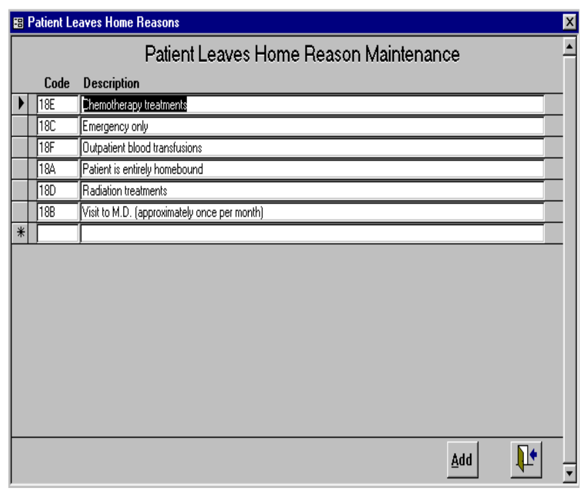


Figure 11-49 Patient Leaves Home Reasons

11.11.15 Print Blank 485

Pressing this button will send a blank 485 form to the default printer.

11.11.16 Plan of Treatment Control File

This window allows you to enter the default settings for 485/486 plan of treatment forms.

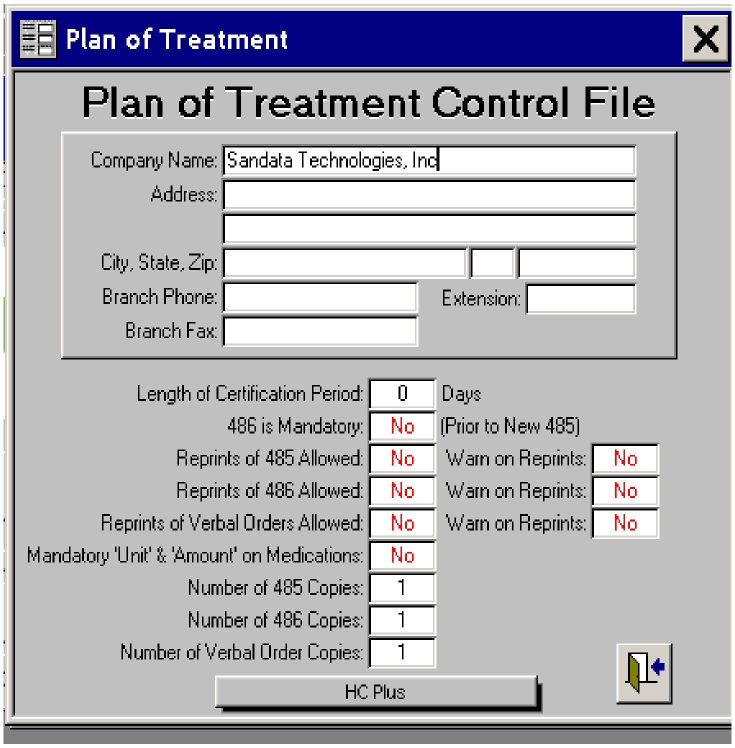


Figure 11-50 Plan of Treatment Control File

Chapter 12 Training

Clicking the **Training** button on the Figure 11-1 Daily Functions Menu brings up the following screen, with which you may set up and monitor the ongoing instruction of your employees. First set up the topics to be covered, create, and schedule classes for these topics and, finally, determine who will attend each class.

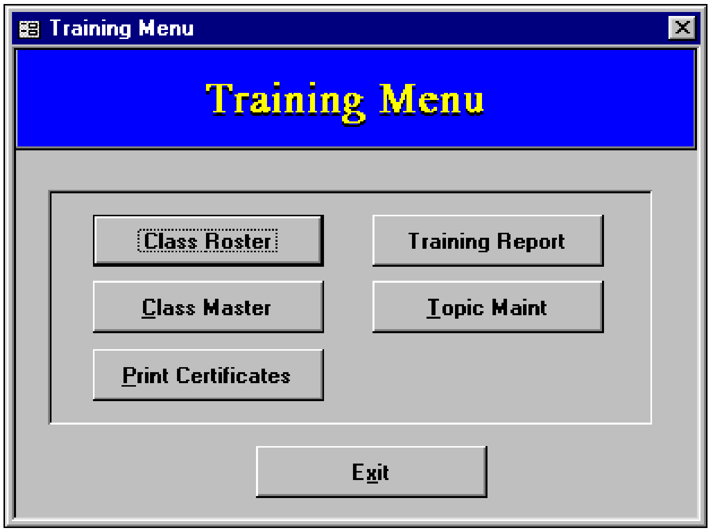


Figure 12-1 Training Menu

12.1 Training Topics

Click on **Topic Maint** and use the screen below to set up the topics to be taught to your employees.

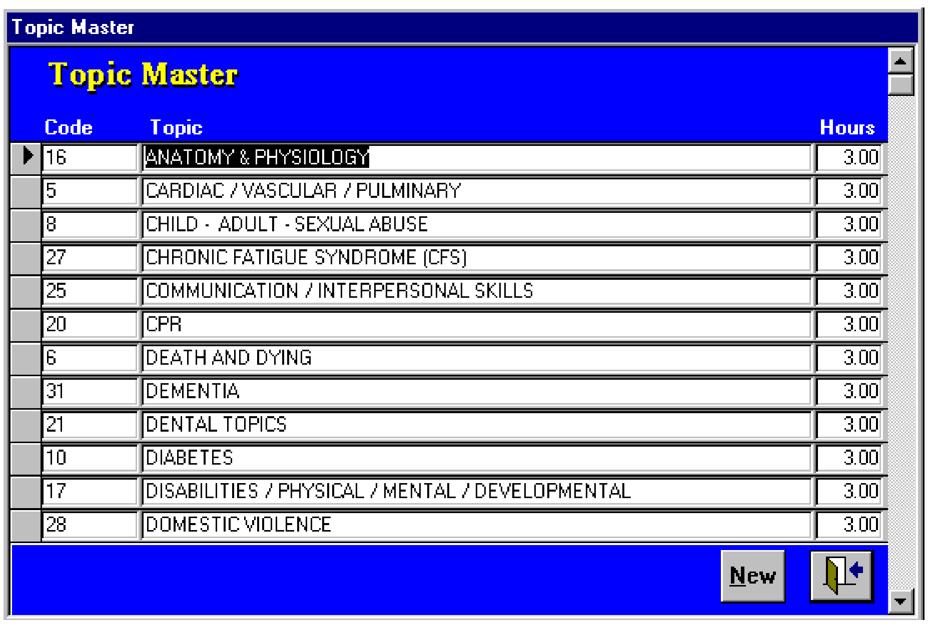
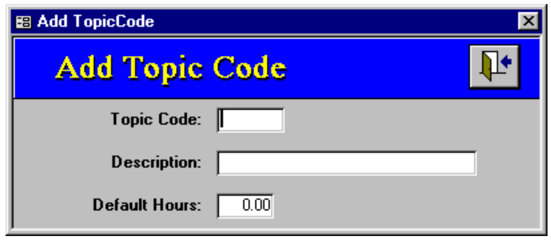


Figure 12-2 Training Topics

Hit the **New** button to add a new topic.



12.2 Class Master

The Class list below shows the current classes that are scheduled. To add a new class, press **New** and enter the class data into Figure 12-4.

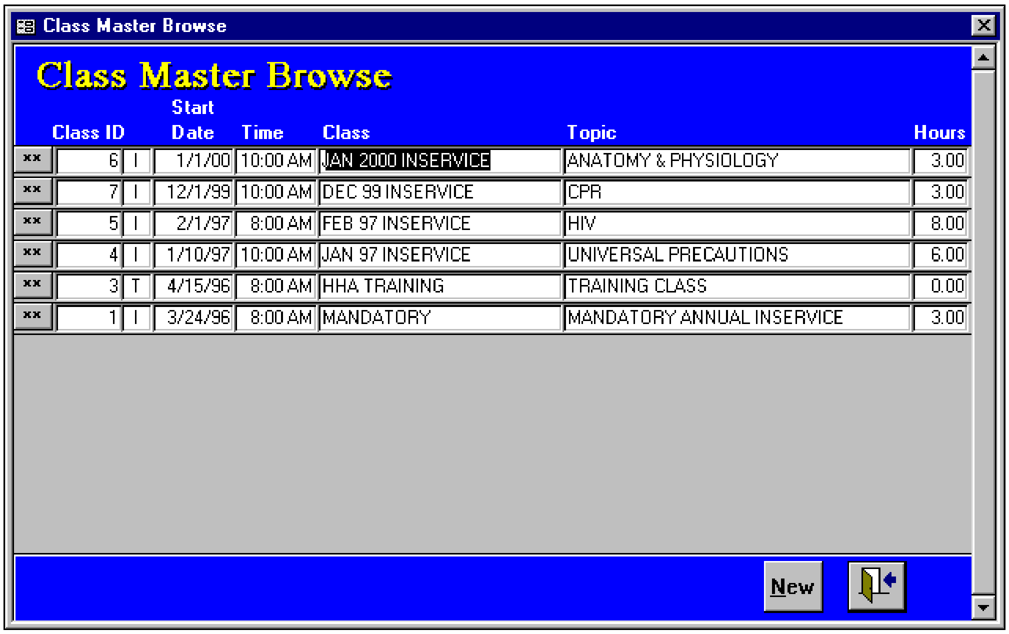
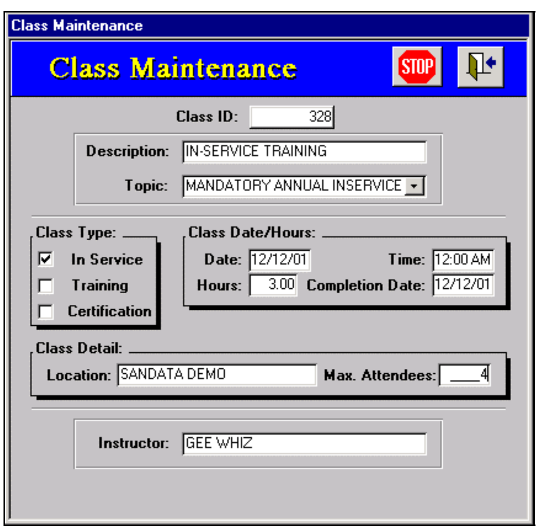
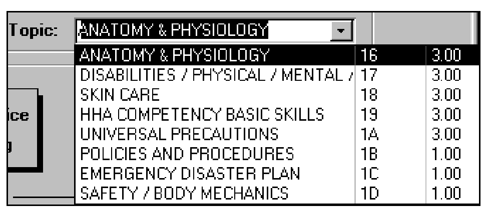


Figure 12-3 Training Class Master





The Location defaults to the Agency name.

Figure 12-4 Training Class Maintenance

12.3 Class Roster

For users with adequate permission, use this screen to register employees who will be attending a particular course defined in the class master. Add employees to the class by pressing **Register Employee**. Then select each attendee from the drop-down box.

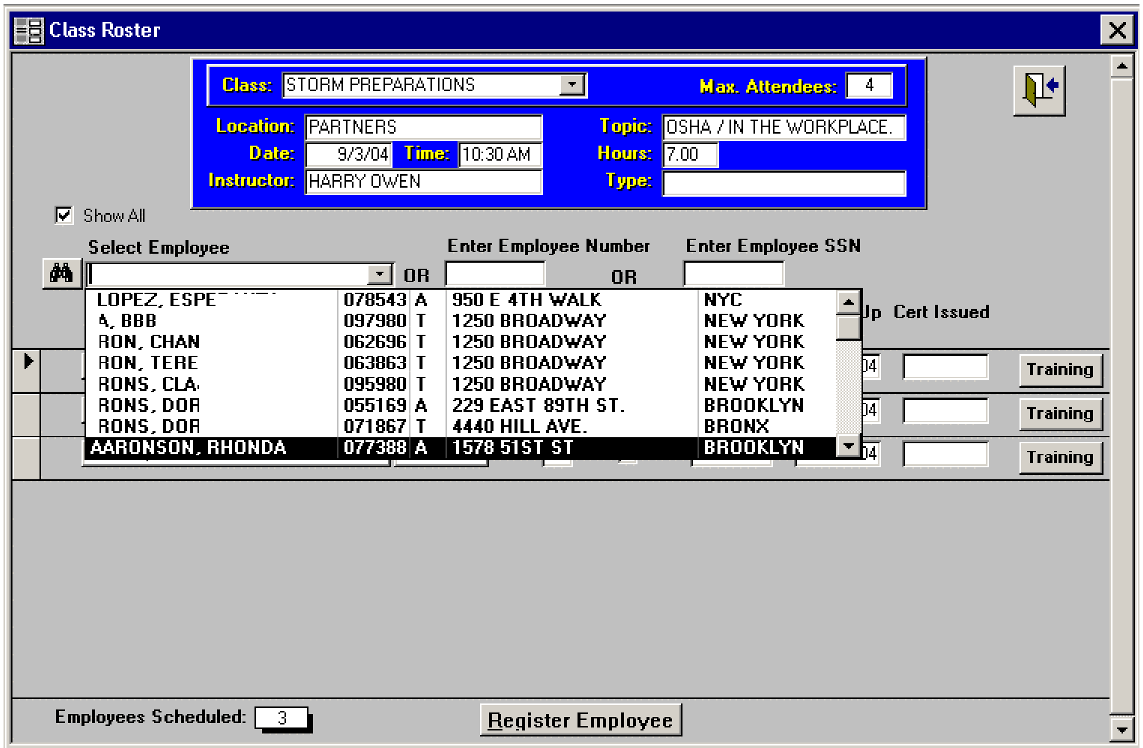
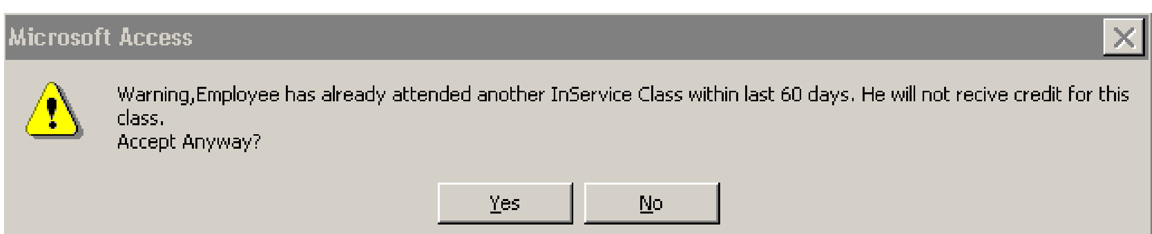


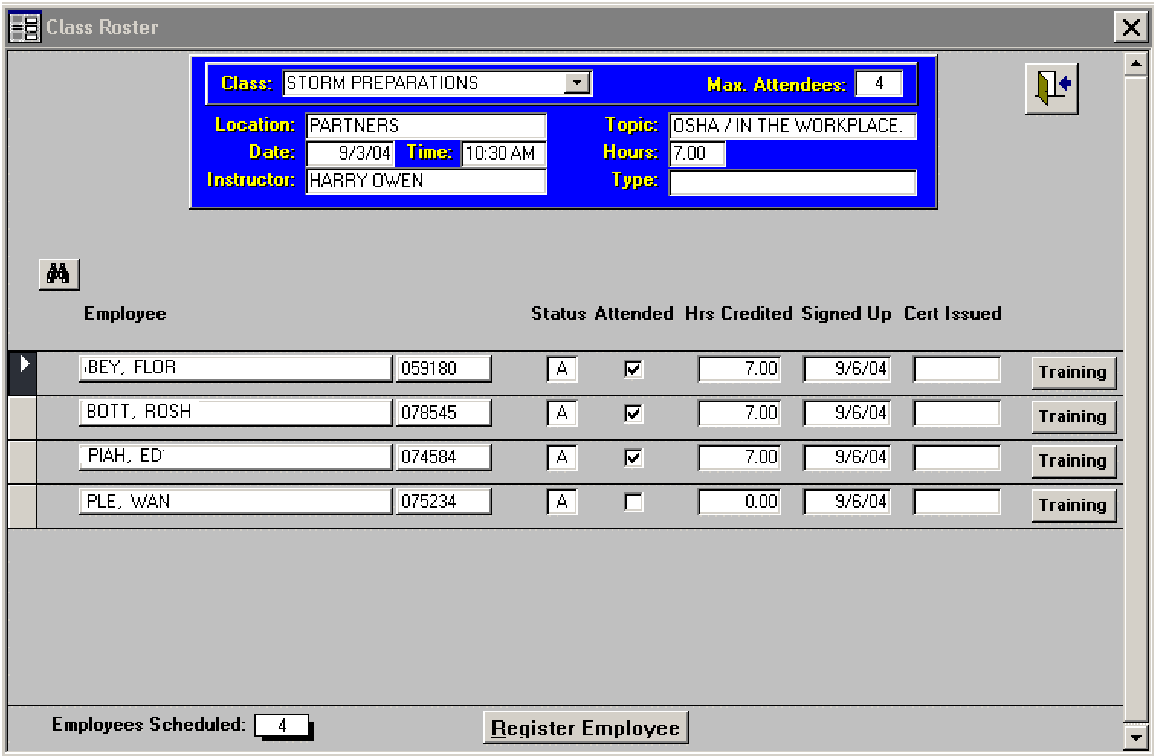
Figure 12-5 Training Class Roster

Note: You may register employees for classes regardless of their current work status.

1. To add more employees to the class roster, press the **Register Employees** button.
2. A 'Show all' check box displays when you select Register Employee—and the cursor will now be on the drop-down box next to the Binocular button.
3. You now have the option of checking and selecting Show All employees. If this option is selected, click on the drop-down box and all employees, active and non-active will, display for selection. If this option is not selected, the drop-down box will, by default, display only active employees.
4. You may also enter the employee number or SS number.
5. When you try to register an employee who has recently attended a class, the following message appears.



6. When the employee has attended a class, check the attendance box. In-service and training classes will not be interfaced to Sharp unless the employee has attended the class.



7. Press on the **Training** button on the right of each row to view the training history of an employee.

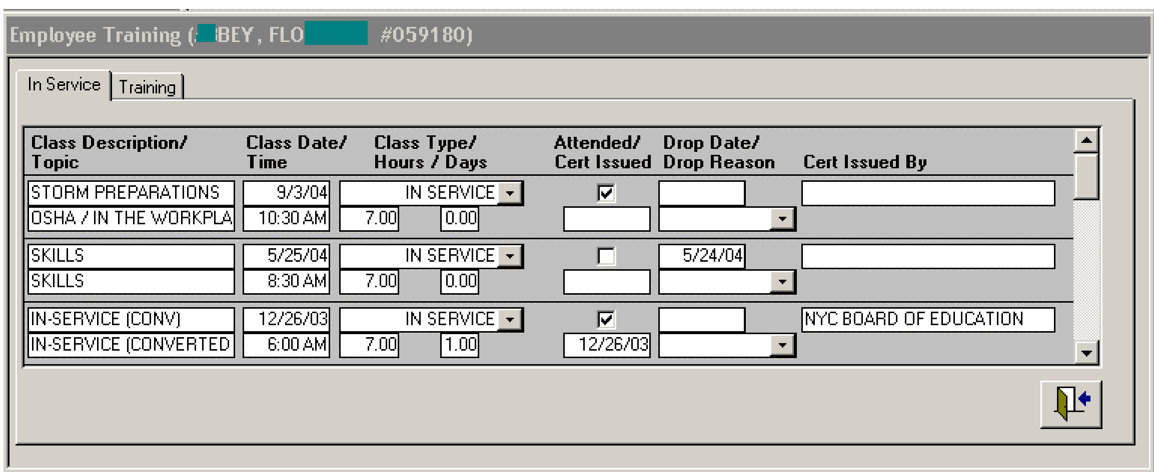


Figure 12-6 Employee's Training History

8. You may enter the date that a certificate was issued and the issuing agency.

12.4 Print Certificates

Following graduation, you may print certificates attesting to an employee's successful completion of a course.

You may also reprint a Certificate.

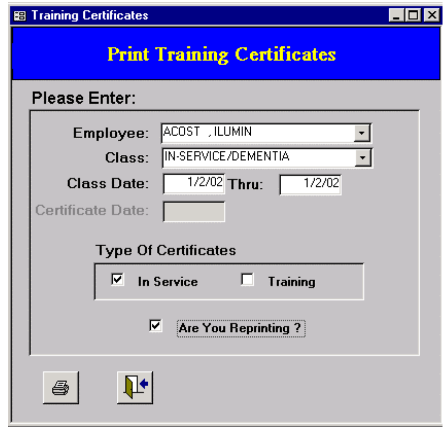


Figure 12-7 Training Certificate Print Menu

INSTITUTE HOME CARE

INSERVICE CERTIFICATE

This is to Certify that

ILUM ACOST

Has satisfactorily completed the approved program in:

InserviceTopic: DEMENTIA
Number of Hours: 4
Program Date: 1/2/02
Inservice Instructor: SYLVIA FISH

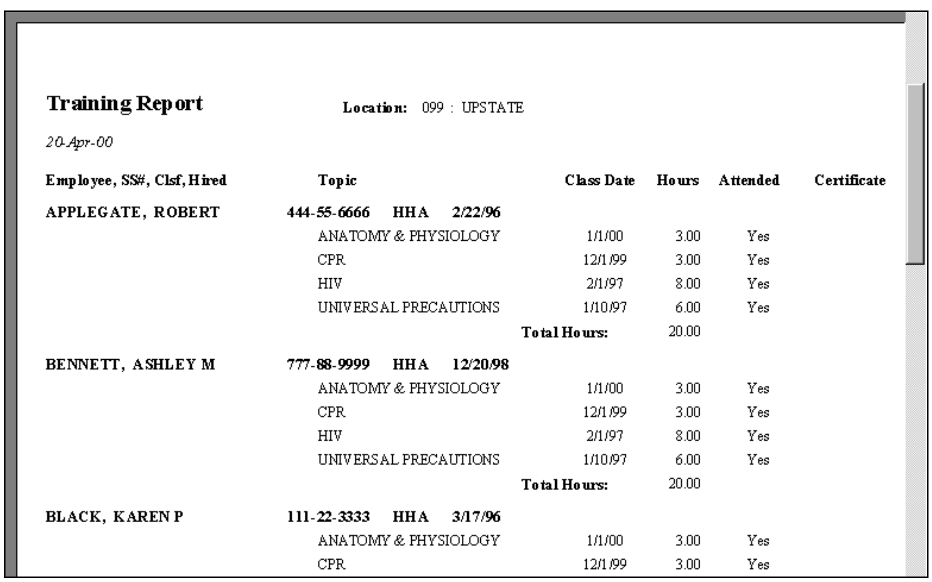
Signature

Figure 12-8 Printed Certificate

12.5 Training Report

You may create training reports by employees, classes, or topics. Several options are available for the type of report, including documentation on those who attended and those employees who failed to show up. Besides the Training report, a Training sign-up sheet may also be printed to facilitate marking course attendance.

Figure 12-9 Training Report options



Training Report Location: 099 : UPSTATE

20-Apr-00

Employee, SS#, Clsf, Hired		Topic	Class Date	Hours	Attended	Certificate
APPLEGATE, ROBERT	444-55-6666 HHA 2/22/96					
		ANATOMY & PHYSIOLOGY	1/1/00	3.00	Yes	
		CPR	12/1/99	3.00	Yes	
		HIV	2/1/97	8.00	Yes	
		UNIVERSAL PRECAUTIONS	1/10/97	6.00	Yes	
		Total Hours:		20.00		
BENNETT, ASHLEY M	777-88-9999 HHA 12/20/98					
		ANATOMY & PHYSIOLOGY	1/1/00	3.00	Yes	
		CPR	12/1/99	3.00	Yes	
		HIV	2/1/97	8.00	Yes	
		UNIVERSAL PRECAUTIONS	1/10/97	6.00	Yes	
		Total Hours:		20.00		
BLACK, KAREN P	111-22-3333 HHA 3/17/96					
		ANATOMY & PHYSIOLOGY	1/1/00	3.00	Yes	
		CPR	12/1/99	3.00	Yes	

Figure 12-10 Employee Training Report

Training Sign Up Sheet

17-Dec-01

Location: 001 : SANDATA DEMO

Class: AM/HIV 121501
Instructor: MUZAC
Topic: HIV CONFIDENTIALITY

Date: 12/15/01 - 12/15/01
Site: BHRAGS
Type: Training Time: 9:00 Hours: 4

Employee		Coord ID	Signature
742378	ACE EDO	03585	
743903	ACOS , CAR	03585	
742455	ACOST , LU	02585	
743378	BREW TER	02585	

Figure 12-11 Training Sign up sheet

Training Report

Location: 001 : PARTNERS

06-Sep-04

Contract: PARTNERS IN CARE (486) VNS

Employee, Emp#, Clsf, Hire				Topic	Class Date	Hours	Attended	Certificate
MOUR, BEL	066899	HHA	1/16/98					
				C.P.R.	7/17/04	7.00	Yes	
					Total Hours:	7.00		
HANNIE, BRID	074273	HHA	7/24/02					
				C.P.R.	7/17/04	7.00	Yes	
					Total Hours:	7.00		
ORIA , VICT	075878	HHA	5/7/03					
				C.P.R.	7/17/04	7.00	Yes	
					Total Hours:	7.00		
LOR, CAROL	073630	HHA	3/6/02					
				C.P.R.	3/20/04	7.00	Yes	
					Total Hours:	7.00		
SON, ADELL	076988	HHA	10/27/03					
				C.P.R.	7/17/04	7.00	Yes	
					Total Hours:	7.00		

Figure 12-12 Topic Training Report

Chapter 13 Reports

The system allows for great flexibility in generating reports by allowing you to fill in a report layout form. When you click on the **Reports** button on the Scheduling System main menu, the Reports menu appears. The Client Reports and the Employee Reports are described in chapters 2 and 3. The sections below are for reference purposes, showing the entry screen used to produce specific reports.

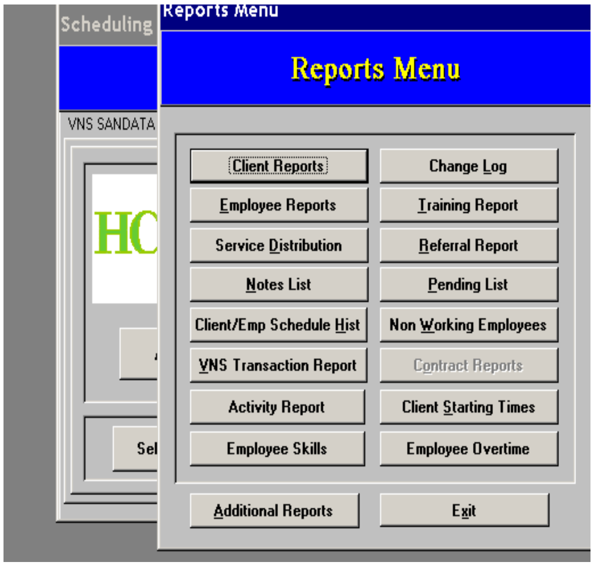
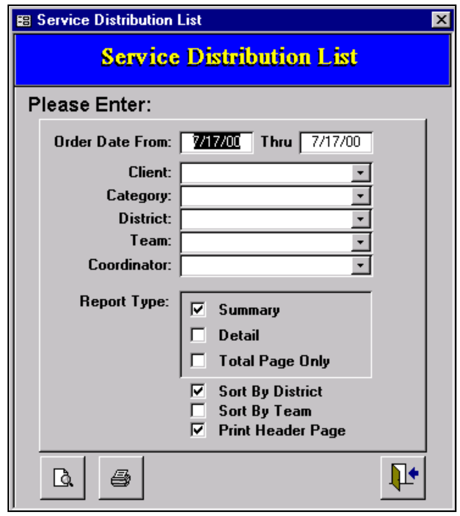
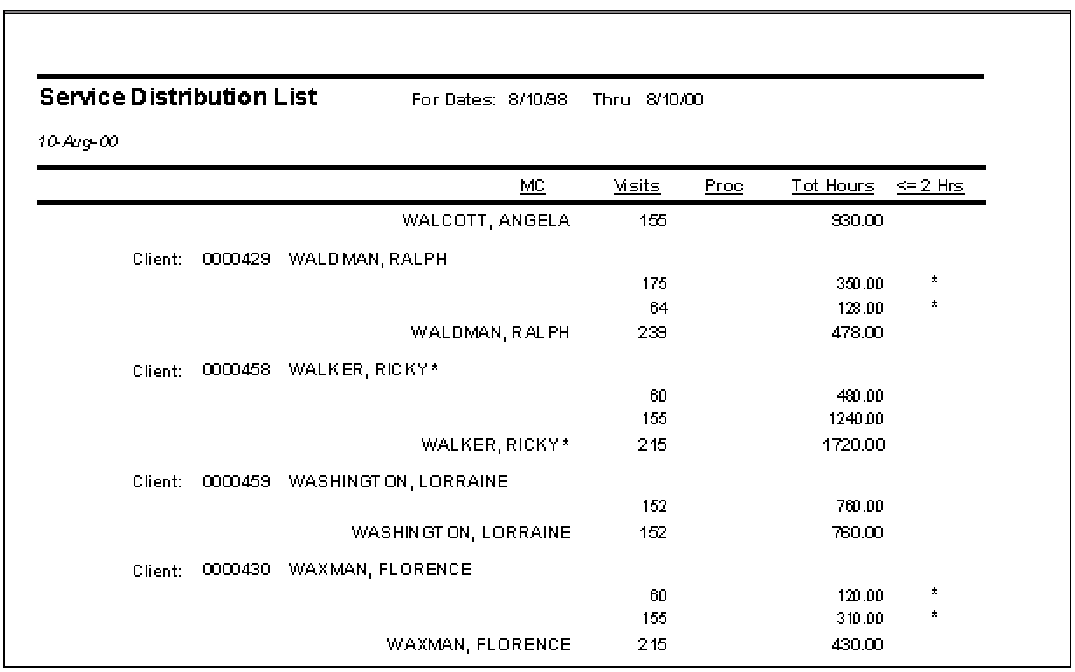


Figure 13-1 Reports Menu

13.1 Service Distribution List





Service Distribution List For Dates: 8/10/98 Thru 8/10/00

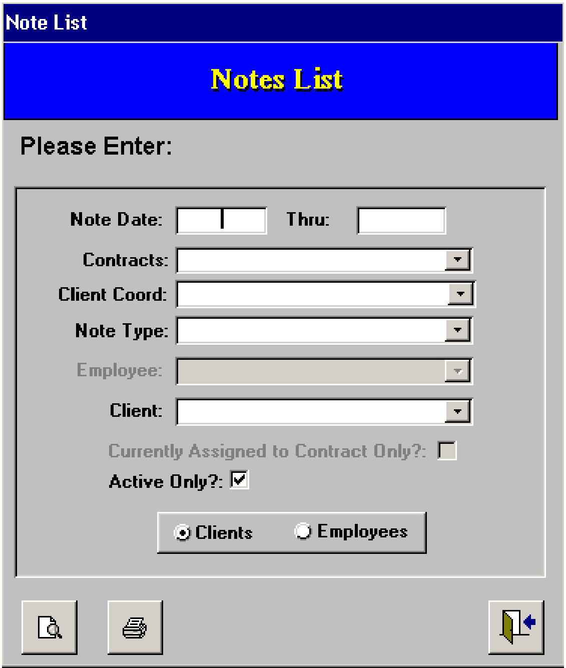
10-Aug-00

	MC	Visits	Proc	Tot Hours	<= 2 Hrs
	WALCOTT, ANGELA	155		930.00	
Client: 0000429 WALDMAN, RALPH					
		175		350.00	*
		64		128.00	*
	WALDMAN, RALPH	239		478.00	
Client: 0000458 WALKER, RICKY*					
		60		480.00	
		155		1240.00	
	WALKER, RICKY*	215		1720.00	
Client: 0000459 WASHINGTON, LORRAINE					
		152		760.00	
	WASHINGTON, LORRAINE	152		760.00	
Client: 0000430 WAXMAN, FLORENCE					
		60		120.00	*
		155		310.00	*
	WAXMAN, FLORENCE	215		430.00	

Figure 13-2 Service Distribution Report

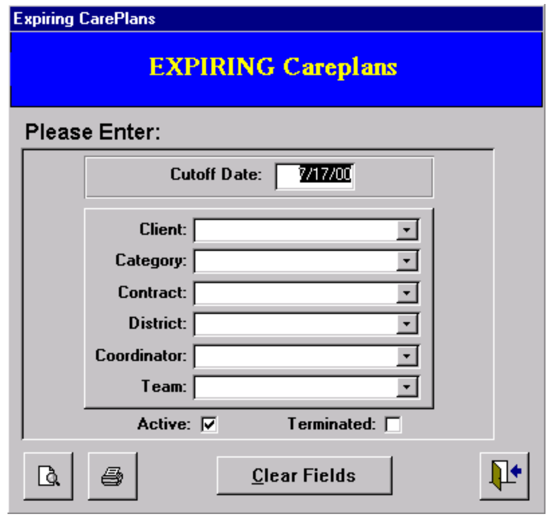
13.2 Notes List

The report produced according to the criteria you enter below will list all the notes you entered in HC Plus for either employees or clients.



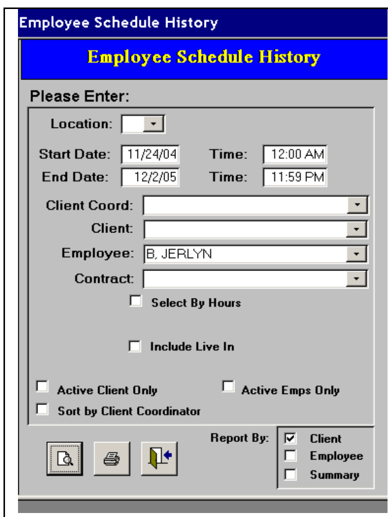
13.3 Expiring Care plans

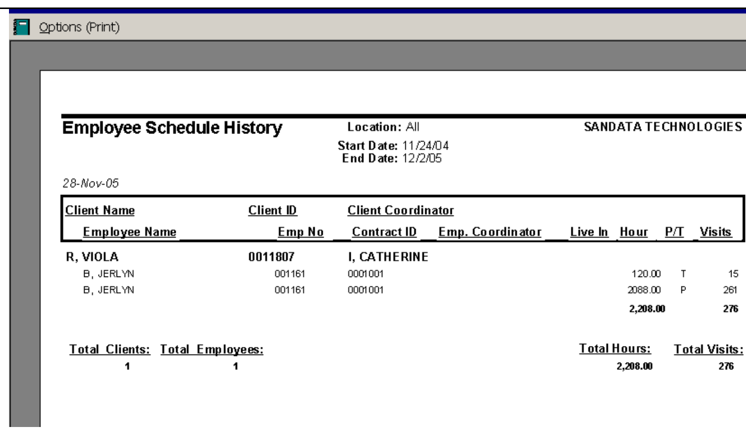
This report lists those client care plans due to expire by a certain cutoff date. The Category (contract) is shown together with the certification dates.



13.4 Client/Employee Schedule History

This report lists the schedule history of clients together with assigned employees during a period of time.

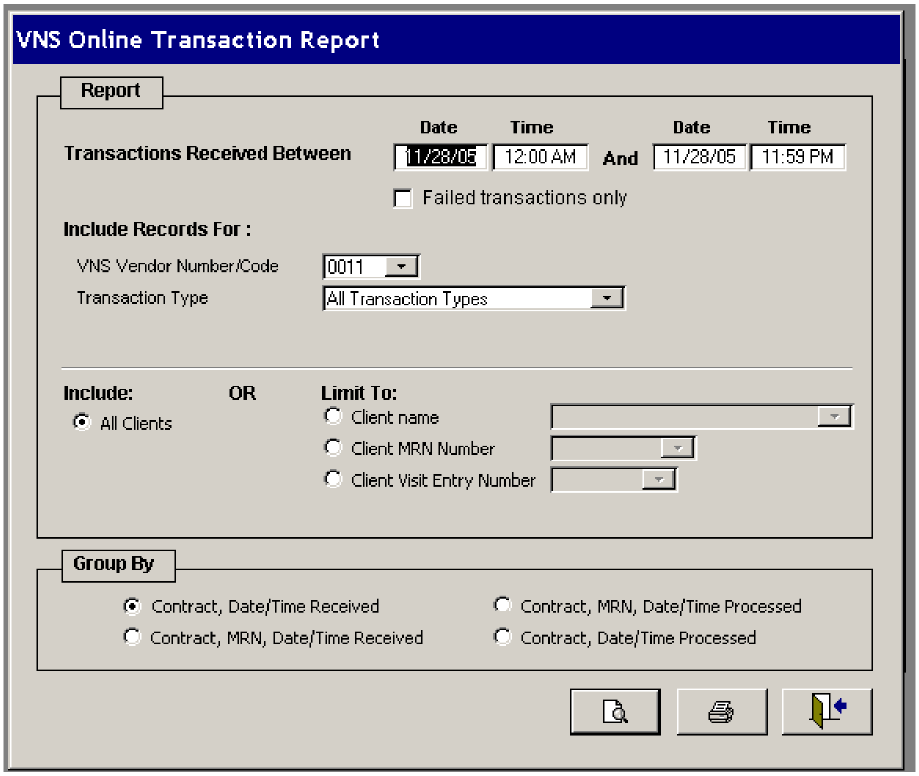


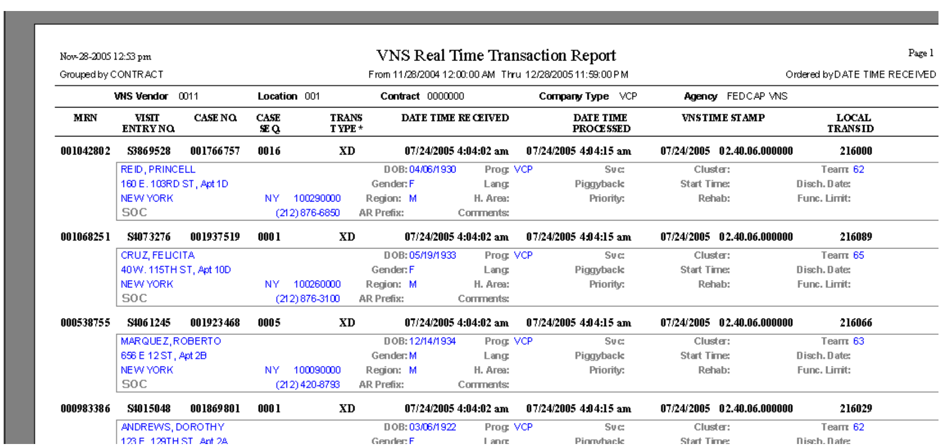


13.5 VNS Transaction Report

As seen below, the menu allows options for importing and for generating a discrepancy report for schedules during a time period.

Note: Another report is available in HC Plus called the VNS Daily Status Report. You may access this report from the Main Menu → Daily Functions→ Print Santrax Reports → Tab VNS Daily Reports. This report displays any exceptions that occur for schedules imported by the VNS Daily process in HC Plus. In addition, this report will include a section listing all new and re-admitted clients.





Nov-28-2005 12:53 pm
Grouped by CONTRACT

VNS Real Time Transaction Report

From 11/28/2004 12:00:00 AM Thru 12/28/2005 11:59:00 PM

Page 1
Ordered by DATE TIME RECEIVED

VNS Vendor 0011 **Location** 001 **Contract** 0000000 **Company Type** VCP **Agency** FEDCAP VNS

MRN	VISIT ENTRY NO.	CASE NO.	CASE SEQ.	TRANS TYPE *	DATE TIME RECEIVED	DATE TIME PROCESSED	VNS TIME STAMP	LOCAL TRANS ID
001042802	S3869528	001766757	0016	XD	07/24/2005 4:04:02 am	07/24/2005 4:04:15 am	07/24/2005 02.40.06.000000	216000
001068251	S4073276	001937519	0001	XD	07/24/2005 4:04:02 am	07/24/2005 4:04:15 am	07/24/2005 02.40.06.000000	216089
000538755	S4061245	001923468	0005	XD	07/24/2005 4:04:02 am	07/24/2005 4:04:15 am	07/24/2005 02.40.06.000000	216066
000983386	S4015048	001869801	0001	XD	07/24/2005 4:04:02 am	07/24/2005 4:04:15 am	07/24/2005 02.40.06.000000	216029

001042802:
REID, PRINCELL DOB: 04/06/1930 Prog: VCP Svc: Cluster: Team: 62
160 E. 103RD ST, Apt 1D Gender: F Lang: Piggyback: Start Time: Disch. Date:
NEW YORK NY 100290000 Region: M H. Area: Priority: Rehab: Func. Limit:
SOC (212) 876-6850 AR Prefix: Comments:

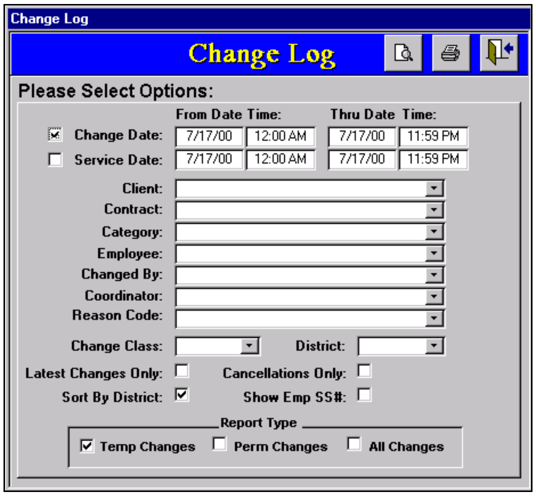
001068251:
CRUZ, FELICITA DOB: 05/19/1933 Prog: VCP Svc: Cluster: Team: 65
40 W. 115TH ST, Apt 10D Gender: F Lang: Piggyback: Start Time: Disch. Date:
NEW YORK NY 100260000 Region: M H. Area: Priority: Rehab: Func. Limit:
SOC (212) 876-3100 AR Prefix: Comments:

000538755:
MARQUEZ, ROBERTO DOB: 12/14/1934 Prog: VCP Svc: Cluster: Team: 63
656 E 12 ST, Apt 2B Gender: M Lang: Piggyback: Start Time: Disch. Date:
NEW YORK NY 100090000 Region: M H. Area: Priority: Rehab: Func. Limit:
SOC (212) 420-8793 AR Prefix: Comments:

000983386:
ANDREWS, DOROTHY DOB: 03/06/1922 Prog: VCP Svc: Cluster: Team: 62
123 E. 129TH ST, Apt 2A Gender: F Lang: Piggyback: Start Time: Disch. Date:

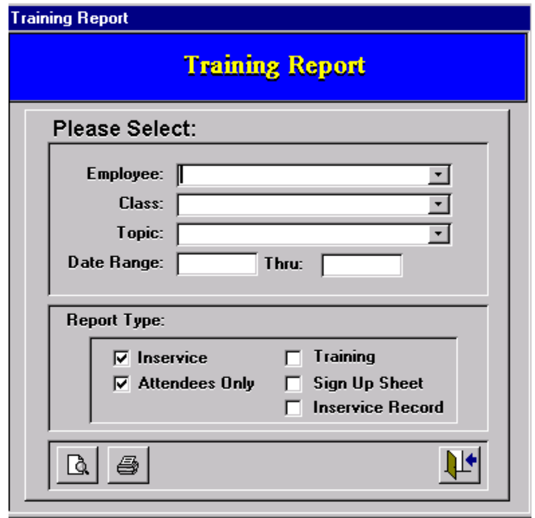
13.6 Change Log

Documents all the changes you made to records in the system during a specific period.



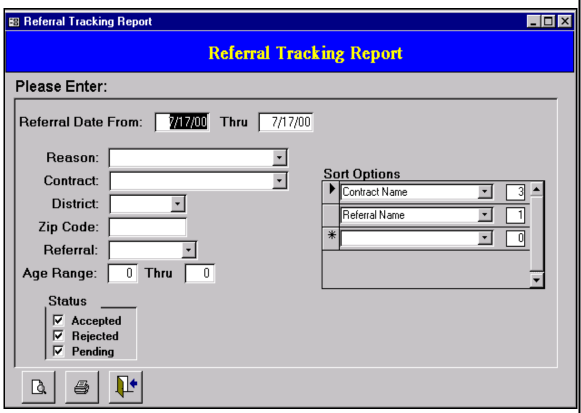
13.7 Training Report

You may also access this report via the Training functions in Chapter 12. An example of this report appears in Figure 12-10.



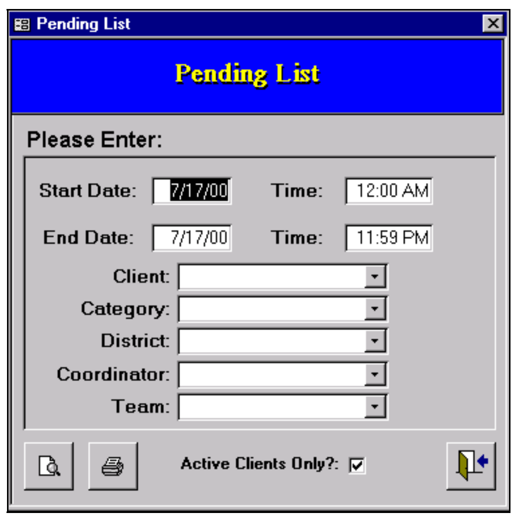
13.8 Referral Report

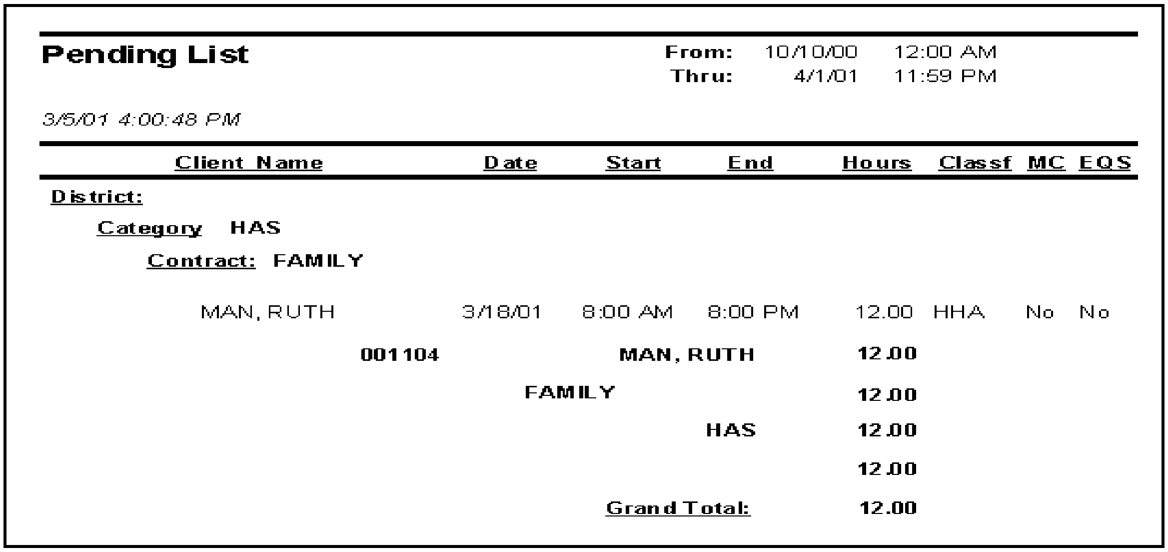
Provides a list of contracts—and the clients referred by them to your company as had been entered in the daily functions/referral-tracking screen.



13.9 Pending List Menu

Lists all clients who must be notified as to the assignment of employees filling an order.





Pending List

From: 10/10/00 12:00 AM
Thru: 4/1/01 11:59 PM

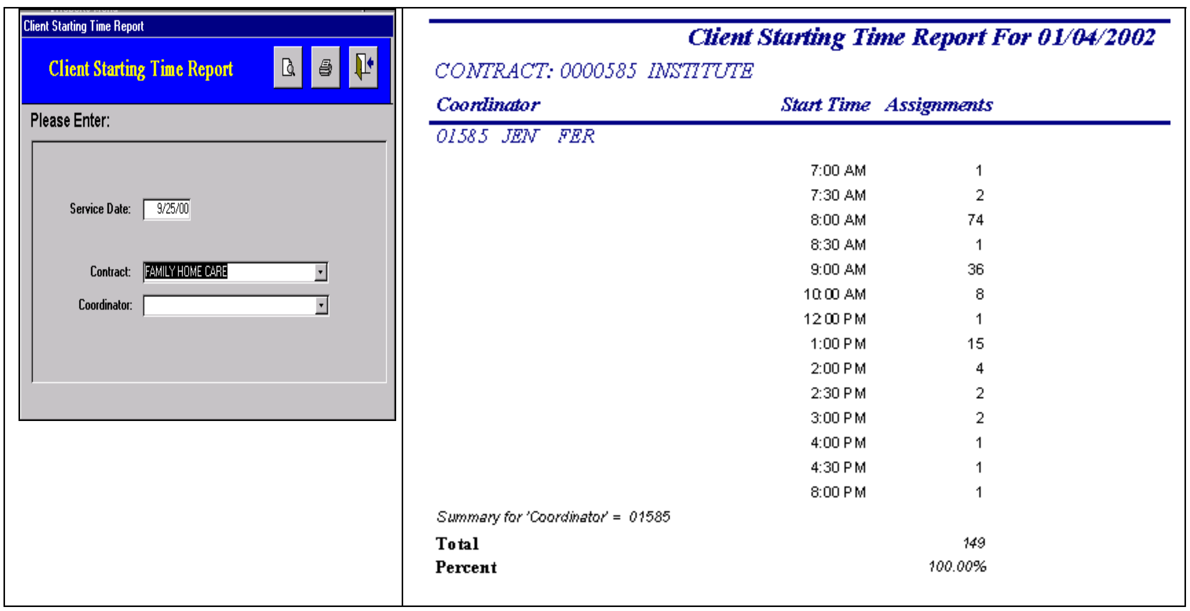
3/5/01 4:00:48 PM

Client Name	Date	Start	End	Hours	Classf	MC	EQS
District:							
Category HAS							
Contract: FAMILY							
MAN, RUTH	3/18/01	8:00 AM	8:00 PM	12.00	HHA	No	No
001104		MAN, RUTH		12.00			
	FAMILY			12.00			
			HAS	12.00			
				12.00			
		Grand Total:		12.00			

Figure 13-3 Pending Notification Report

13.10 Client Starting Time Report

This report documents the starting time for clients as per contracts and/or coordinators.



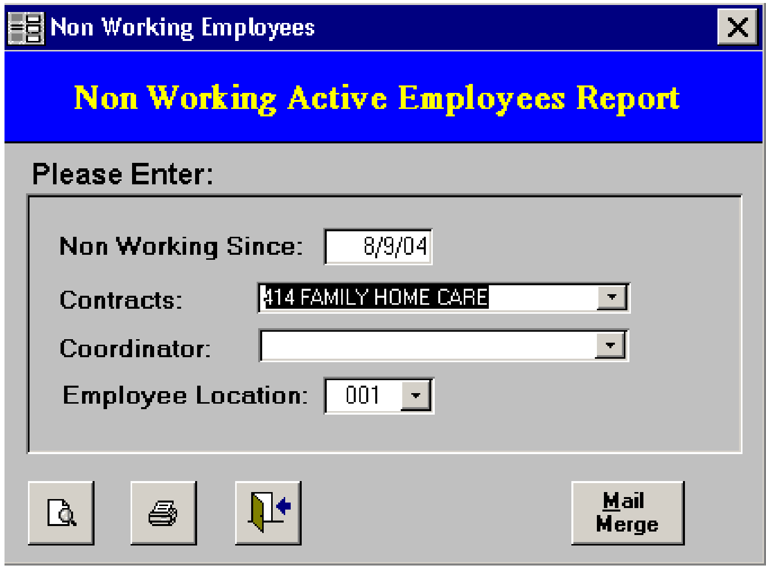
Client Starting Time Report For 01/04/2002

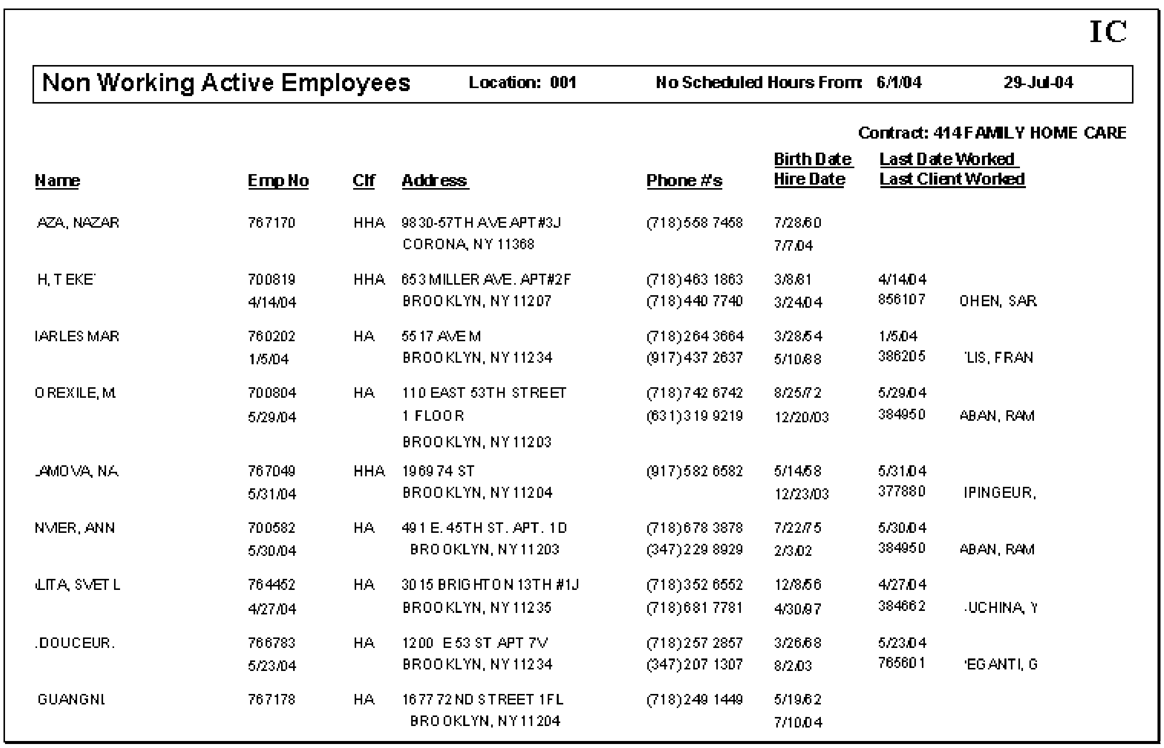
CONTRACT: 0000585 INSTITUTE

Coordinator	Start Time	Assignments
01585 JEN FER		
	7:00 AM	1
	7:30 AM	2
	8:00 AM	74
	8:30 AM	1
	9:00 AM	36
	10:00 AM	8
	12:00 PM	1
	1:00 PM	15
	2:00 PM	4
	2:30 PM	2
	3:00 PM	2
	4:00 PM	1
	4:30 PM	1
	8:00 PM	1
Summary for 'Coordinator' = 01585		
Total		149
Percent		100.00%

13.11 Non-working Employees

This report lists employees who are not currently assigned and working.





IC

Non Working Active Employees   Location: 001   No Scheduled Hours From: 6/1/04   29-Jul-04

Contract: 414 FAMILY HOME CARE

Name	Emp No	Clf	Address	Phone #s	Birth Date / Hire Date	Last Date Worked / Last Client Worked	
AZA, NAZAR	767170	HHA	98 30-57TH AVE APT #3J CORONA, NY 11368	(718)568 7458	7/28/60 7/7/04		
H, T EKE'	700819 4/14/04	HHA	653 MILLER AVE. APT#2F BROOKLYN, NY 11207	(718)463 1863 (718)440 7740	3/8/81 3/24/04	4/14/04 856107	OHEN, SAR
IARLES MAR	760202 1/5/04	HA	55 17 AVE M BROOKLYN, NY 11234	(718)264 3664 (917)437 2637	3/28/54 5/10/88	1/5/04 386205	'LIS, FRAN
OREXILE, M	700804 5/29/04	HA	110 EAST 53TH STREET 1 FLOOR BROOKLYN, NY 11203	(718)742 6742 (631)319 9219	8/25/72 12/20/03	5/29/04 384950	ABAN, RAM
AMOVA, NA	767049 5/31/04	HHA	1969 74 ST BROOKLYN, NY 11204	(917)582 6582	5/14/58 12/23/03	5/31/04 377880	IPINGEUR,
NMER, ANN	700582 5/30/04	HA	491 E. 45TH ST. APT. 1D BROOKLYN, NY 11203	(718)678 3878 (347)229 8929	7/22/75 2/3/02	5/30/04 384950	ABAN, RAM
LITA, SVET L	764452 4/27/04	HA	3015 BRIGHTON 13TH #1J BROOKLYN, NY 11235	(718)352 6552 (718)681 7781	12/8/56 4/30/97	4/27/04 384662	.UCHINA, Y
.DOUCEUR.	766783 5/23/04	HA	1200 E 53 ST APT 7V BROOKLYN, NY 11234	(718)257 2857 (347)207 1307	3/26/68 8/2/03	5/23/04 765601	'EGANTI, G
GUANGNI	767178	HA	1677 72ND STREET 1FL BROOKLYN, NY 11204	(718)249 1449	5/19/62 7/10/04		

Figure 13-4 Non-working Employees Report

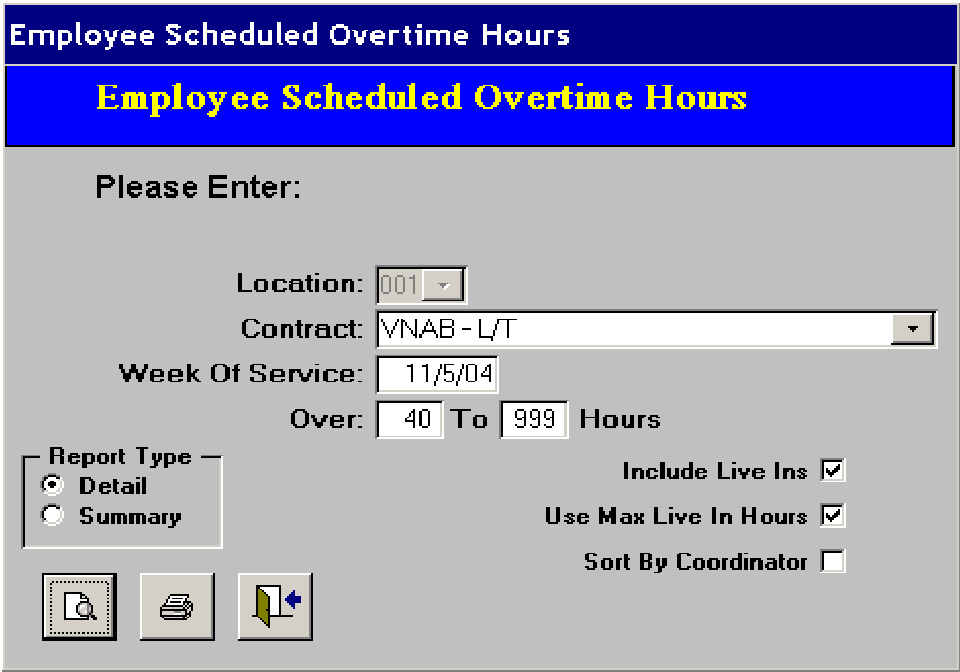
If the Mail Merge option is selected, a text file will be created in the directory specified in Merge Directory. You will then be able to export the text file accordingly.

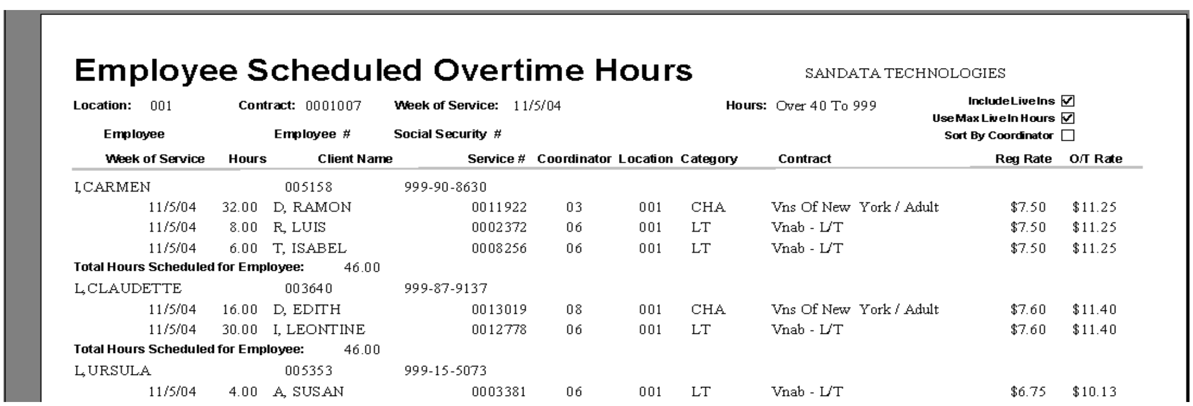
The Mail Merge button will only display if the Mail Merge option in System Functions→ Scheduling Defaults → Compliance Tab is enabled.

13.12 Employee Overtime Report

This report documents all workers whose visit time exceeds forty hours per week.

The Employee Overtime report is currently being used in Pro-Health but can be accessed for all users with proper security access. To enable the report, access: Main Menu → System Functions → Group Maintenance → Security Group → Select a Group Security Group Maintenance → Group Permissions Tab "Available Category" = Employee, "Available Objects" = Employee Overtime Report, then click the checkbox to enable permission. For Pro-Health users, the report displays both the Employee ID and the SSN.





Employee Scheduled Overtime Hours SANDATA TECHNOLOGIES

Location: 001 Contract: 0001007 Week of Service: 11/5/04 Hours: Over 40 To 999

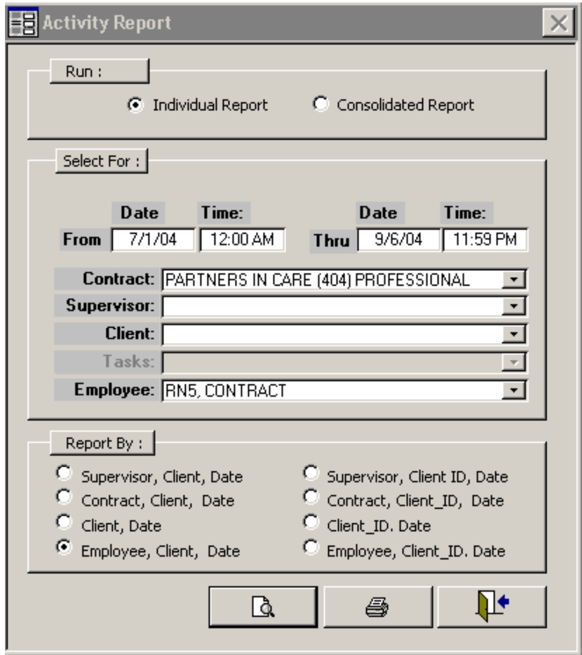
Include Live Ins ☑ Use Max Live In Hours ☑ Sort By Coordinator ☐

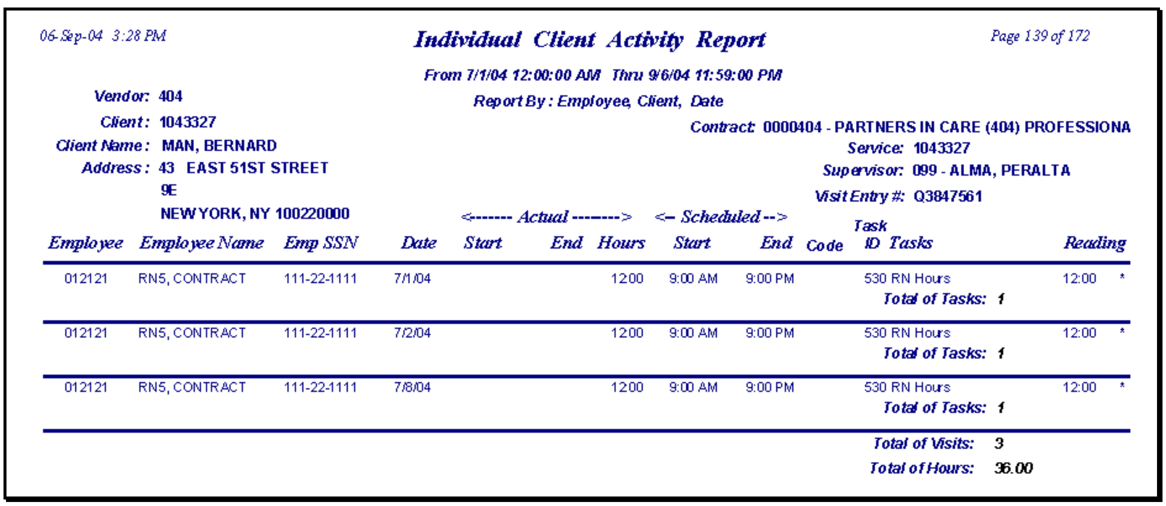
Employee / Week of Service	Hours	Employee # / Client Name	Social Security # / Service #	Coordinator	Location	Category	Contract	Reg Rate	O/T Rate
I, CARMEN		005158	999-90-8630						
11/5/04	32.00	D, RAMON	0011922	03	001	CHA	Vns Of New York / Adult	$7.50	$11.25
11/5/04	8.00	R, LUIS	0002372	06	001	LT	Vnab - L/T	$7.50	$11.25
11/5/04	6.00	T, ISABEL	0008256	06	001	LT	Vnab - L/T	$7.50	$11.25
Total Hours Scheduled for Employee:	46.00								
L, CLAUDETTE		003640	999-87-9137						
11/5/04	16.00	D, EDITH	0013019	08	001	CHA	Vns Of New York / Adult	$7.60	$11.40
11/5/04	30.00	I, LEONTINE	0012778	06	001	LT	Vnab - L/T	$7.60	$11.40
Total Hours Scheduled for Employee:	46.00								
L, URSULA		005353	999-15-5073						
11/5/04	4.00	A, SUSAN	0003381	06	001	LT	Vnab - L/T	$6.75	$10.13

Figure 13-5 Employees Overtime Report

13.13 Activity Report

This report is available for agencies tracking tasks that are carried for certain clients. The individual report lists the dates and hours those tasks were performed whereas the consolidated report shows the tasks provided by an employee (or contract) to all clients assigned to them.





06-Sep-04 3:28 PM

Individual Client Activity Report

Page 139 of 172

From 7/1/04 12:00:00 AM Thru 9/6/04 11:59:00 PM

Report By : Employee, Client, Date

Vendor: 404
Client: 1043327
Client Name: MAN, BERNARD
Address: 43 EAST 51ST STREET
9E
NEW YORK, NY 100220000

Contract: 0000404 - PARTNERS IN CARE (404) PROFESSIONA
Service: 1043327
Supervisor: 099 - ALMA, PERALTA
Visit Entry #: Q3847561

Employee	Employee Name	Emp SSN	Date	Actual Start	Actual End	Hours	Scheduled Start	Scheduled End	Code	Task ID Tasks	Reading	
012121	RN5, CONTRACT	111-22-1111	7/1/04			12.00	9:00 AM	9:00 PM		530 RN Hours	12.00	*
										Total of Tasks: 1		
012121	RN5, CONTRACT	111-22-1111	7/2/04			12.00	9:00 AM	9:00 PM		530 RN Hours	12.00	*
										Total of Tasks: 1		
012121	RN5, CONTRACT	111-22-1111	7/8/04			12.00	9:00 AM	9:00 PM		530 RN Hours	12.00	*
										Total of Tasks: 1		

Total of Visits: 3
Total of Hours: 36.00

Figure 13-6 Individual Client Activity Report

Manually entered tasks are starred on the report.

06-Sep-04 3:34 PM

Consolidated Activity Report

Page 1 of 2

From 7/1/04 12:00:00 AM Thru 9/6/04 11:59:00 PM

Vendor: 404

Report By : Employee, Client, Date

Contract: 0000404 - PARTNERS IN CARE (404)

Client	Client Name	Employee	Employee Name	Emp SSN	Date	Start	End	Code	Task ID	Tasks	Reading	
1046570	ONTONE, ANGEL											
		666666	RN2, CONTRACT	666-66-6666	7/3/04				520	RN Visit		*
1004947	OBBINS, MEL	C										
		666666	RN2, CONTRACT	666-66-6666	7/4/04				530	RN Hours	12:00	*
		666666	RN2, CONTRACT	666-66-6666	7/6/04				530	RN Hours	12:00	*
		666666	RN2, CONTRACT	666-66-6666	7/10/04				530	RN Hours	12:00	*
		666666	RN2, CONTRACT	666-66-6666	7/11/04				530	RN Hours	12:00	*
		666666	RN2, CONTRACT	666-66-6666	7/16/04				530	RN Hours	12:00	*
		666666	RN2, CONTRACT	666-66-6666	7/17/04				530	RN Hours	12:00	*
		666666	RN2, CONTRACT	666-66-6666	7/18/04				530	RN Hours	12:00	*
		666666	RN2, CONTRACT	666-66-6666	7/24/04				530	RN Hours	12:00	*
		666666	RN2, CONTRACT	666-66-6666	7/25/04				530	RN Hours	12:00	*
		666666	RN2, CONTRACT	666-66-6666	7/28/04				530	RN Hours	12:00	*
		666666	RN2, CONTRACT	666-66-6666	7/29/04				530	RN Hours	12:00	*
1042452	ANDORF, FLORI											
		666666	RN2, CONTRACT	666-66-6666	7/1/04				530	RN Hours	12:00	*
		666666	RN2, CONTRACT	666-66-6666	7/2/04				530	RN Hours	12:00	*
		666666	RN2, CONTRACT	666-66-6666	7/6/04			P4	530	RN Hours	12:00	*

Figure 13-7 Consolidated Activity Report

13.14 Additional Reports Menu

You may generate more reports by hitting the Additional Reports button on the bottom of the Reports Menu. The following submenu appears:

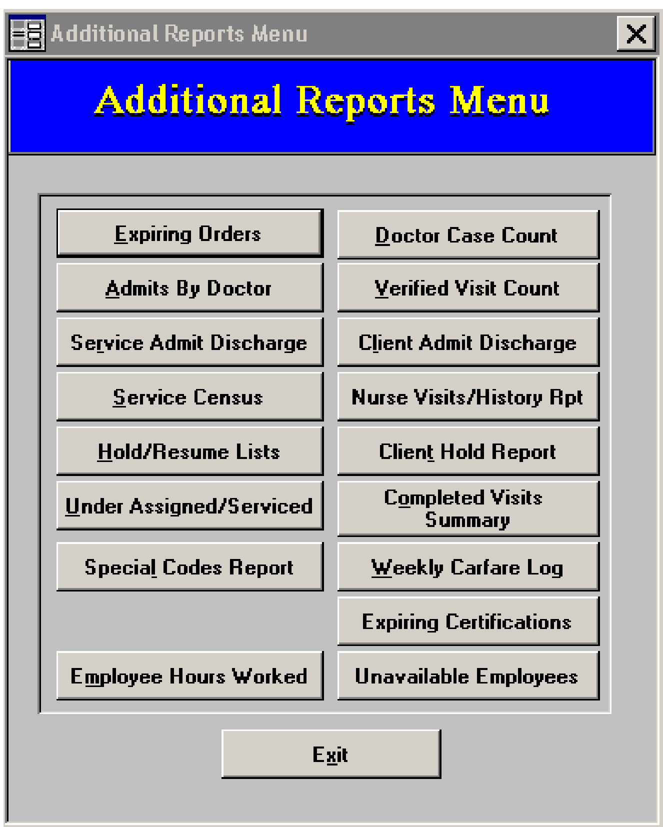


Figure 13-8 Additional Reports Menu

13.15 Expiring Orders Report

Lists orders that have expired as of a certain date.

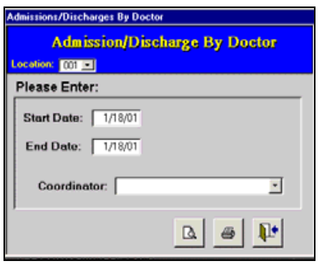
FAMILY HOMECARE

Expiring Orders **For Period: 7/22/03 thru 7/22/04**

22-Jul-04

Client Name	Client ID	End Date	Classfication	Doctor	Phone #
ELL, LILL	857746	7/29/03	HA		
ELL, LILL	857746	7/29/03	HA		
HEKTNER, TSILY	381913	7/29/03	HA	DR.ZABAR	(917) 826-7707
AN, WING H	386026	7/30/03	HA	DR.TAK	(212) 334-3507
AYLE, ZIR	V293225	7/30/03	HHA		
OGILEVSKY, NY	379626	7/30/03	HA	DR. FRUM	(718) 445-2222
ICHARDS, MARG	621172	7/30/03	HHA		
ANTIAGO, NUNE	384463	7/30/03	HA	DR.IVA.	(718) 780-5500
STAYEVA, TAMA	386007	7/30/03	PCA		
ISUDAS, GRACE	385654	7/30/03	HA	DR. SANEL	(718) 883-3225

13.16 Admits by Doctors Report



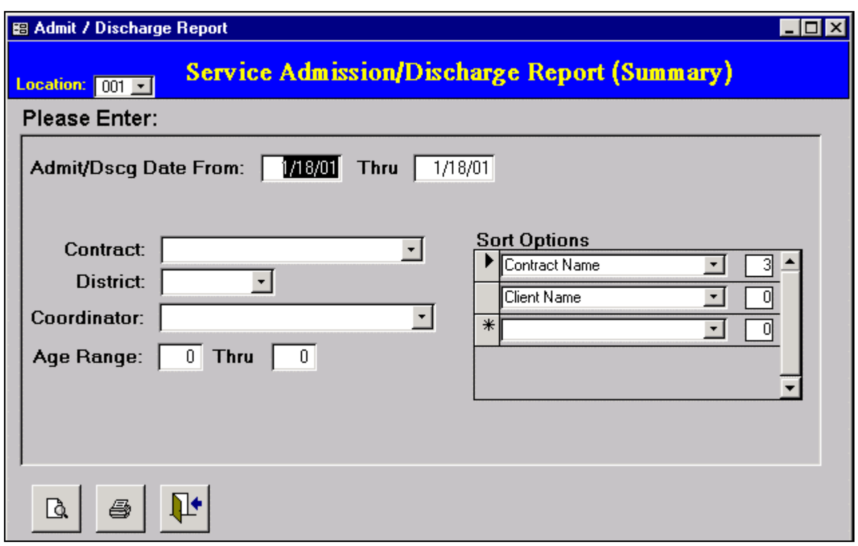
Admissions/Discharges/Visits By Doctor From 9/23/99 thru 9/23/00

23-Sep-00

Doctor	Admits	Discharges	Visits
NO DOCTOR ??????	3	0	1
PINSEL, ED 2344			4
Grand Totals:	**3**	**0**	**5**

13.17 Service Admit/Discharge Report

Fill out the menu below to tailor your report to your needs. The report summarizes by contract and client all the admissions and discharges during a specified time.



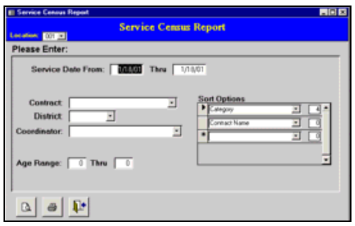
Service Admit / Discharge Report (Summary)

For Period: 9/23/99 thru 9/23/00

23-Sep-00

Contract Name	Client Name	Admits	Discharges
FAMILY HOME CARE	ABEL, CAIN B	1	0
FAMILY HOME CARE	ACEVEDO, JENNIFER	1	0
FAMILY HOME CARE	AGEE, JIM	1	0
FAMILY HOME CARE	VAC/SICK/HOL CLIENT,	1	0
FAMILY HOME CARE		4	0
HHC	ABEL, CAIN B	1	0
HHC		1	0
	Grand Total:	5	0

13.18 Service Census Report



Service Census Report

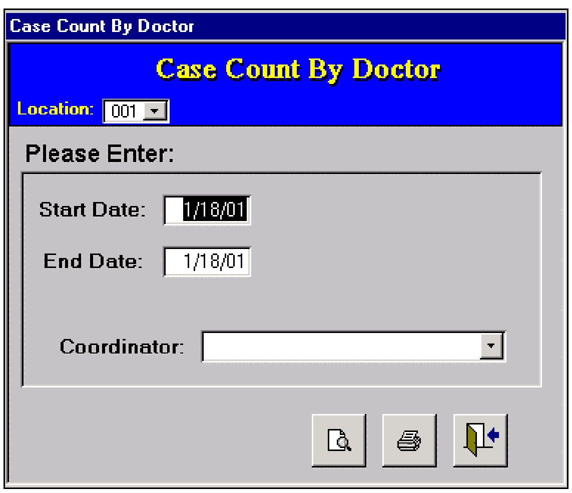
For Period: 9/23/99 thru 9/23/00

23-Sep-00

Category	Contract Name	#Clients	#Services	#TOS
ABC	FAMILY HOME CARE	3	3	4
ABC		3	3	4
	Grand Total:	3	3	4

13.19 Doctor Case Count

Provides statistics on the doctors employed by your company. See the example on the right.



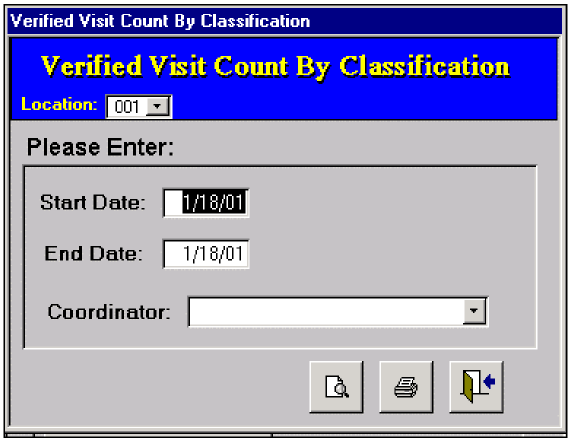
Case Count by Physician (Summary)

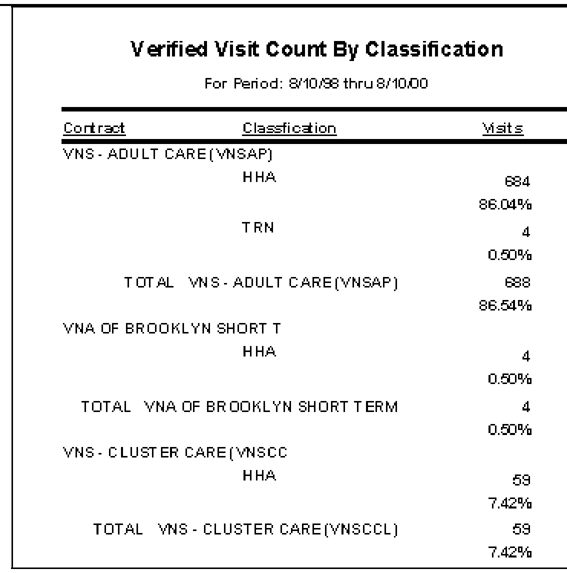
For Period: 8/10/98 thru 8/10/00

Referral Source	Doctor ID / UPN ID	Total Cases
	NO DOCTOR	339 54.50%
	AMPLE, JUAN 001295	1 0.16%
Totals For:		340 54.66%
	NO DOCTOR	271 43.57%
	AMPLE, JUAN 001295	8 1.29%
	MELVIN, HAROLD 001296	1 0.16%
Totals For:		280 45.02%

13.20 Verified Visit Count

Provides visit statistics according to contract.





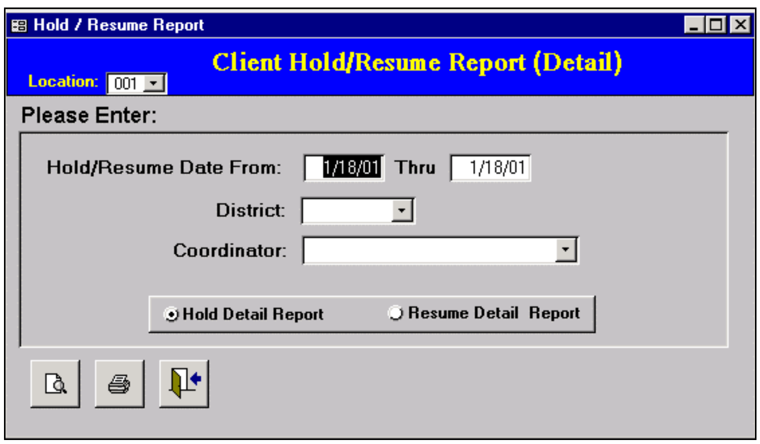
Verified Visit Count By Classification

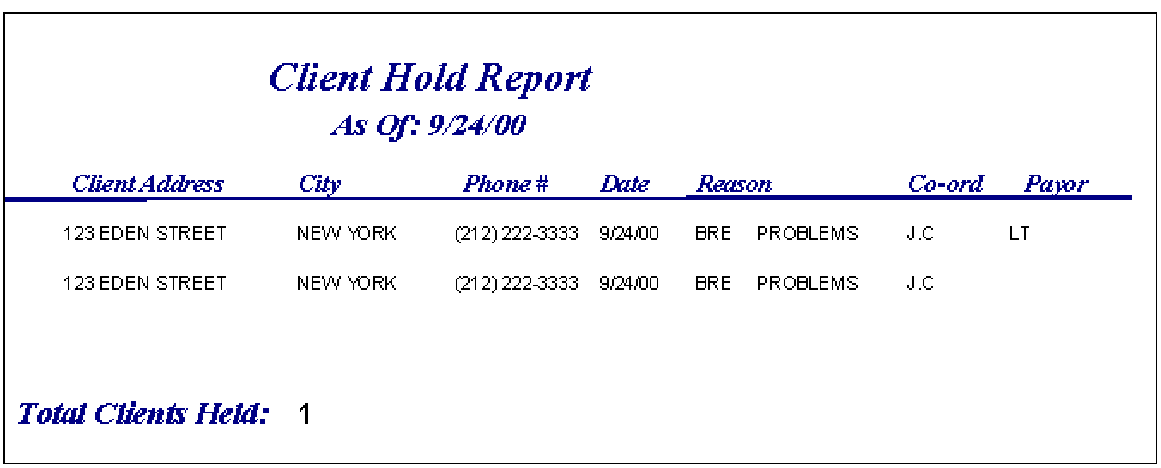
For Period: 8/10/98 thru 8/10/00

Contract	Classfication	Visits
VNS - ADULT CARE(VNSAP)		
	HHA	684
		86.04%
	TRN	4
		0.50%
TOTAL VNS - ADULT CARE(VNSAP)		688
		86.54%
VNA OF BROOKLYN SHORT T		
	HHA	4
		0.50%
TOTAL VNA OF BROOKLYN SHORT TERM		4
		0.50%
VNS - CLUSTER CARE(VNSCC		
	HHA	59
		7.42%
TOTAL VNS - CLUSTER CARE(VNSCCL)		59
		7.42%

13.21 Hold/Resume Lists

This menu creates two reports. 1) HOLD DETAIL—lists clients ON HOLD for a specific end date; 2) The RESUME DETAIL report shows the details of clients who have resumed receiving service.





Client Hold Report

As Of: 9/24/00

Client Address	City	Phone #	Date	Reason		Co-ord	Payor
123 EDEN STREET	NEW YORK	(212) 222-3333	9/24/00	BRE	PROBLEMS	J.C	LT
123 EDEN STREET	NEW YORK	(212) 222-3333	9/24/00	BRE	PROBLEMS	J.C	

Total Clients Held: 1

Figure 13-9 Clients Held Detail Report

Client Resume Report (Detail)

For Period: 9/24/00 thru 9/25/00

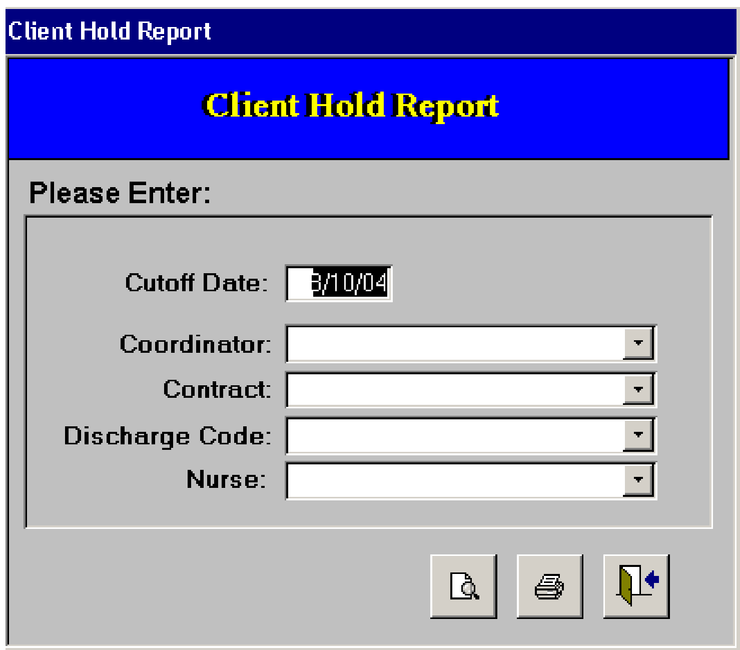
Client Name	Client Address	City	State	Phone	Held	Resumed	Reason	Co-ord	Payor
ABEL, CAIN B	123 EDEN STREET	NEW YORK	NY	(212) 222-3333		9/25/00	WEL	J.C	LT
ABEL, CAIN B	123 EDEN STREET	NEW YORK	NY	(212) 222-3333		9/25/00	WEL	J.C	

Total Clients Resumed: 1

Figure 13-10 Clients Resumed Detail Report

13.22 Client Hold Report

Use the **Client Hold** report button to create a report listing all clients in 'Hold' status for a specific reason.



Held Client Listing

As Of: 3/9/01

Client Name	Client #	Client Address	City	State	Zip	Phone #	Coord	Days
CONTRACT: FAMILY HOME CARE QNS - 0000555								
RODRIGUEZ, OLIVERIA	381457	127-10 22 AVE	COLLEGE POIN	NY	113562702	(718) 358-3105	42555	8

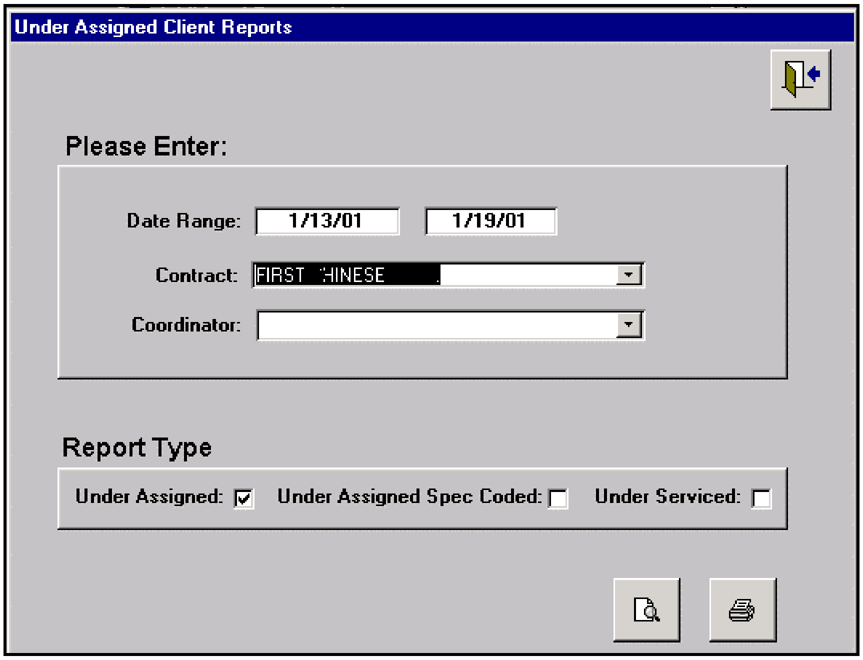
Clients Held For: FAMILY HOME CARE QNS 1

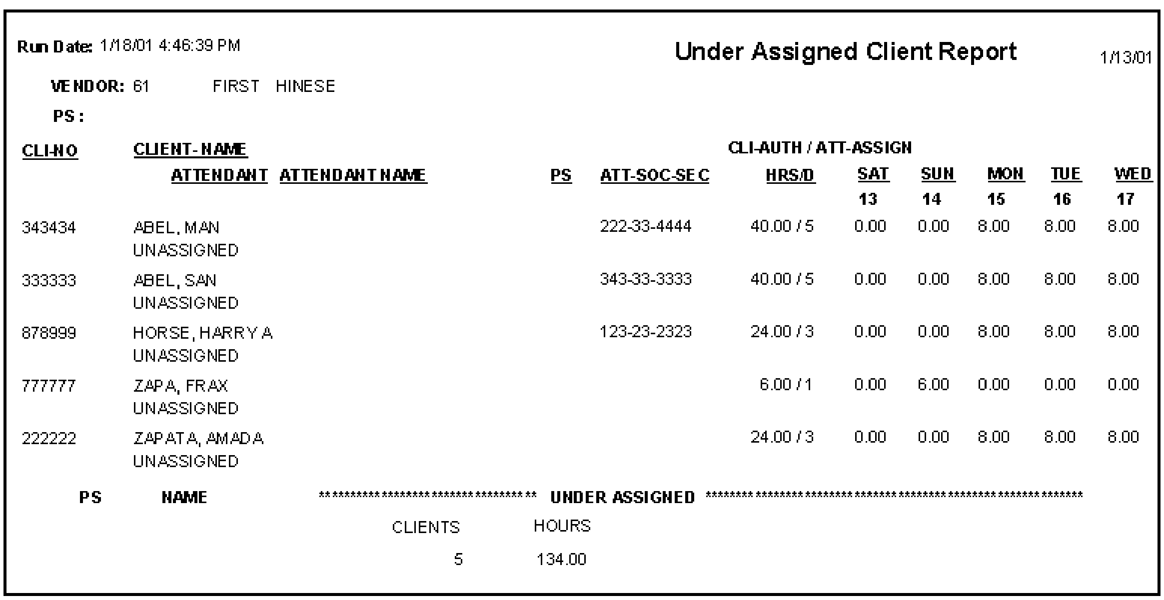
Figure 13-11 Client Hold Report

13.23 Under Assigned Serviced Clients Report

This report details those clients who are not being assigned employees and are therefore not being serviced according to the contract. Note that clients who have zero unauthorized hours do not appear on this report.

When you click the **Under Assigned/Service** button, you can limit the report to several parameters as shown below.





Run Date: 1/18/01 4:46:39 PM — Under Assigned Client Report — 1/13/01

VENDOR: 61 FIRST HINESE

PS :

CLI-NO	CLIENT-NAME / ATTENDANT ATTENDANT NAME	PS	ATT-SOC-SEC	CLI-AUTH / ATT-ASSIGN HRS/D	SAT 13	SUN 14	MON 15	TUE 16	WED 17
343434	ABEL, MAN UNASSIGNED		222-33-4444	40.00 / 5	0.00	0.00	8.00	8.00	8.00
333333	ABEL, SAN UNASSIGNED		343-33-3333	40.00 / 5	0.00	0.00	8.00	8.00	8.00
878999	HORSE, HARRY A UNASSIGNED		123-23-2323	24.00 / 3	0.00	0.00	8.00	8.00	8.00
777777	ZAPA, FRAX UNASSIGNED			6.00 / 1	0.00	6.00	0.00	0.00	0.00
222222	ZAPATA, AMADA UNASSIGNED			24.00 / 3	0.00	0.00	8.00	8.00	8.00

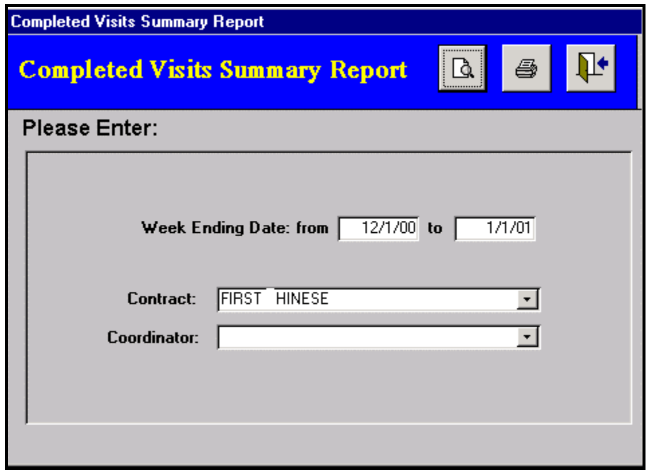
PS NAME ************************************ UNDER ASSIGNED **

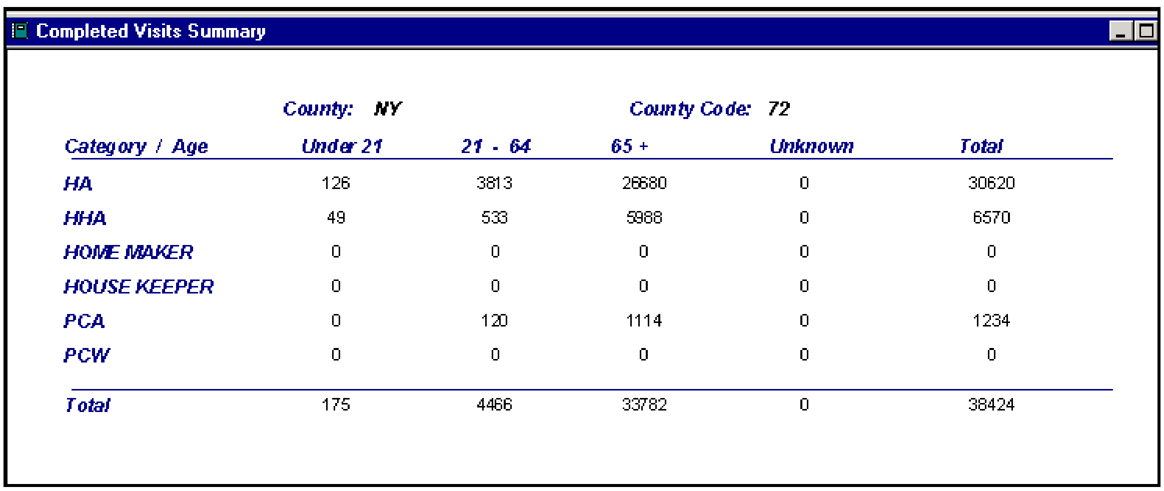
CLIENTS	HOURS
5	134.00

Figure 13-12 Under Assigned Client Report

13.24 Competed Visits Report

This report provides a breakdown of your agency's completed visits during a specific time period.





Completed Visits Summary

County: NY County Code: 72

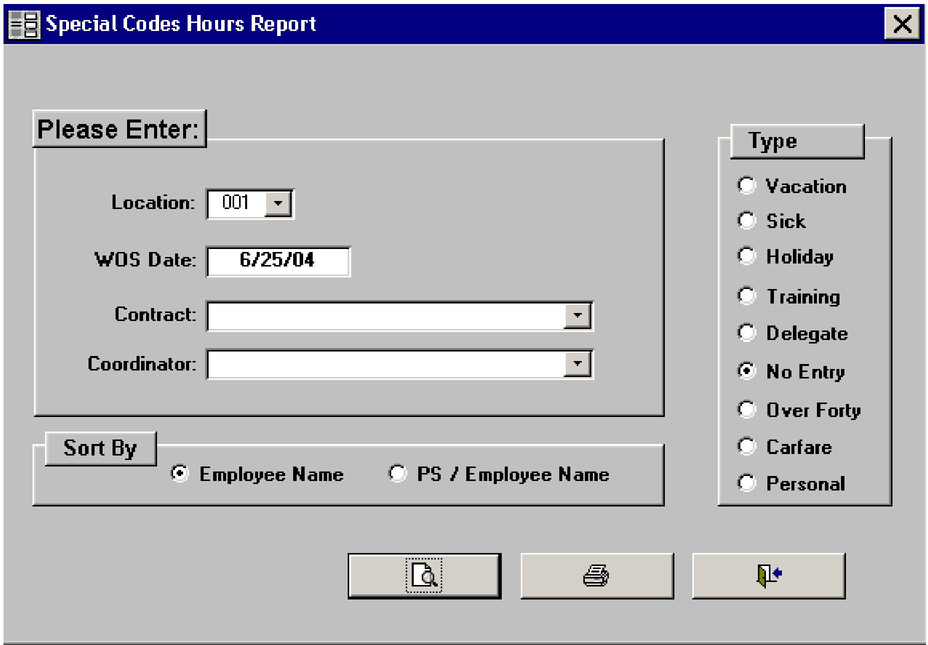
Category / Age	Under 21	21 - 64	65 +	Unknown	Total
HA	126	3813	26680	0	30620
HHA	49	533	5988	0	6570
HOME MAKER	0	0	0	0	0
HOUSE KEEPER	0	0	0	0	0
PCA	0	120	1114	0	1234
PCW	0	0	0	0	0
Total	175	4466	33782	0	38424

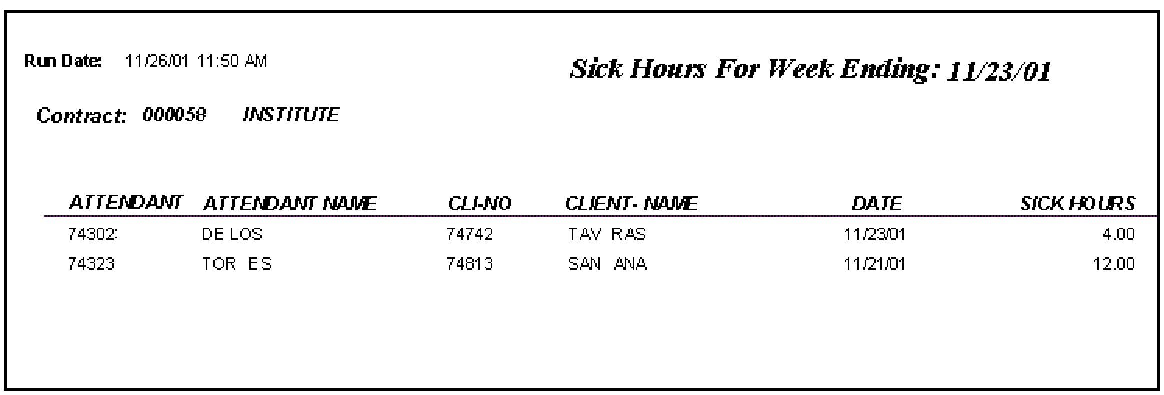
Figure 13-13 Completed Visits Summary Report

13.25 Special Codes Report

This report provides a list of all employees who were assigned a *special code*, that is, were on vacation or sick or worked more than forty hours during a particular week.

Click on the type of special code as shown on the right, select a contract and a coordinator then press the Print or View button.





Run Date: 11/26/01 11:50 AM

Sick Hours For Week Ending: 11/23/01

Contract: 000058 INSTITUTE

ATTENDANT	ATTENDANT NAME	CLI-NO	CLIENT- NAME	DATE	SICK HOURS
74302	DE LOS	74742	TAV RAS	11/23/01	4.00
74323	TOR ES	74813	SAN ANA	11/21/01	12.00

Figure 13-14 Special Codes Report

For Holiday special codes reporting: employees with more than 12 Holiday hours in a week will be highlighted by three asterisks next to their account number. For employees who are scheduled for the same client in different contracts where the total holiday hours exceed 12 (but not for an individual contract) the asterisks display on both contracts.

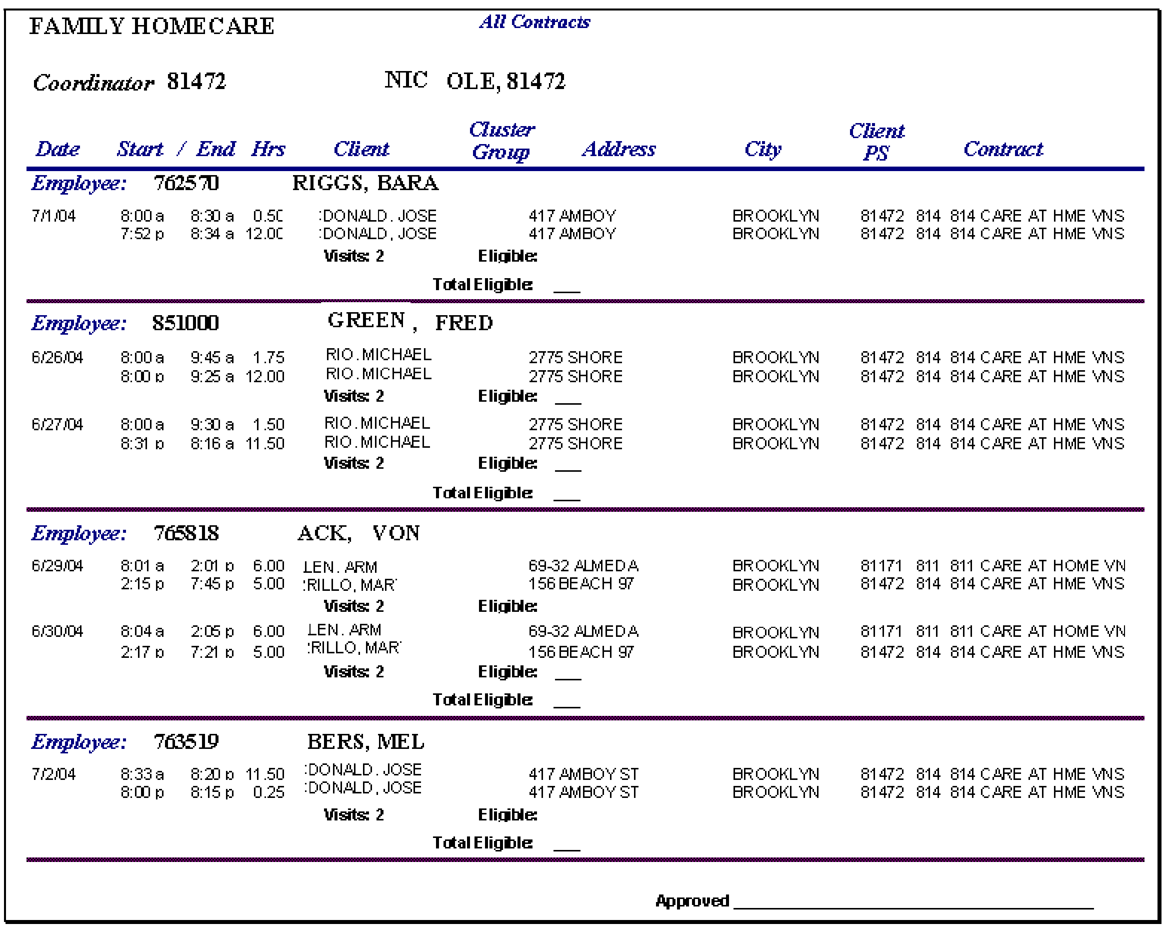
13.26 Weekly Carfare Log

Figure 13-15 Weekly Carfare Log Menu

This report provides a list and approval/signoff sheet for carfare expenses made by employees during a week of service. Employees who have no coordinator assignment will appear at the beginning of the report or may be selected from the coordinator drop down by selecting 'Not Assigned'

Data on the report is grouped by Employee Coordinator. Start and End hours use *verified* hours and not scheduled hours. The client coordinator ID (PS) appears between the city and contract. For each employee, blank spaces are available for entering the eligible amount for each day and the total eligible amount for the week. An 'Approved signature' line appears at the end of an Employee Coordinator section.

If 'Include all clusters' is *not* checked, the standard report summarizes all cluster visits (at the same location) on the same day, for the same cluster, and regards it as only one visit. Since at least two distinct visits must be present on the same day for a cluster to be included on the carfare report, a cluster at the same location would not appear on this report. Note that for Non-Santrax clients the *scheduled* hours appear on the Weekly Carfare Log



FAMILY HOMECARE — *All Contracts*

Coordinator 81472 — NIC OLE, 81472

Date	Start	End	Hrs	Client	Cluster Group	Address	City	Client PS	Contract
Employee: 762570				RIGGS, BARA					
7/1/04	8:00 a	8:30 a	0.5C	:DONALD , JOSE		417 AMBOY	BROOKLYN	81472	814 814 CARE AT HME VNS
	7:52 p	8:34 a	12.0C	:DONALD , JOSE		417 AMBOY	BROOKLYN	81472	814 814 CARE AT HME VNS
				Visits: 2	Eligible:				
					Total Eligible: ___				
Employee: 851000				GREEN , FRED					
6/26/04	8:00 a	9:45 a	1.75	RIO . MICHAEL		2775 SHORE	BROOKLYN	81472	814 814 CARE AT HME VNS
	8:00 p	9:25 a	12.00	RIO . MICHAEL		2775 SHORE	BROOKLYN	81472	814 814 CARE AT HME VNS
				Visits: 2	Eligible: ___				
6/27/04	8:00 a	9:30 a	1.50	RIO . MICHAEL		2775 SHORE	BROOKLYN	81472	814 814 CARE AT HME VNS
	8:31 p	8:16 a	11.50	RIO . MICHAEL		2775 SHORE	BROOKLYN	81472	814 814 CARE AT HME VNS
				Visits: 2	Eligible: ___				
					Total Eligible: ___				
Employee: 765818				ACK, VON					
6/29/04	8:01 a	2:01 p	6.00	LEN. ARM		69-32 ALMEDA	BROOKLYN	81171	811 811 CARE AT HOME VN
	2:15 p	7:45 p	5.00	:RILLO, MAR'		156 BEACH 97	BROOKLYN	81472	814 814 CARE AT HME VNS
				Visits: 2	Eligible:				
6/30/04	8:04 a	2:05 p	6.00	LEN. ARM		69-32 ALMEDA	BROOKLYN	81171	811 811 CARE AT HOME VN
	2:17 p	7:21 p	5.00	:RILLO, MAR'		156 BEACH 97	BROOKLYN	81472	814 814 CARE AT HME VNS
				Visits: 2	Eligible: ___				
					Total Eligible: ___				
Employee: 763519				BERS, MEL					
7/2/04	8:33 a	8:20 p	11.50	:DONALD . JOSE		417 AMBOY ST	BROOKLYN	81472	814 814 CARE AT HME VNS
	8:00 p	8:15 p	0.25	:DONALD , JOSE		417 AMBOY ST	BROOKLYN	81472	814 814 CARE AT HME VNS
				Visits: 2	Eligible:				
					Total Eligible: ___				

Approved ________________________________

Figure 13-16 Weekly Carfare Report

When ‘Include all clusters’ is checked, the report looks at each cluster visit as a single visit and does <u>not</u> summarize by day. In this case, the report, as shown below, includes even clusters (located at the same address) which would not appear on the standard report.

Carfare - Weekly Log For Week of 7/2/2004

FAMILY HOMECARE — *Contract: 812 CARE AT HOME PVT* — *Include All Clusters*

Coordinator 81277 MAR KY, 81277

Date	Start	End	Hrs	Client	Cluster Group	Address	City	Client PS	Contract
Employee: 764776				RIL. LIL					
6/28/04	8:03 a	12:02 p	4.00	NO. HERINE		2346 EAST 2ND	LITTLE NECK	81277	812 812 CARE AT HOME
	12:13 p	1:14 p	1.00	LAN CHARLES		320 AVE X	BRONX	81277	812 812 CARE AT HOME
				Visits: 2	**Eligible:**				
6/30/04	8:06 a	12:02 p	4.00	FIRNENO. CHARLES		2346 EAST 2ND	LITTLE NECK	81277	812 812 CARE AT HOME
	12:18 p	2:17 p	2.00	LANDO. CATHERINE		320 AVE X	BRONX	81277	812 812 CARE AT HOME
				Visits: 2	**Eligible:** ___				
				Total Eligible: ___					
Employee: 765239				AVES, KA					
6/28/04	6:03 a	12:03 p	6.00	STEIN. BERN.		47-27 LITTLE NECK PKW	LITTLE NECK	81277	812 812 CARE AT HOME
	4:34 p	7:36 p	3.00	SON. ANA		4187 MURDOCK AVE	BRONX	81277	812 812 CARE AT HOME
				Visits: 2	**Eligible:** ___				
6/29/04	6:00 a	12:00 p	6.00	STEIN. BERN.		47-27 LITTLE NECK PKW	LITTLE NECK	81277	812 812 CARE AT HOME
	4:37 p	7:41 p	3.00	SON. ANA		4187 MURDOCK AVE	BRONX	81277	812 812 CARE AT HOME
				Visits: 2	**Eligible:**				
6/30/04	6:00 a	12:00 p	6.00	STEIN. BERN.		47-27 LITTLE NECK PKW	LITTLE NECK	81277	812 812 CARE AT HOME
	4:39 p	7:37 p	3.00	SON. ANA		4187 MURDOCK AVE	BRONX	81277	812 812 CARE AT HOME
				Visits: 2	**Eligible:** ___				
7/2/04	6:01 a	12:01 p	6.00	STEIN. BERN.		47-27 LITTLE NECK PKW	LITTLE NECK	81277	812 812 CARE AT HOME
	4:42 p	7:42 p	3.00	SON. ANA		4187 MURDOCK AVE	BRONX	81277	812 812 CARE AT HOME
				Visits: 2	**Eligible:** ___				
				Total Eligible: ___					

Approved ______________________________

Figure 13-17 Weekly Carfare Report (including clusters)

Note: For each day the employee is eligible for carfare, the system scans the coordinators for the clients. If at least one of the coordinators is the same as the employee’s default coordinator (as shown on the employee screen)—the system lists the visits for the day under that coordinator. If not, the system selects the coordinator from the last client for the day and lists the visits under that coordinator.

13.27 Nurses Visit/History Report

These two reports provide information about the visits by nurses.

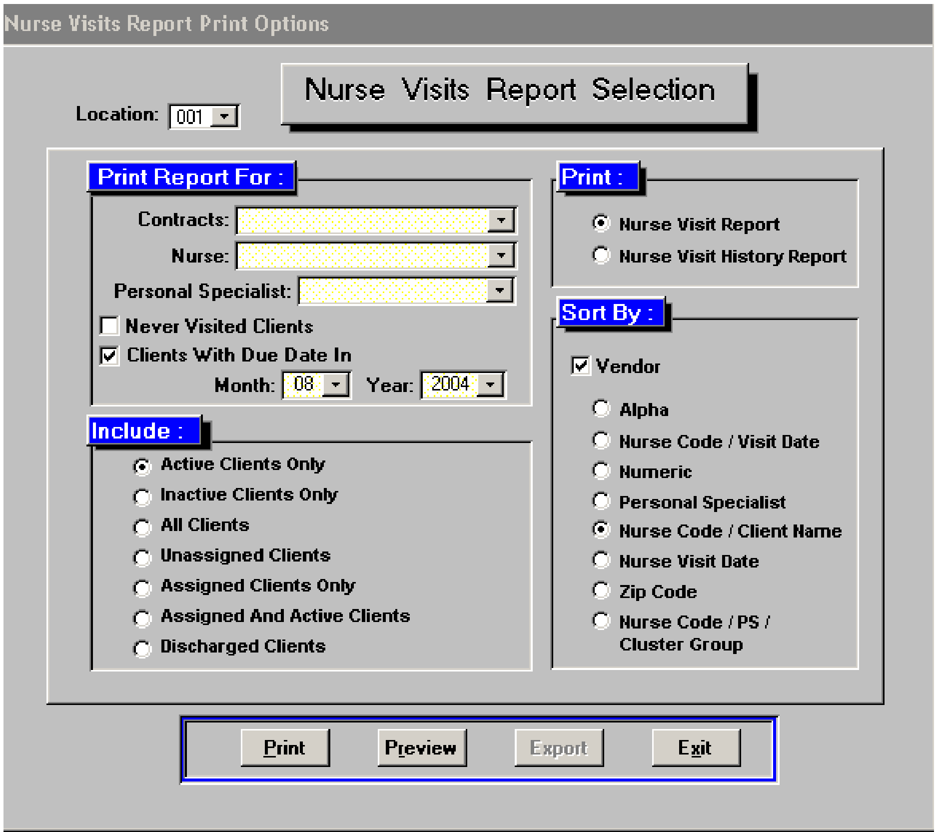
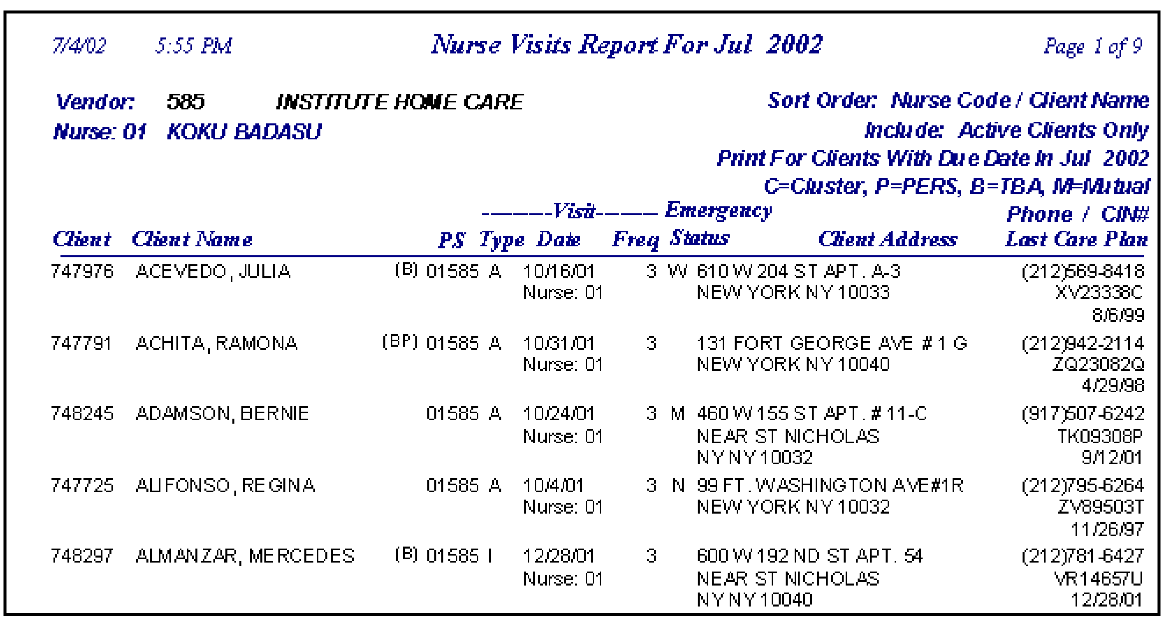


Figure 13-18 Nurse Visit Report menu



7/4/02 5:55 PM *Nurse Visits Report For Jul 2002* Page 1 of 9

Vendor: 585 INSTITUTE HOME CARE
Nurse: 01 KOKU BADASU

Sort Order: Nurse Code / Client Name
Include: Active Clients Only
Print For Clients With Due Date In Jul 2002
C=Cluster, P=PERS, B=TBA, M=Mutual

Client	Client Name		PS	Type	Visit Date	Freq	Emergency Status	Client Address	Phone / CIN# / Last Care Plan
747976	ACEVEDO, JULIA	(B)	01585	A	10/16/01 Nurse: 01	3	W	610 W 204 ST APT. A-3 NEW YORK NY 10033	(212)569-8418 XV23338C 8/6/99
747791	ACHITA, RAMONA	(BP)	01585	A	10/31/01 Nurse: 01	3		131 FORT GEORGE AVE # 1 G NEW YORK NY 10040	(212)942-2114 ZQ23082Q 4/29/98
748245	ADAMSON, BERNIE		01585	A	10/24/01 Nurse: 01	3	M	460 W 155 ST APT. # 11-C NEAR ST NICHOLAS NY NY 10032	(917)507-6242 TK09308P 9/12/01
747725	ALIFONSO, REGINA		01585	A	10/4/01 Nurse: 01	3	N	99 FT. WASHINGTON AVE#1R NEW YORK NY 10032	(212)795-6264 ZV89503T 11/26/97
748297	ALMANZAR, MERCEDES	(B)	01585	I	12/28/01 Nurse: 01	3		600 W 192 ND ST APT. 54 NEAR ST NICHOLAS NY NY 10040	(212)781-6427 VR14657U 12/28/01

Figure 13-19 Nurse Visit Report

* Based on an Agency option setting, you can have the ability to select 'Clients Due for: 'ALL', 'Assessment' and 'Supervisory' visits. The **ALL** selection will display all visit types due; **Assessment** will

display never visited clients and clients with the last visit type S; and **Supervisory** will display never visited clients and clients with the last visit type of A and I.

7/26/04 12:40 PM ***Nurse Visits History Report For Jul 2004*** *Page 1 of 5*

Vendor: 414 414 FAMILY HOME CARE
Nurse: 63 BERNADETTE NOEL

Sort Order: Vendor, Nurse Code / Client Name
Include: Active Clients Only
Print For Clients With Due Date In Jul 2004
C=Cluster, P=PERS, T-Santrax, B=TBA, M=Mutual
***** = Non-Compliance***

Client	Client Name /Phone CIN# / Priority Code		PS/ Nurse	----Visit---- DueDate	Fre		Client Address	Code	Visit History
610002 610085	DRAGA, MILDI DRAGNA, AN (718)633-3416 YY18459H Priority Code: 1	(TMp) (TMs)	41461 63	4/18/04	3	**	140 LAWRENCE AVE BROOKLYN NY 112301171	A S A S	1/18/04 10/27/03 7/10/03 3/7/03
610037	LEXANDER, JA (718)435-1440 ZT33794B Priority Code: 1	(TC)	41461 63	5/4/04	3	**	140 LAWRENCE AVE 3F BROOKLYN NY 112301171	S A S A	2/4/04 11/11/03 8/7/03 5/18/03
610043	RZBERGER, PI (718)633-2450 ZQ76184A Priority Code: 1	(TC)	41460 63	3/10/04	3	**	140 LAWRENCE AVE 4B BROOKLYN NY 112301171	A S A S	12/10/03 9/18/03 6/30/03 3/23/03
610046	STOR, SHERR (718)854-0843 YY43295Z Priority Code: 1	(T)	41461 63	3/9/04	3	**	140 LAWRENCE 3M BROOKLYN NY 112301171	S A S S	12/9/03 9/12/03 6/6/03 3/13/03
610029	ECKER, DORA (718)633-4561 ZF82615B Priority Code: 1	(T)	41461 63	5/12/04	3	**	140 LAWRENCE AVE 6F BROOKLYN NY 112301171	A S A S	2/12/04 11/12/03 8/7/03 5/16/03

Figure 13-20 Nurse Visit History Report

The Nurse Visit History report has an **Export** option which will create a comma delimited file.

13.28 Expiring Certifications Report

IC

Expiring Certifications **For Period: 4/2/03 thru 7/27/04**

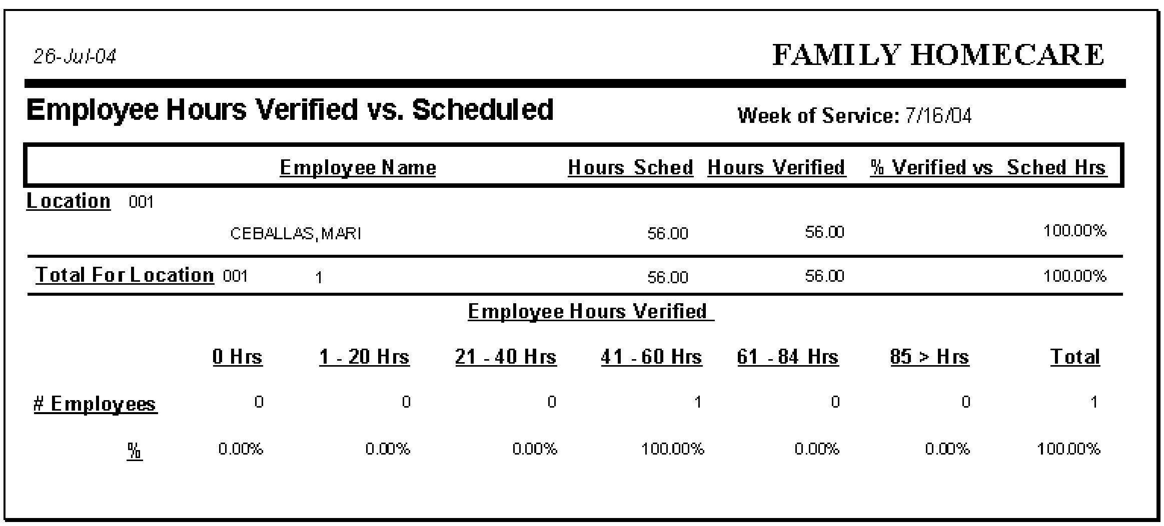
27-Jul-04 **Contract: 414 FAMILY HOME CARE**

Client Name	Client ID	Cert Eff	Cert Exp	Contract	Coord	Program	Sec Pgm
HURURIANTS, AMA	386142		9/20/03	0000414	41422		
ZALES, VIRGINIA	382043		2/28/04	0000414	41464		

Figure 13-21 Expiring Certifications Report

13.29 Employee Hours Worked Report

This report requires security access to be enabled. Please contact customer service.



26-Jul-04

FAMILY HOMECARE

Employee Hours Verified vs. Scheduled

Week of Service: 7/16/04

	Employee Name	Hours Sched	Hours Verified	% Verified vs Sched Hrs
Location 001				
	CEBALLAS, MARI	56.00	56.00	100.00%
Total For Location 001	1	56.00	56.00	100.00%

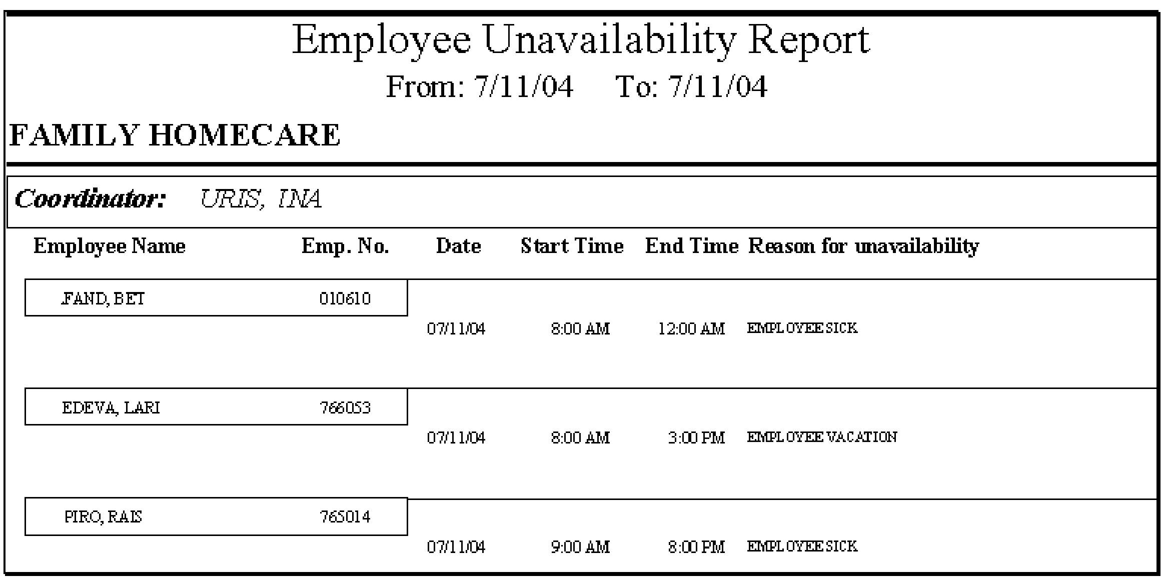
Employee Hours Verified

	0 Hrs	1 - 20 Hrs	21 - 40 Hrs	41 - 60 Hrs	61 - 84 Hrs	85 > Hrs	Total
# Employees	0	0	0	1	0	0	1
%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	100.00%

Figure 13-22 Employee Hours Worked Report

13.30 Employee Unavailability Report

This report documents employees who are unavailable during a range of dates and times.


Employee Unavailability Report

From: 7/11/04 To: 7/11/04

FAMILY HOMECARE

Coordinator: URIS, INA

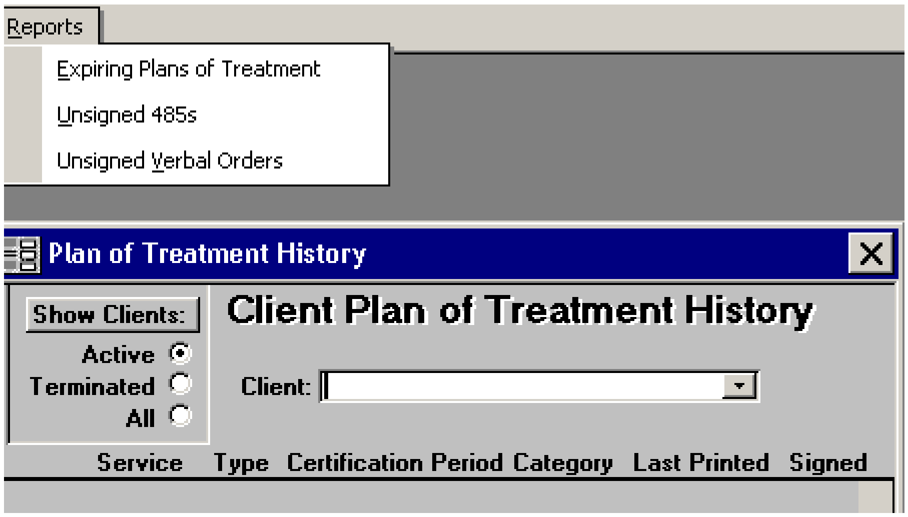
Employee Name	Emp. No.	Date	Start Time	End Time	Reason for unavailability
FAND, BET	010610	07/11/04	8:00 AM	12:00 AM	EMPLOYEE SICK
EDEVA, LARI	766053	07/11/04	8:00 AM	3:00 PM	EMPLOYEE VACATION
PIRO, RAIS	765014	07/11/04	9:00 AM	8:00 PM	EMPLOYEE SICK

Figure 13-23 Employee Unavailability Report

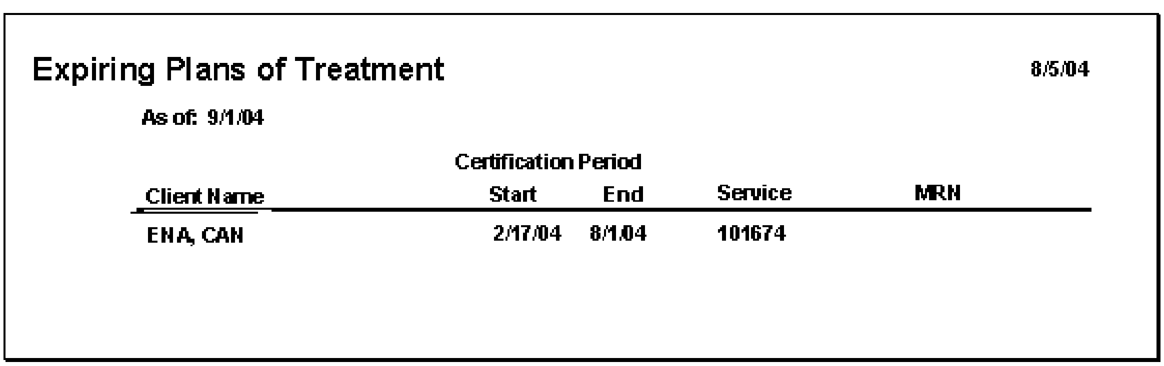
13.31 Plan of Treatment Reports

To access three reports related to HCFA do the following:

1. Click **Daily Functions** on the Main Menu.
2. On the next screen, click **Plan of Treatment**.
3. Use the report item on the menu bar to generate any of the reports listed.



Enter the month and year for the Expiring Plans of Treatment Report.



Expiring Plans of Treatment 8/5/04

As of: 9/1/04

Client Name	Certification Period Start	Certification Period End	Service	MRN
ENA, CAN	2/17/04	8/1.04	101674	

Figure 13-24 Expiring Plans of Treatment Report

Unsigned Plans of Treatment

8/5/04

Client Name	Certification Period Start	End	Service	MRN
ANIELS, CHRIS	3/1/04	9/1/04	100994	
OLDMAN, MAXI	3/30/04	9/26/04	001338	
AMILTON, LOUI	4/4/04	10/3/04	386360	
ONI, HAL	8/1/04	1/30/05	101833	
IARKH ASINA	5/5/04	11/3/04	386447	
ASSELL, FRAD'			101710	

Figure 13-25 Unsigned Plans of Treatment Report

Unsigned Verbal Orders

8/5/04

Client Name	Certification Period Start	End	Service	Printed
HONI, HAL	8/1/04	1/30/05	101833	

Figure 13-26 Unsigned Verbal Orders Report

Chapter 14 System Functions

This chapter presents an overview of functions available for setting up defaults of various kinds, and in maintaining codes necessary for efficient use of HC Plus.

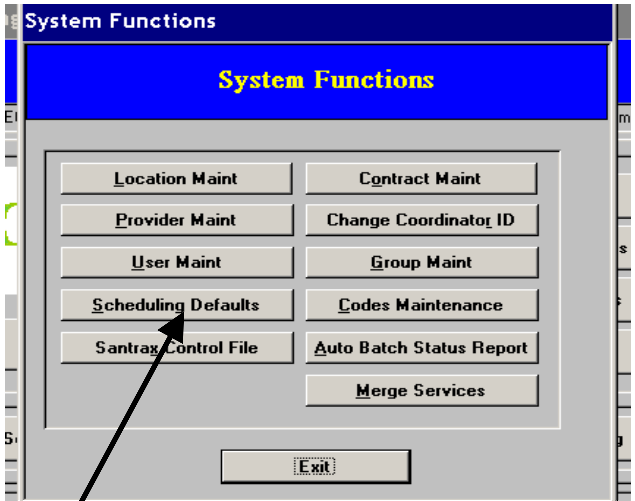


Figure 14-1 System Functions menu

14.1 Scheduling System Defaults

Click on **Scheduling Defaults** to set defaults for Scheduling, Compliance, HC Plus Interface, Global, and Sharp needs.

14.1.1 Scheduling Tab

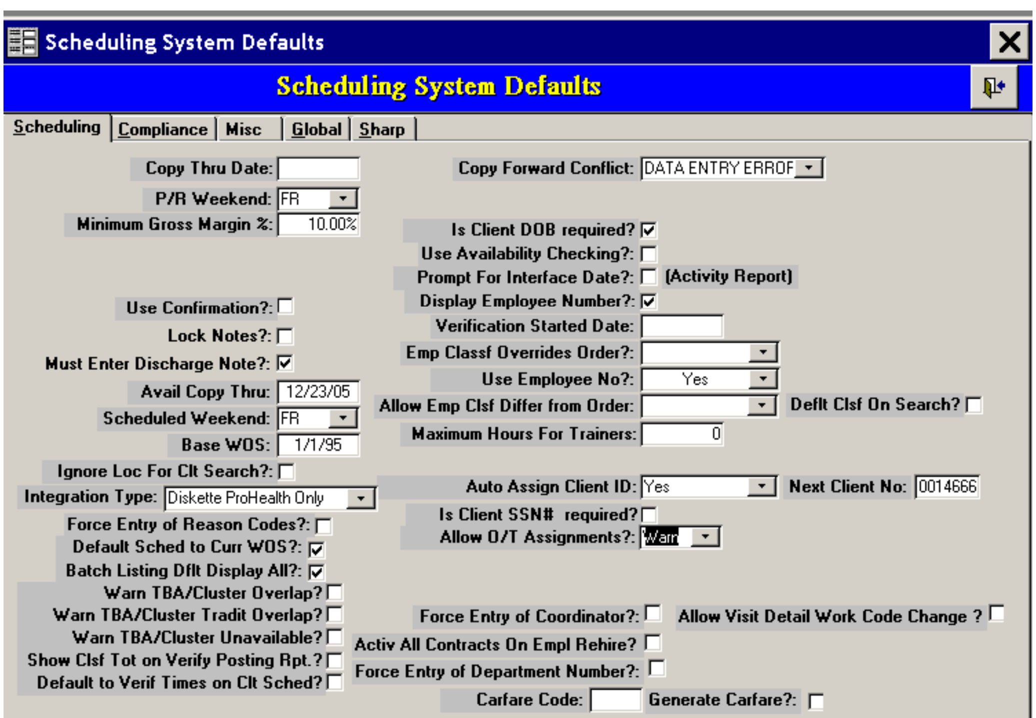


Figure 14-2 Scheduling Defaults menu

This screen allows you to set the formal parameters for your system such as the dates through which you may copy schedules etc.

Field	Description
Copy thru date	For copying schedules forward in the global mode, enter the latest date through which to implement the generation of employee and client schedules.
P/R weekend	The end of the Payroll Week usually set to Friday.
Minimum Gross Margin %	Usually about 30% in reference to the difference between service reimbursement rates and employee salary rates.
Allow O/T assignment?	Permits overtime assignments (exceeding forty hours) for employees. Set to either Yes, No or Warn.
Use Confirmation	For future use.
Lock Notes	Notes will be read-only after their initial creation. If this box is checked you may not modify an old note—only reference it in a later note with the appropriate corrections cited.
Must enter discharge note	Upon discharge, a note must be entered detailing the reason for the discharge.
Avail Copy thru	Enter the last date the availability of an employee may be copied forward.
Scheduled weekend	Enter day (usually Friday) for start of weekend
Base WOS	Starting Week of Service.
Ignore Loc for Clt Search?	Check when you want the search for clients to disregard any specific location but to search across all locations.
Integration type	Indicate whether integration of your system is: Diskette ProHealth Only SHARP Combined ProHealth HCOpen The integration type affects issues such as batching.
Force entry of reason codes?	Make the entering of reason codes for various entries to be mandatory.
Default Sched to Curr WOS?	Enabling this option will cause scheduler to always go to current week of service when selecting a different client or employee. Not enabling it causes the schedule to display the same week as viewed on the schedule of the preceding client or employee. For the Employee Verification screen: For the Employee Verification Screen, if the checkbox is checked, Week of Service will default to the prior week. If it is not checked, the Week of Service will default to the week currently being worked on.
Batch Listing Dflt Display All?	The Batch Listing screen defaults to showing ALL of the batches.
Warn TBA/Cluster Overlap **Warn TBA/Cluster Traditional Overlap**	Users with access to Allow Update for Scheduling Default Settings will be able to modify these settings; if checkboxes are clicked, the system will display a warning whenever a TBA or Cluster schedule overlaps, with the option to accept or decline the update.
Warn TBA/Cluster Unavailable	Warns if the employee is unavailable for a TBA/cluster.

Field	Description
Show Clsf Tot on Verify Posting Report	If checked, the Verify Posting Report will tally the number of HA's, RN's , etc. Does not appear when the Integration type = Sharp
Copy forward conflict	Enter a reason for a conflict in copying forward a schedule. This will appear in the history. ALTERNATE NUMBER AANM 0 AGENCY ERROR AER 0 REDUCED SERVICE HOURS ARS 0 SCHEDULE CHANGE ASC 0 SYSTEM FAILURE ASF 0 DELEGATE ED 1 EMPLOYEE ERROR EERR 0 HOLIDAY EH 1
Cursor at Emp number /SS number	Enter preference for cursor positioning on the Verification screen either at the Employee # or the Social Security #.
Use Availability checking	For scheduling purposes, make employee availability a prerequisite for assignments.
Prompt for interface date (Activity report)	Future use.
Display employee number	Employee number appears on screen.
Verification started date	Enter date for starting of the verification process.
Emp Classf overrides order	For timesheet billing, this option allows the employee classification status to take precedence over the classification that appears on the order. That is, even if the order calls for an HA, a LPN can do the job as well—and will be paid at the LPN rate.
Use Employee number	Use a local employee number or use an automatically incremented HC Plus number.
Next Emp no	The next employee number that will be assigned is displayed in this text box.
Allow Emp Class Differ from Order	In assigning employees to the schedule, allow the employee classification to differ from that specified in the order.
Deflt Clsf On Search	If checked, the search for employee will default the order's classification.
Maximum Hours for Trainers	When you attempt to assign an employee with a classification of Trainer, a warning is displayed. Enter hours (between 0 and 24, in quarter increments) into this field.
Auto Assign Client ID	HC-Open has the capability of automatically assigning client ID numbers.
Next Client No:	Displays the next automatically generated client number.
Is Client SSN required?	Check if you want the SS# to be mandatory on the client screen.
Employee/User Fields	Customize Certain fields by entering a label for them. For example, you may want to add a Race/Ethnic field to your employee screen.

Field	Description
Force entry of coordinator?	If this option is selected, you will be forced to enter a Client Coordinator on either the Client Maintenance or Service Maintenance screen. However, the default setting is to *not* require entering data in the coordinator field.
Force Entry of Department Number	Make the department number mandatory
Activ All Contracts on Empl Rehire	Check this to reactivate all contract/s when a terminated employee status is changed to Active or Rehire.
Carfare Code	Enter the code that signifies carfare—to be used on the Service screens and employee payroll.
Generate Carfare	If checked, the carfare field is displayed on the verification screen

14.1.2 Compliance Defaults Tab

Click on the **Compliance** tab to set the basis on which compliance is handled.

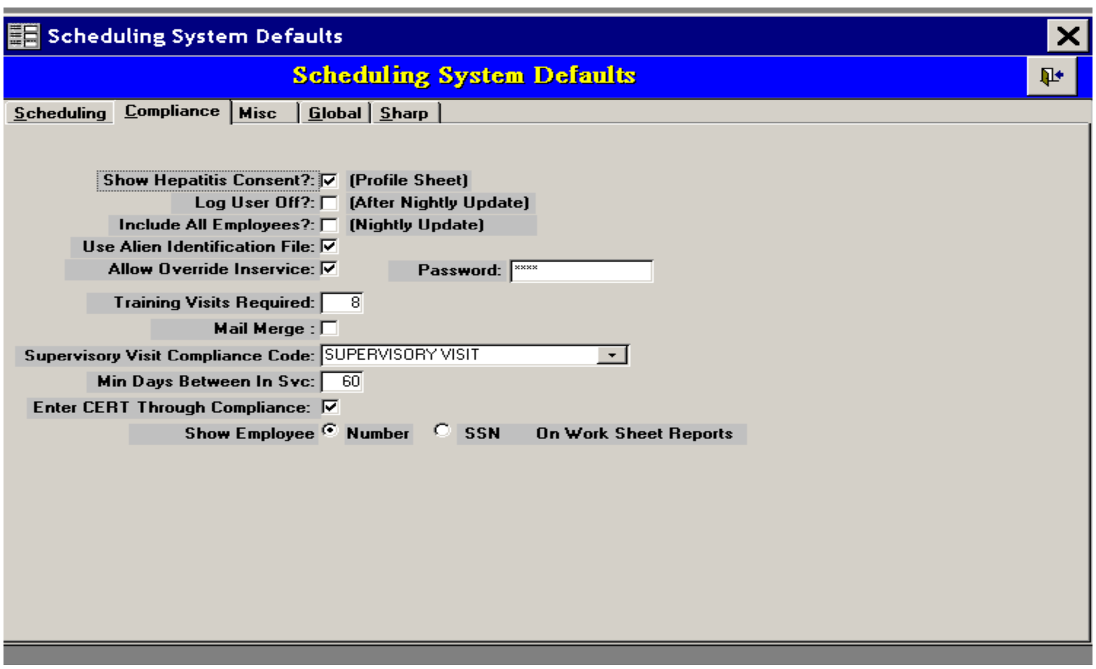


Figure 14-3 Compliance Defaults menu

Field	Description
Show hepatitis consent	Option to display hepatitis consent on the Profile sheet
Log User off	Check, if after nightly update, you want the user to be logged off.
Include all employees	Check if the nightly update will include all employees.
Use Alien ID number	Use an immigration number, if necessary, for an employee who has no Social Security number.
Allow override in-service	Disregard for compliance purposes an employee's non-completion of a past in-service training course. To do this you must enter a requisite security password.
Training visits required	Enter the number of training visits required for employees

Mail Merge	Enable this checkbox if you want the Mail Merge button to display, for example, on the Non-working Employees report menu.
Merge Directory	Specify the directory where you want the text file exported.
Password	Enter Password required for compliance processing
Supervisory Visit Compliance Code	Select the compliance code from the dropdown that reflects the updates of supervisory visits.
Min Days Between In-Service	Minimum number of days required between in-service training sessions.
Enter CERT through compliance	If checked, certification is made directly through Employee Compliance by entering the completion date for the in-service course. A Certificate can then be printed out. If this checkbox is not set, than certification is done through the Certification Tab that appears on the Training screen accessed via Employee Maintenance.

14.1.3 HC Plus interface Tab

Use the **Misc** tab to set the directory addresses where the automated batch process sends its files. The Timeslip Interface File path designates the folder (HABATCH) where timeslips are filed for batching.

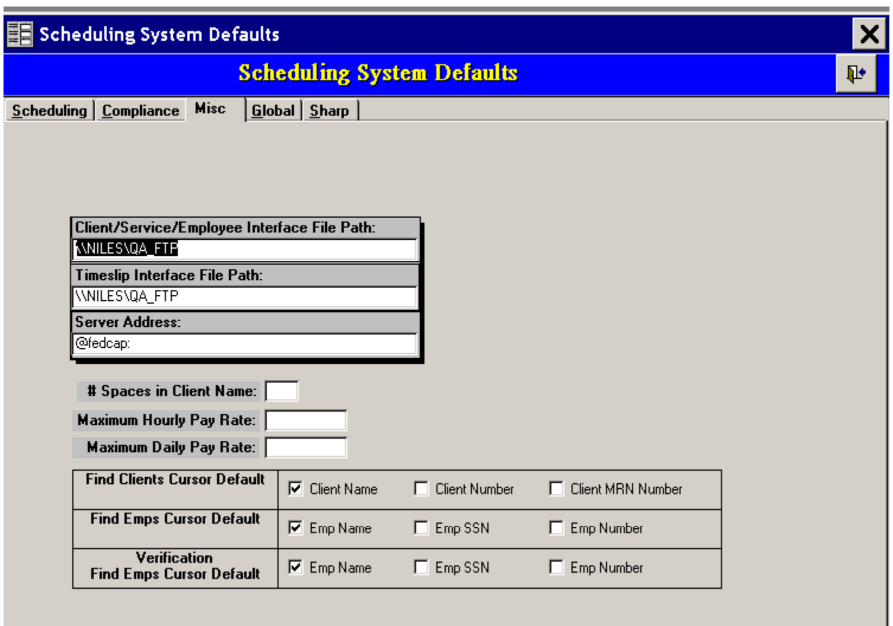


Figure 14-4 HC Plus directory assignments

14.1.4 Global Tab

Click on this tab to set global defaults for the HC Plus system.

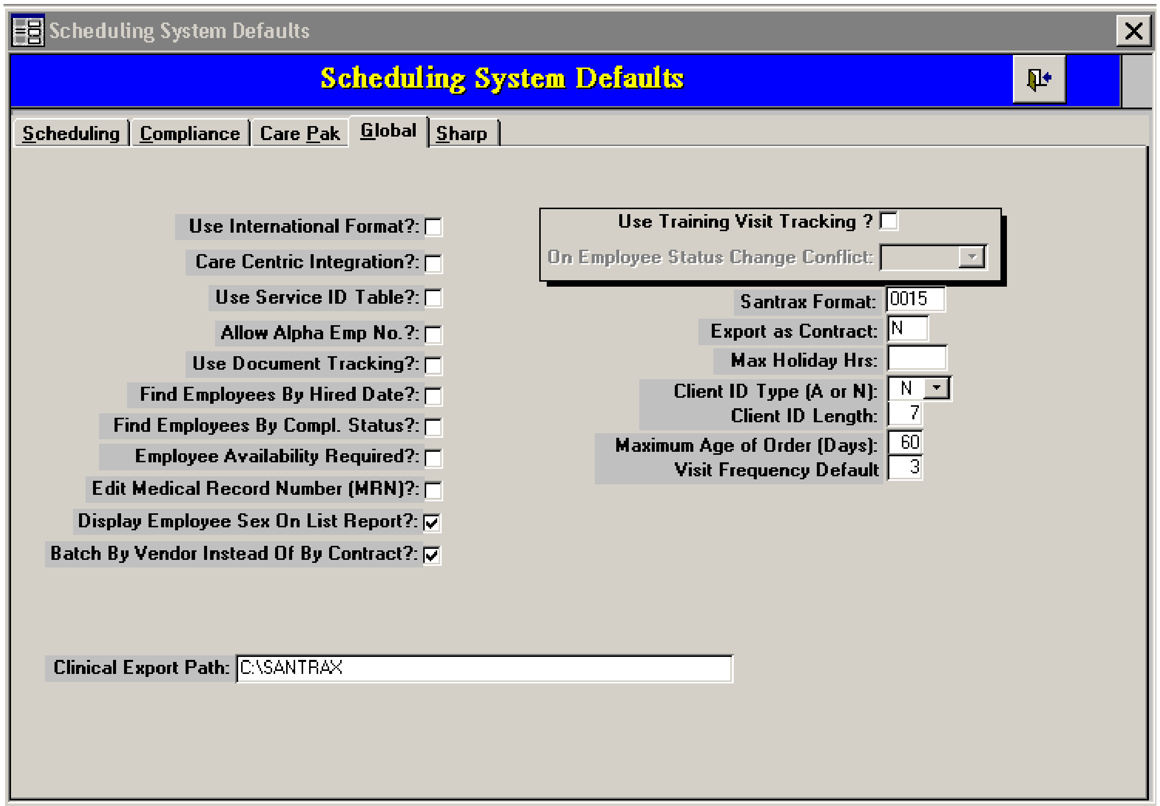


Figure 14-5 System Global Defaults

Employee sex and total number of employees by sex may be added to the Employee Report List. To enable this feature click the **Display Employee Sex on List Report** checkbox.

- Also note that the **Client ID length** can be numeric, alphabetic and up to nine characters in length.
- Holiday hours can be limited to an amount determined by the Agency by entering the amount into the **Max Holiday Hrs** field. By default, the system sets the maximum holiday hours to 12.
- By entering a value in the **Visit Frequency Default** field you can define the default value for Nurses visits on the Client Maintenance Screen.

Field	Description
Use International Format?	For use outside of the United States
Care Centric Integration?	No longer used.
Use Service ID table?	Future use.
Allow Alpha Emp No?	Allow an alphabetic employee ID.
Use Document Tracking?	No longer used.
Find Employees by Hired Date?	When searching for employees, use the hire date.
Find Employees by Compl Status?	When searching for employees, take the compliance status into account.

Field	Description
Employee Availability Required?	If checked, when entering a new employee, you will be forced to enter his/her availability at the time of the record's creation.
Edit Medical Record Number (MRN)?	For some agencies the MRN is required and limited to 9 numeric positions. Checking this box, allows changing the number, when necessary.
Display Employee sex on List report?	Document the employee's gender on the Employee list report.
Batch by Vendor instead of by Contract	Batching of timeslips will be done at the vendor level; if a batch doesn't already exist for a specific vendor then one is created. Although batches are created based upon client location, the Batch Listing does not display location. Leaving this blank allows batching by contract.
Use Training Visit Tracking?	No longer used.
Santrax format	Select the Santrax format from the dropdown.
Export as Contract	Export data to Santrax with 'N'- the contract ID; or 'D'-the contract description; or 'C' –the contract category.
Max Holiday hours	Enter the maximum holiday hours allowed by an employee
Client ID type (A or N)	Some agencies use a numeric number of length 7, while others use an alpha of length 6.
Client ID length	Set the length of the client ID.
Maximum age of order (days)	Usually set to 60 days, it disallows the creation of an order going forward or backward sixty days.
Visit frequency Default	Nurse visit limit, usually set to 3—that is once every three months.
Clinical Export Path	Directory for the export of Clinical Data.

14.1.5 Sharp Tab

Set Sharp system defaults for calculated hours and discharge options.

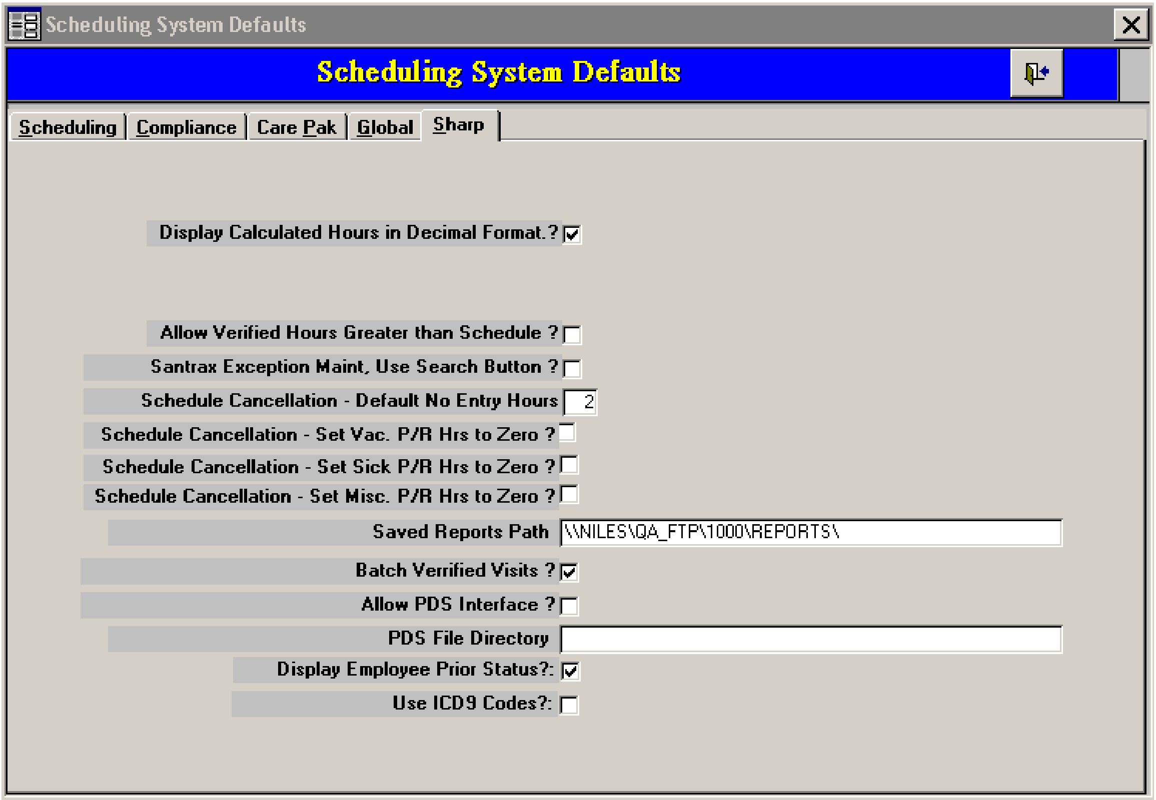


Figure 14-6 Sharp default options

Field	Description
Display Calculated Hours in Decimal Format?	Check to have the visit hours displayed in decimal format.
Allow Verified Hours Greater the Scheduled	Checking this field allows temporary assignment and verified hours to exceed Daily or Weekly authorizations
Santrax Exception Maintenance. Use Search Button	No longer used.
Schedule Cancellation – Default No Entry Hours	For Sharp Integration types: Use this to control the number of payroll hours given to employee when canceling a visit for 'No Entry'. This value can be set to any value from 0 to 12.
Schedule Cancellation – Set Vac P/R Hours to Zero.	For Sharp Integration types: Use this to control the number of payroll hours given to employee when canceling a visit for Vacation.
Schedule Cancellation – Set Sick P/R Hours to Zero.	For Sharp Integration types: Use this to control the number of payroll hours given to employee when canceling a visit for Sick—and create a transaction with zero hours.

Field	Description
Schedule Cancellation – Set Misc P/R Hours to Zero.	Use this to control the number of payroll hours given to employee when canceling a visit for Holiday or Delegate etc. Enabling this option creates a transaction with zero hours.
Saved Reports Path	Define the directory for storing Santrax reports
Batch Verified Visits	When this field is checked, only verified records are batched. The criteria for inclusion in a batch are location, contract, week of service, and user.
Allow PDS Interface	No longer used.
PDS File Directory	No longer used.
Display Employee Prior Status	Select the option to display employee prior status, information; deselect the option to hide the prior status. (See the Employee Status Change screen.)
Use ICD9 codes	If the 'Use ICD9 Codes' is **'Unchecked',** the Search ICD9 Code button will not display on the Code Maintenance screens. When searching for a Diagnosis Code, the system will use the DX Code. If no DX code exists, a message will display "Invalid Diagnosis Code." **'Unchecked'** is the default setting. If the "Use ICD9 Codes" box is "Checked," the Search ICD9 Code button will display on the Code Maintenance screens. When searching for a Diagnosis Code, the system will first choose the DX Code. If no DX Code exists, it will then select a matching ICD9 Code. If neither exists, a message will display "Invalid Diagnosis Code." This option is available at the Agency level. If you would like the "Use ICD9 Codes" setting for your Agency, please contact Client Services at 516-484-4400 ext 552.

14.2 Contract Maintenance

To view data about your contracts, press the **Contract Maint** button. A list of contracts appears. This information is used throughout the system in enrolling and servicing clients. You may create new contracts as needed by pressing the **New** button at the bottom left of the screen.

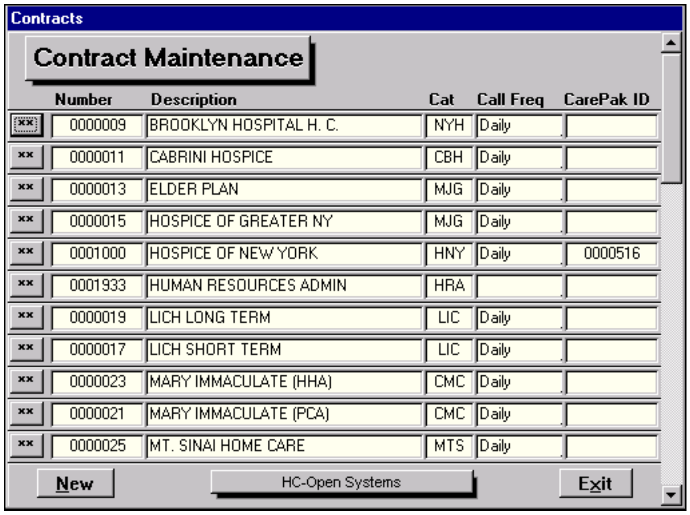


Figure 14-7 List of Contracts

14.2.1 Contract—general information

Click on the ****** button to the left of each entry to see details of each contract. Provider information is entered on this screen—and corresponds to the provider displayed in Service Maintenance.

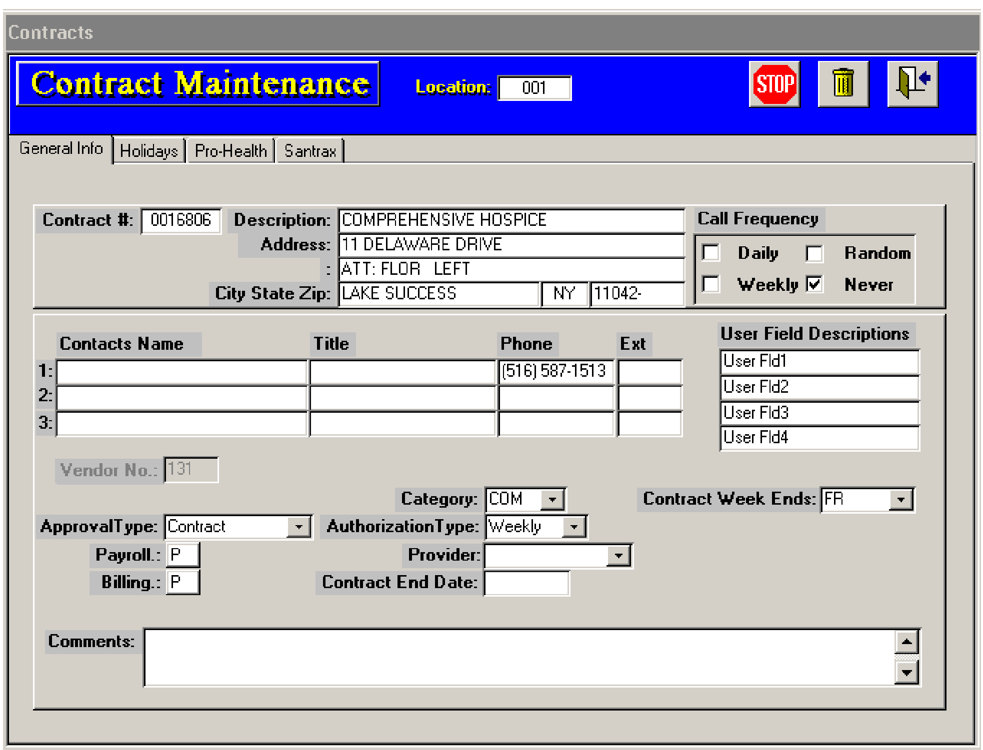
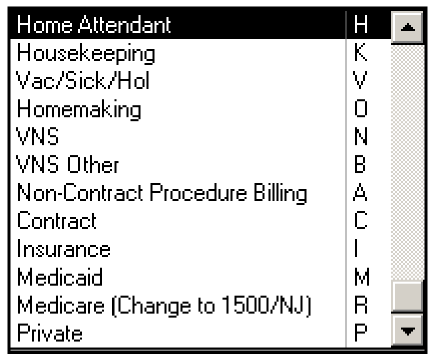


Figure 14-8 General Contract Information

Field	Description
Contract #	Displays the Contract Id.
Description, Address	Name and location of agency handling contract.
Call Frequency	This feature is used in call tracking. Santrax users usually check **Never**. 
Contact Information	Enter the contact person's information.
User Field Description	.Create fields for use on the Service-Billing and Insurance Screen.
Vendor #	Enter the vendor number for this contract.
Approval Type	Options are: 
Authorization Type	Depending on the **Approval type**, this field may be weekly for Approval type = contract and daily for Medicaid.
Category	Use the dropdown to select the contract category.
Allow PDS Interface	No longer used.
PDS File Directory	No longer used.
Provider	Choose the name of the service provider
Payroll/Billing	V = VNS; P-Prohealth
Comments	Enter comments relevant to this contract 's management

14.2.2 Contract Holiday data

The Holidays tab on Figure 14-8 allows you to set up your work-year calendar, recording those days that are holidays or non-working days for this contract. You may modify the Dates and Pay types, if you have the proper security clearance.

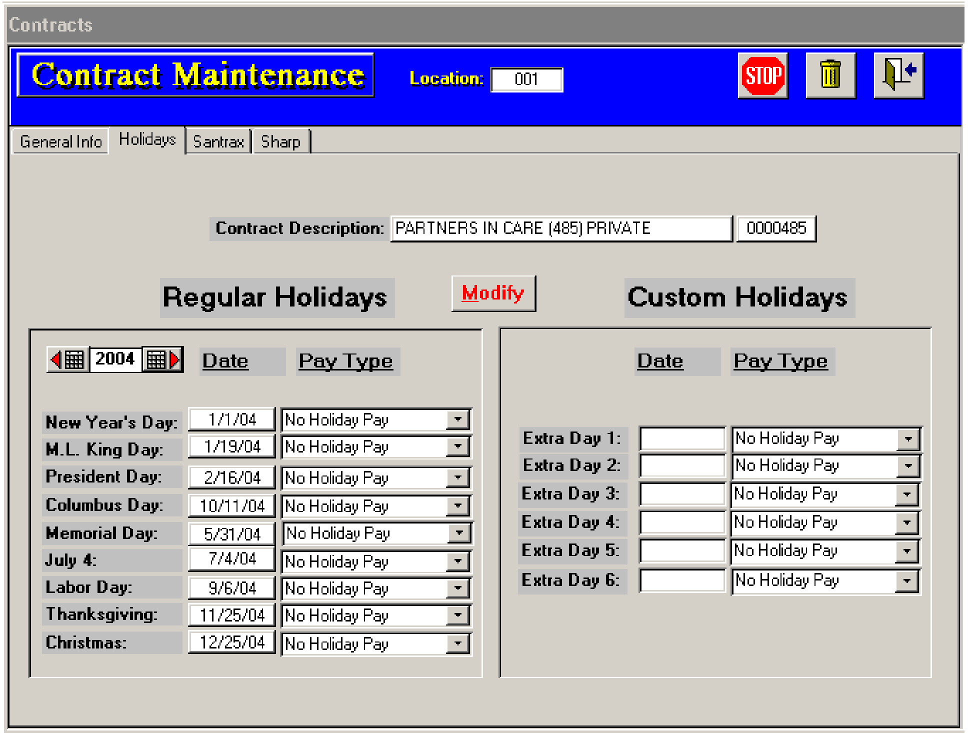


Figure 14-9 Contract Holiday Information

14.2.3 Pro-Health Contract Maintenance

Use this to keep track of the Pro-Health contracts.

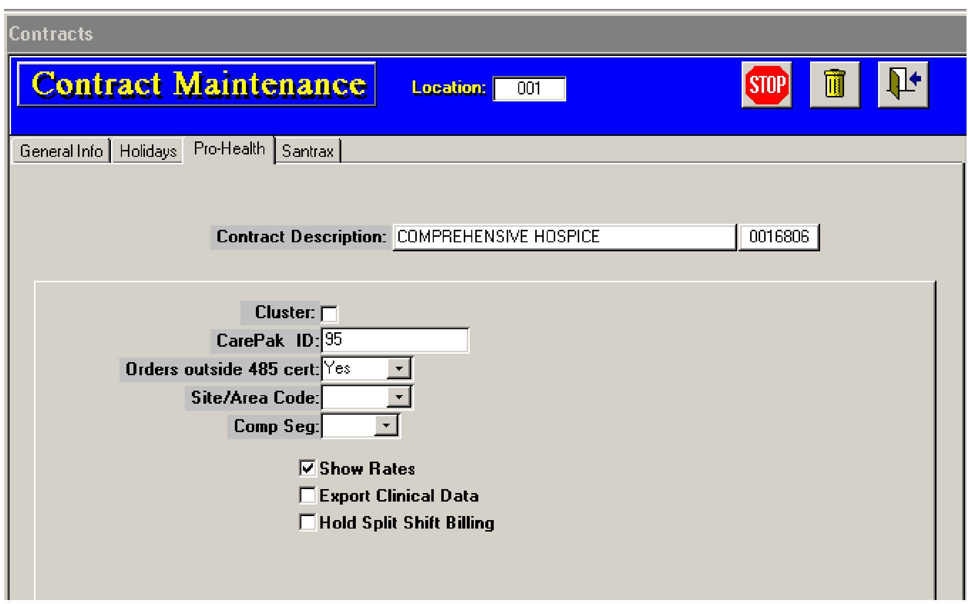
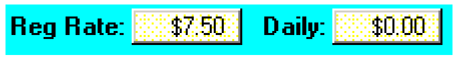


Figure 14-10 Pro-Health Contract Data

Field	Description
Cluster	Check when the contract includes cluster situations where one employee covers many clients.
Carepak ID	Payroll/Billing system ID.

Field	Description
Orders outside 485 certification	Yes signifies that the system does not have to match 485 Certification periods. Other options are ‘No’ and ‘Warn.’
Site/Area codes	Use dropdown to select a site code, if available.
Company/Segment	Use dropdown to select a company division or segment, if available.
Show rates	When checked, the employee’s rates will display on the verification screen, e.g., 
Export Clinical Data	Click to allow the export of 485 Health Maintenance data for use by agency personnel. The Scheduling Defaults/Global tab displays the directory for storing the export.
Hold Split Shift Billing	When there is a split shift in a day’s visit and one of the shifts is verified—this checkbox will flag a billing error; billing will be delayed until the second shift is also verified

14.2.4 Contract—Santrax setup information

Press the Santrax tab on Figure 14-8 to set up your options for using Santrax, such as having the program verify that the visit hours match the scheduled hours.

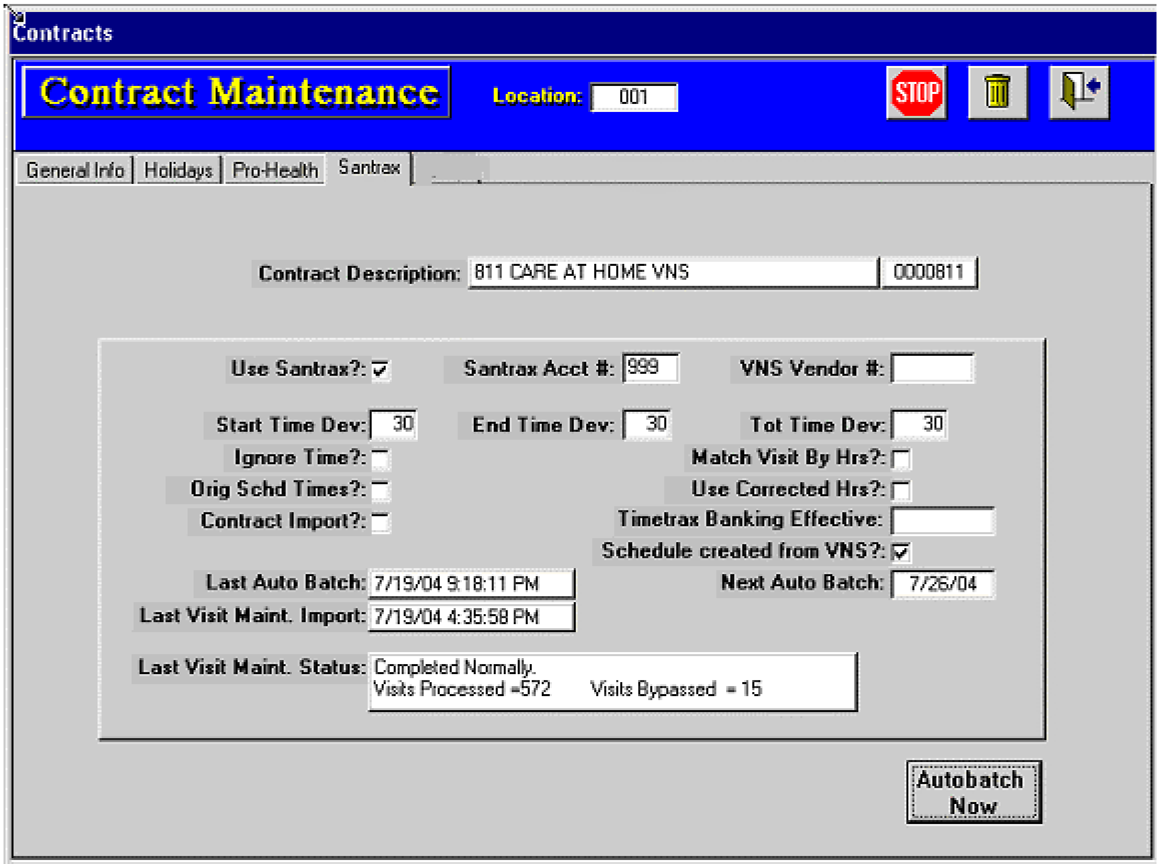


Figure 14-11 Contract/Santrax options

FIELD	Description
Use Santrax?	Check to indicate that Santrax will be used for this contract.
Santrax Acct #	Enter your Santrax account number
VNS Vendor #	Include the VNS vendor #, if any.
Start time Dev	Enter the allowed deviation (e.g. lateness) for an employee's start time.
End Time Dev	Enter the allowed deviation (e.g. leaving early) for the end time.
Tot Time Dev	Enter the total time deviation allowed for an attendant.
Ignore Time?	Ignore the number of scheduled hours when trying to reconcile visits.
Match Visit By Hours?	Flag visits whose hours do not match the number scheduled.
Orig Sched Times	All visits not adhering to the original scheduled start/end times will be non-reconciled.
Use Corrected Hrs?	Allow the user to enter and correct hours on the Santrax visit maintenance screen.
Contract Import	Check to import contract data into Visit Maintenance.

FIELD	Description
Timetrax Banking Effective	Enter the date that 'Banked Hours' will go into effect.
Schedule Created from VNS	Check to create schedules using the VNS data.
Last Auto Batch	After importing Santrax data, the date of the last batch transfer is recorded.
Next Auto batch	Date for next auto-batch of Santrax data to occur.
Last Visit Main. Import	Most recent date when Santrax call data was imported to system.
Last Visit Main. Status	Brief status note on how many visits were processed or bypassed.
Autobatch now	Press this button to initiate the auto-batch process. For some agencies this button is grayed-out and not functional.

14.2.5 Contract-Sharp Setup Data

This screen (for Sharp agencies only) sets the options for handling employees. They can be terminated (and their schedules ended) or can be inactivated on a temporary basis but can be instantly reinstated into active service.

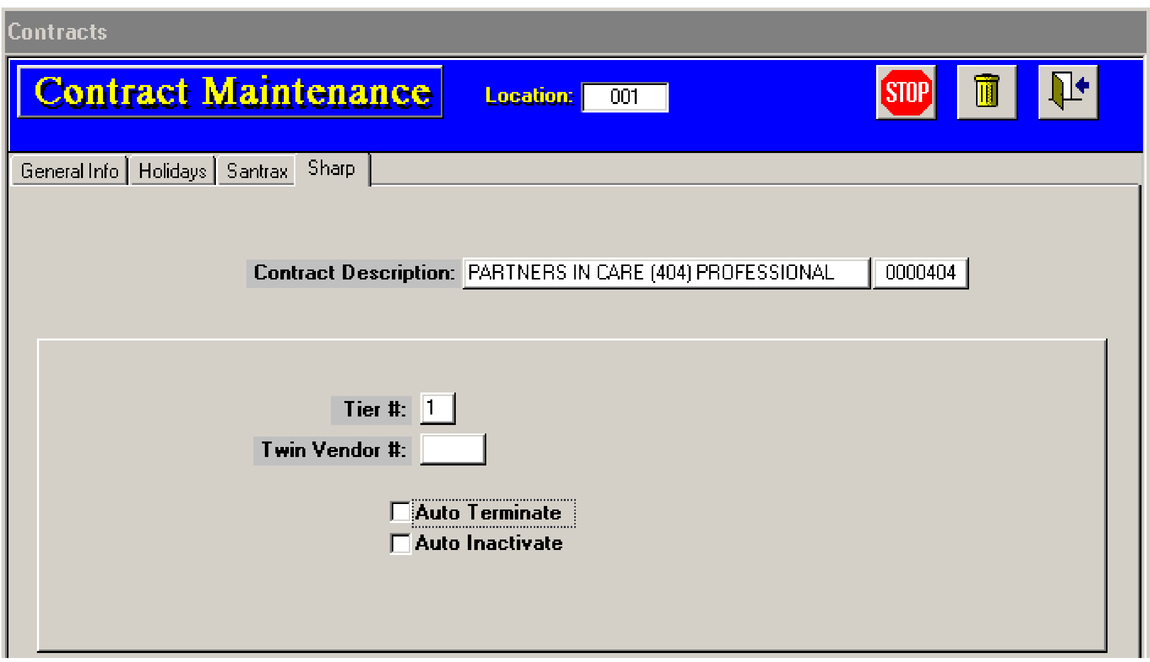


Figure 14-12 Contract/Sharp options

FIELD	Description
Auto Terminate	Terminate any employee who has been inactive more than 90 days.
Auto Inactivate	Inactivate any employee who has been inactive more than 90 days, that is, exclude him/her from any search process but keep his name on file.
DFTA 12 hour override	For relevant agencies: Allow a DFTA employee to work longer than a 12 hour shift.

14.3 Location Maintenance

Accessed by pressing the **Location Maintenance** button on the System Functions Menu, this screen contains basic data about the site from which service is provided. It also used to set certain parameters for Santrax as are relevant for that location.

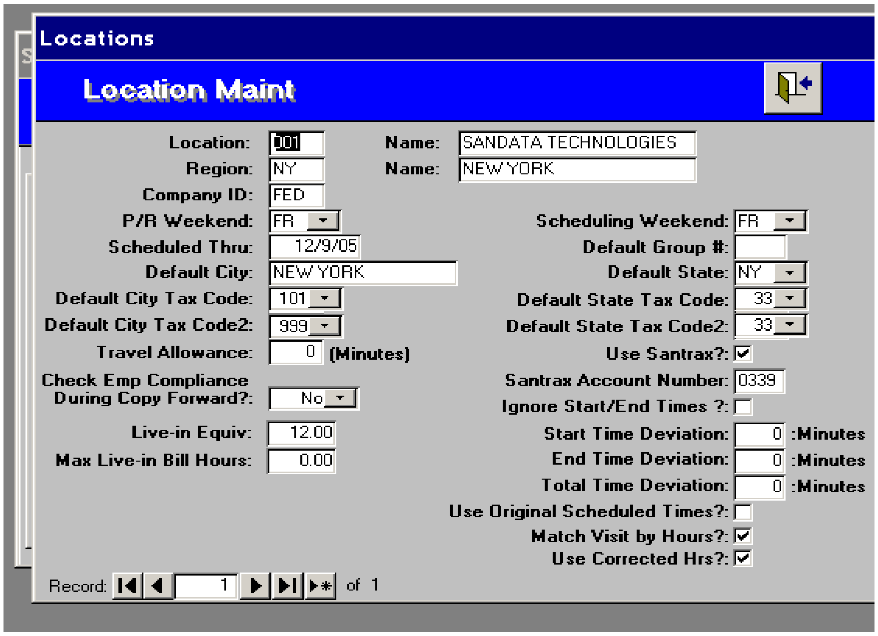
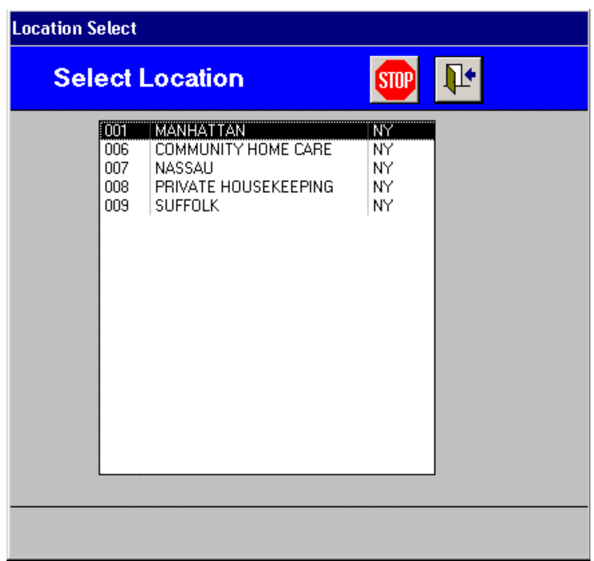


Figure 14-13 Location Maintenance inputs

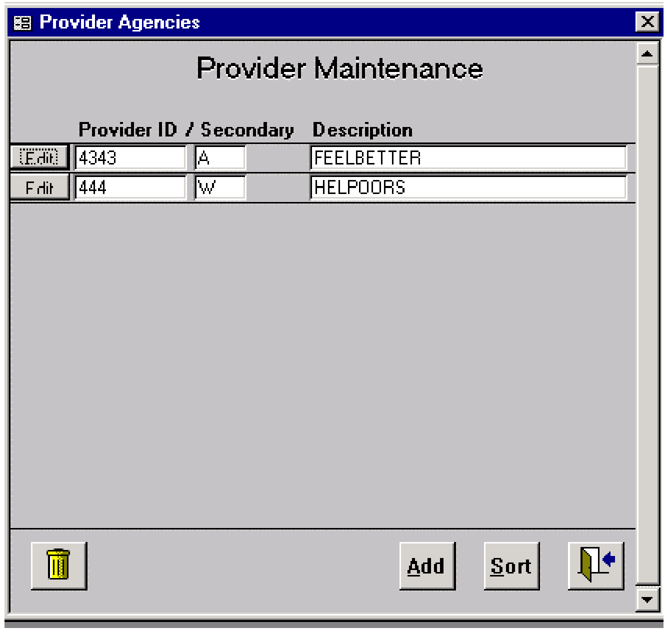
Use the 

button on the Main Menu to set the location you want to use for your system. A list appears showing (for a muti-site organization) the different locations. Choose the one you require.



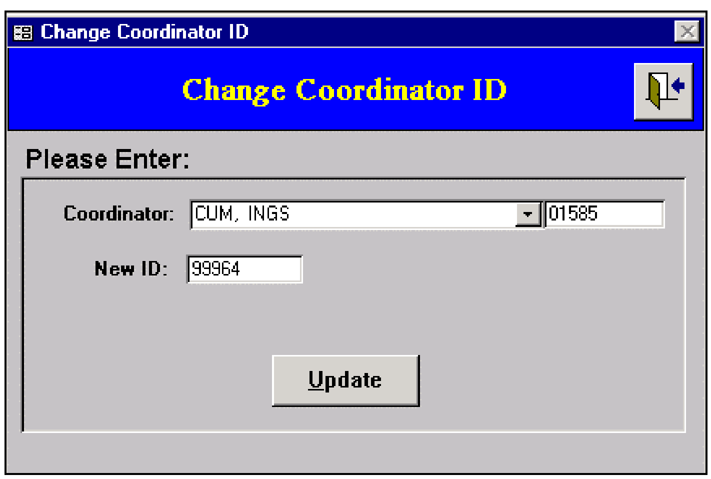
14.4 Provider Maintenance

You can set up and maintain a list of care providers using this screen. This information appears in the Figure 6-2: Completed Service Maintenance screen. After adding a provider, assign procedure codes to this provider using the window shown in section 14.7.16. Once a provider is designated on a service contract, you can apply corresponding procedure codes to the client's order.



14.5 Change Coordinator ID

You may change Coordinator ID's using the button by that name on the system functions menu. Once a new Coordinator ID has been updated, all clients/employees associated with the previous ID will be converted. If you wish to assign an existing ID to another Coordinator, you will be issued a warning and prompted to merge coordinators. If you respond YES, the system will merge all clients/employees associated with the existing ID to the new coordinator. If you respond NO, nothing will be done and a new ID will have to be selected.



14.6 Auto Batch Status Report

Press the **Autobatch Status Report** button to generate a list displaying the contracts and the date of the next autobatch is scheduled for a WOS.

02-Jan-02 1:51 PM — ***Auto Batch Status Report for 1/2/02*** — *Page 1 of 1*

All Contracts Not Auto Batched

Vendor Number	*Vendor Name*	*Week Ending*	*Next Auto Batch Date*
580	INSTITUTE HLTH	1/4/02	11/26/01
585	INSTITUTE CARE	1/4/02	11/26/01
587	INSTITUTE H.C.	1/4/02	11/26/01
Totals:	3		

Figure 14-14 Auto Batch Status Report

14.7 Codes Maintenance

Use this menu to add both codes into the system. Your entries will be listed in the corresponding drop-down selections available for fields appearing on the client, employee, and various other screens.

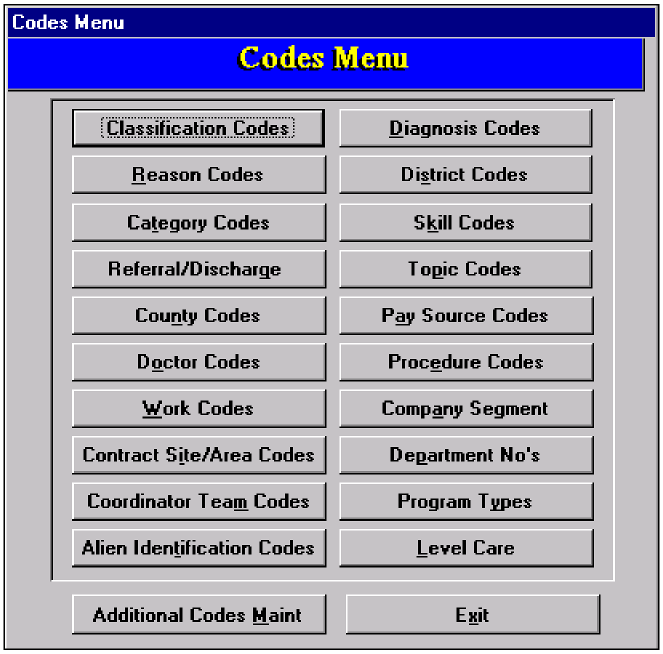
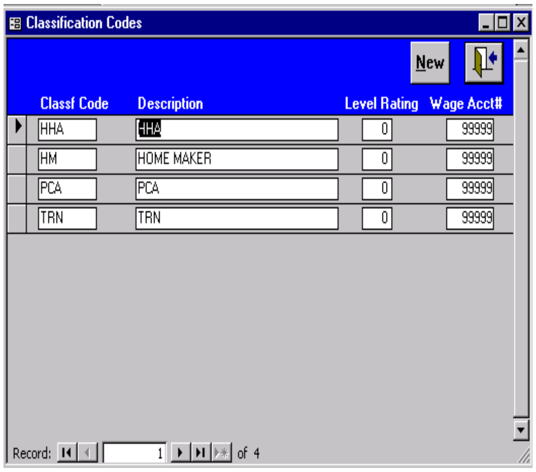


Figure 14-15 Codes Maintenance Menu

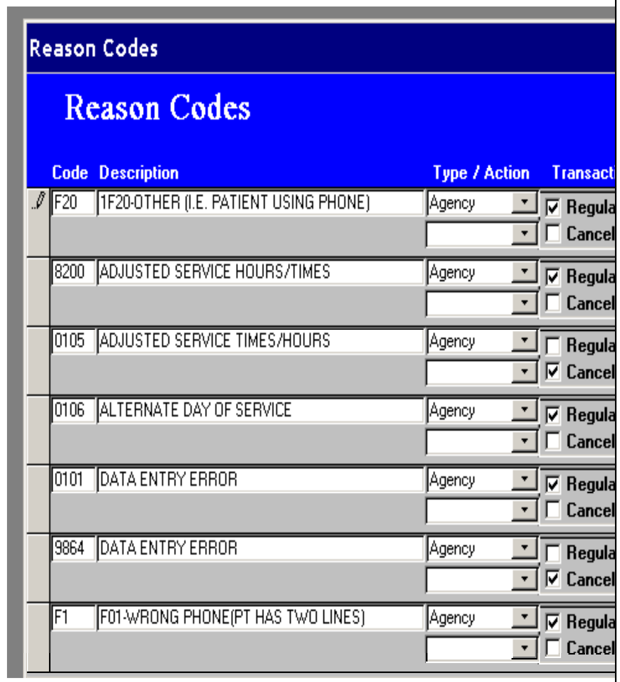
14.7.1 Classification Codes

These codes describe the type of care provided to the client, i.e. HA Home Attendant.



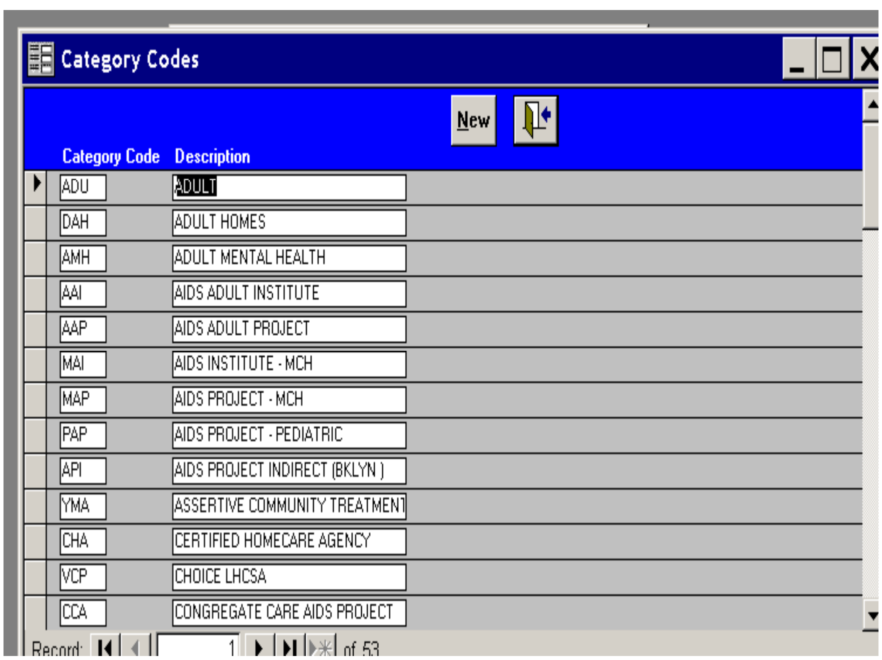
14.7.2 Reason Codes

List of reason codes determined by Agency.



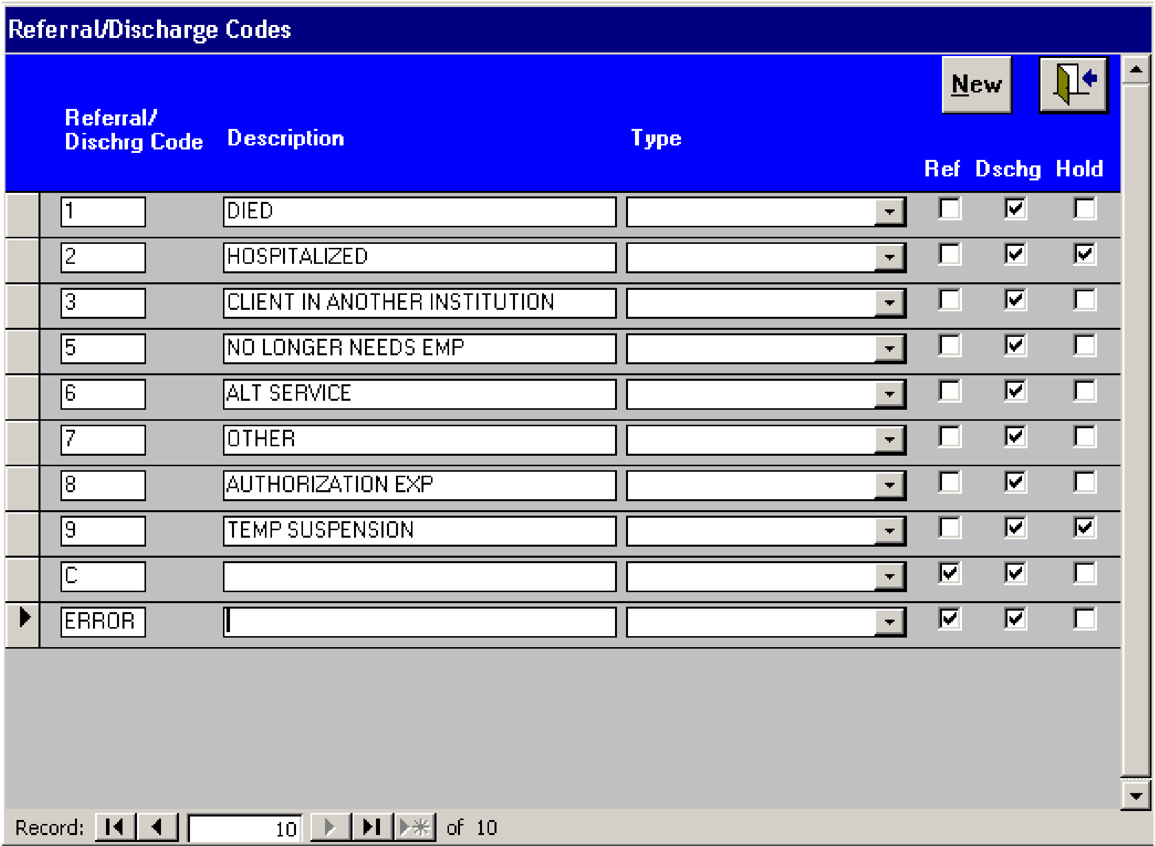
14.7.3 Category Codes

List of agencies used.

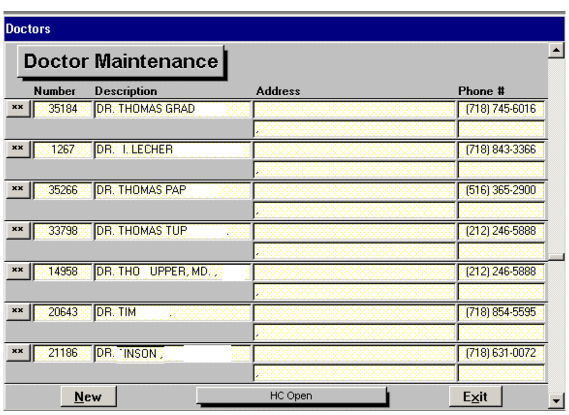


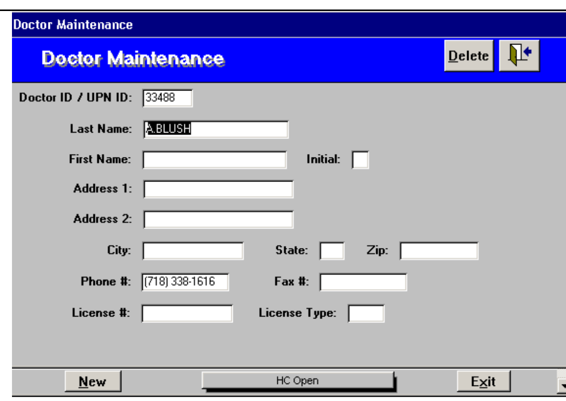
14.7.4 Referral/Discharge

Reasons for discharge or referral of a patient. You are able to define existing or new codes entered as a Hold reason code.



14.7.5 Doctor Codes

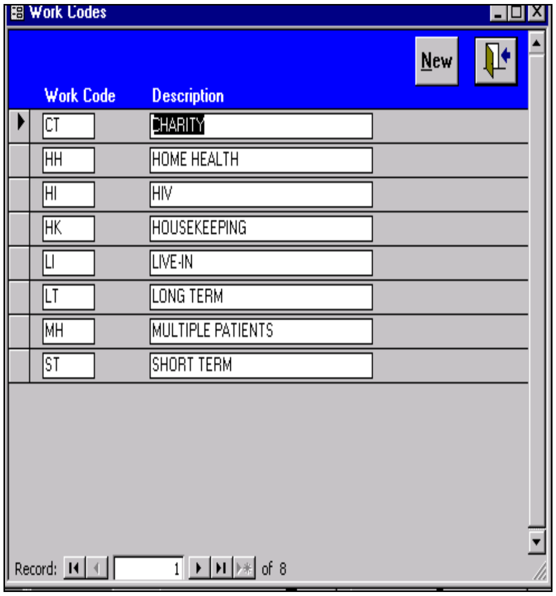




You may delete doctors from the Doctor Codes Maintenance Module. Only those doctors not currently assigned to clients will be deleted. If you select a doctor assigned to clients for deletion, the system displays a message listing the clients assigned to the doctor and prevents the deletion.

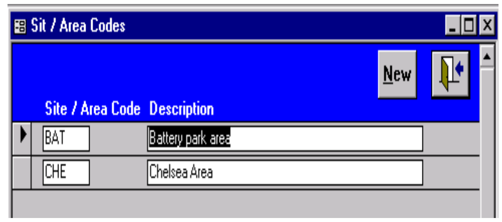
14.7.6 Work Codes

List of the codes for occupations and services afforded by employees to clients.

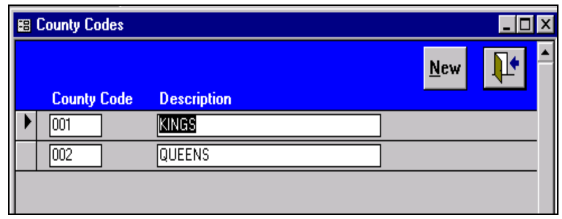


14.7.7 Contract Site/Area Codes

Different sites handled by your agency as per contract requirements.

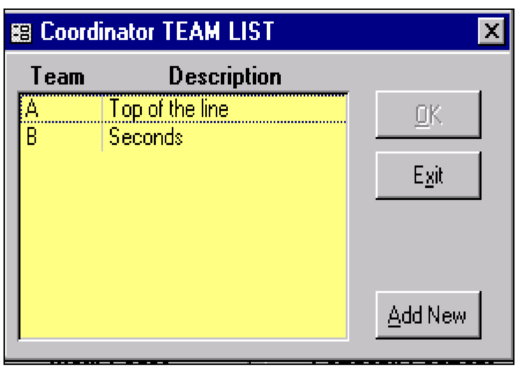


14.7.8 County codes



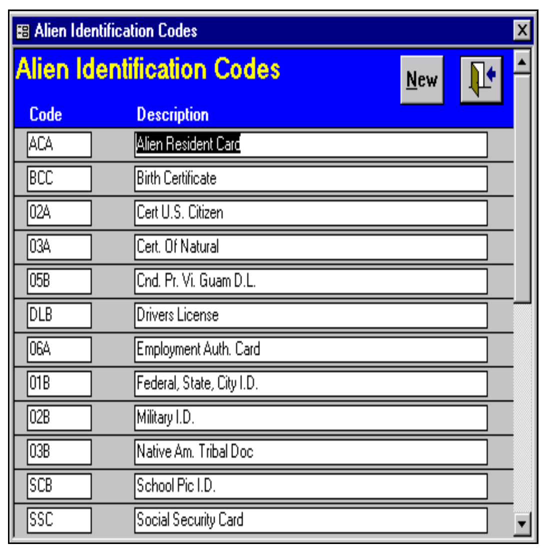
14.7.9 Coordinator Team Codes

List of coordinator/teams in your agency.



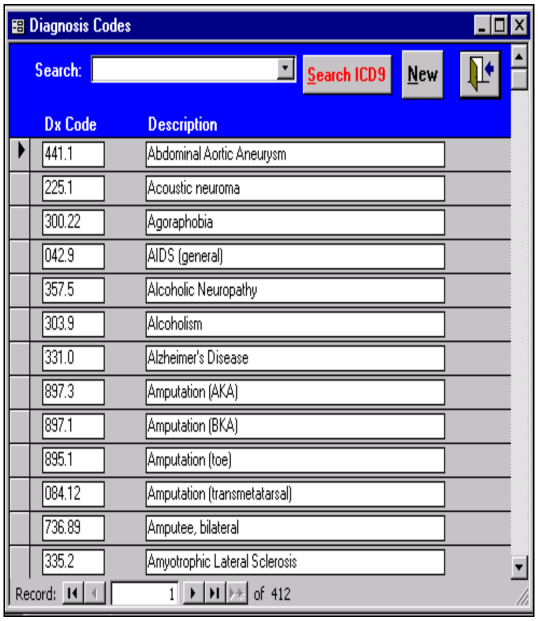
14.7.10 Alien Identification Codes

Different documents required for identification of individuals within your agency.



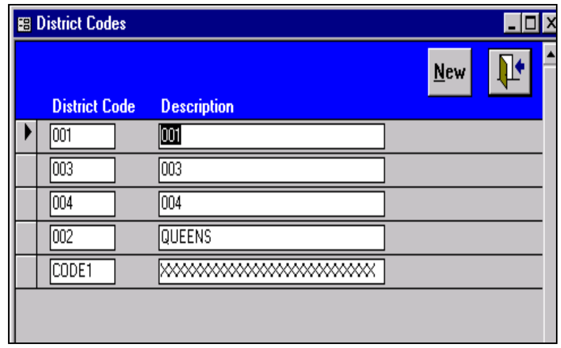
14.7.11 Diagnosis Codes

Standard diagnosis codes for describing a client's health status.



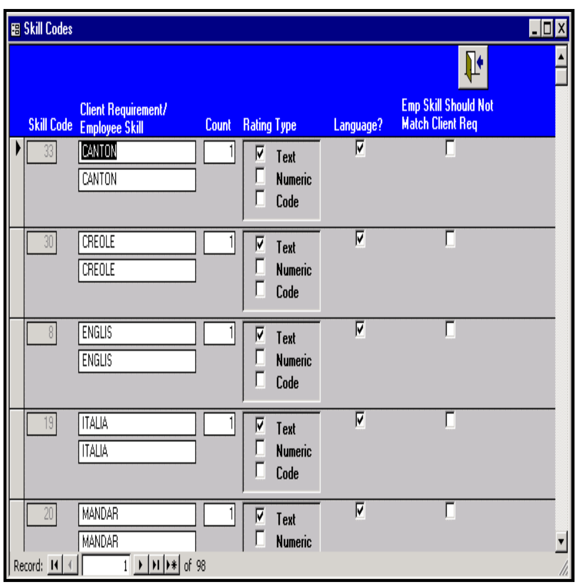
14.7.12 District Codes

List of different districts covered by your agency.



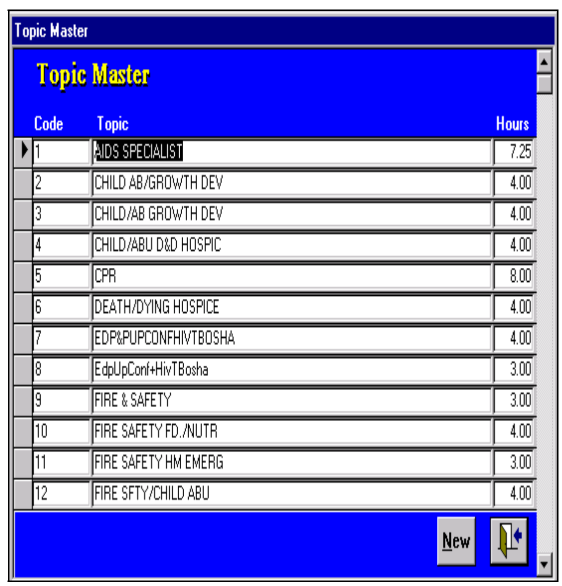
14.7.13 Skill Codes

List requisite skills of your employees as needed for the servicing of clients.



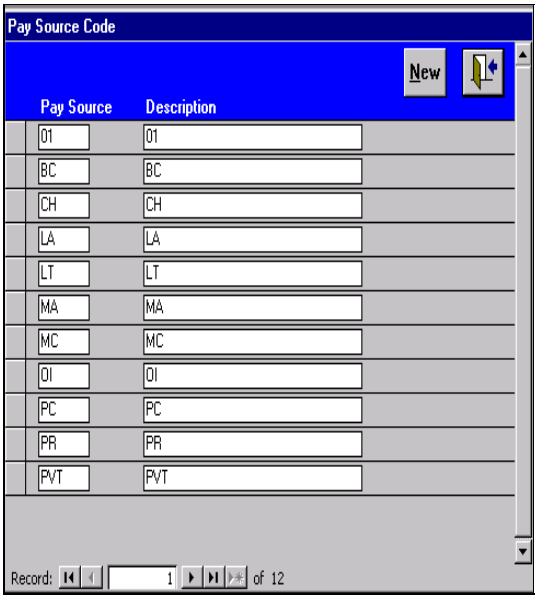
14.7.14 Topic Codes

List of various issues and topics to be covered in training sessions of employees.



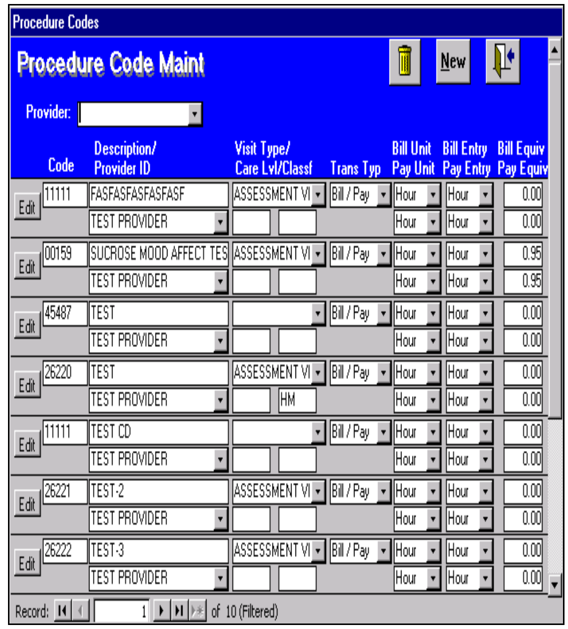
14.7.15 Pay Source Codes

Create a list of pay source codes as needed.



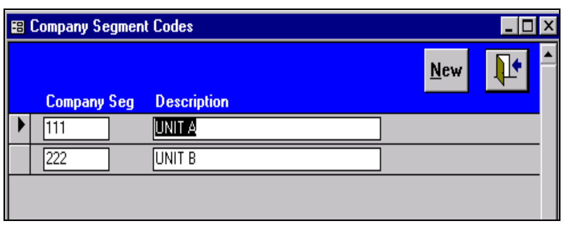
14.7.16 Procedure Codes

Create a list of medical procedures to be used by your employees.



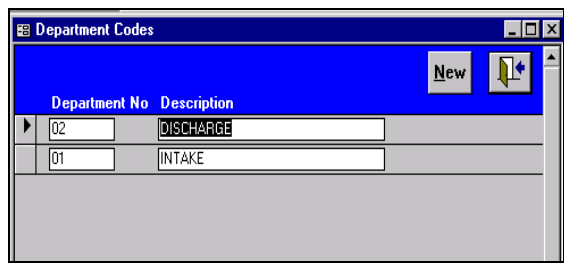
14.7.17 Company Segment

List the different units within your agency.



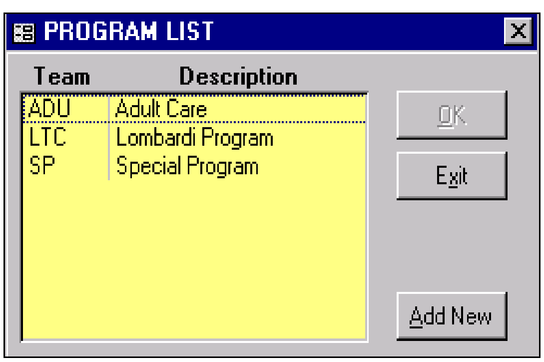
14.7.18 Department Numbers

Create department codes and descriptions.



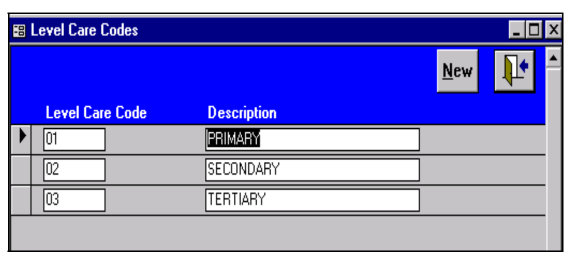
14.7.19 Program Types

Assorted kinds of health programs available to your clients.



14.7.20 Level Care

A list showing the various levels of care within your organization.



14.8 Additional Codes Menu

This menu allows access to more codes and fields that are used by the system.

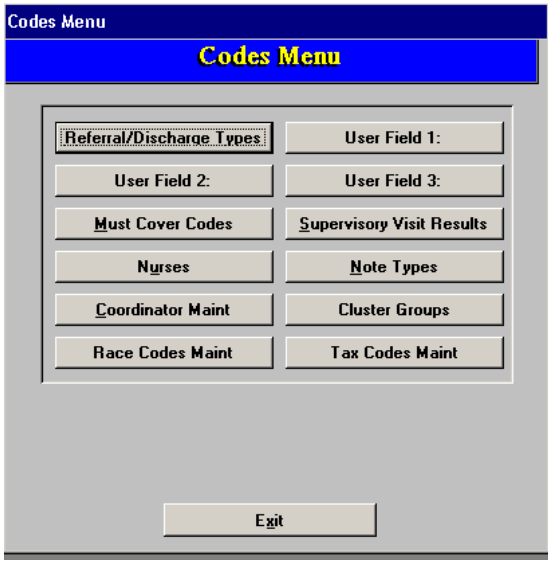
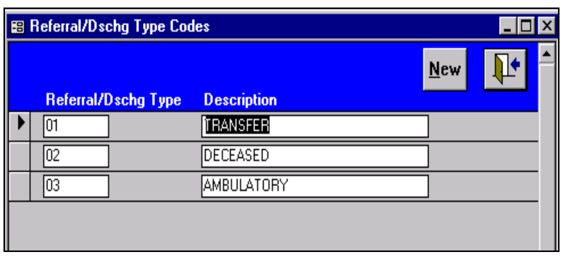


Figure 14-16 Additional Codes Maintenance Menu

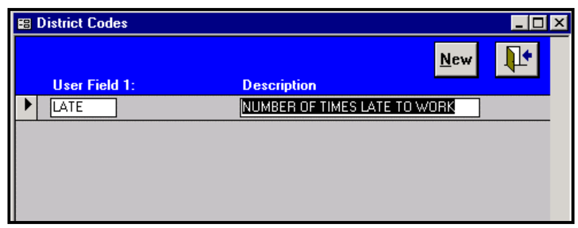
14.8.1 Referral/Discharge Types

Create reasons for discharge of client from service.



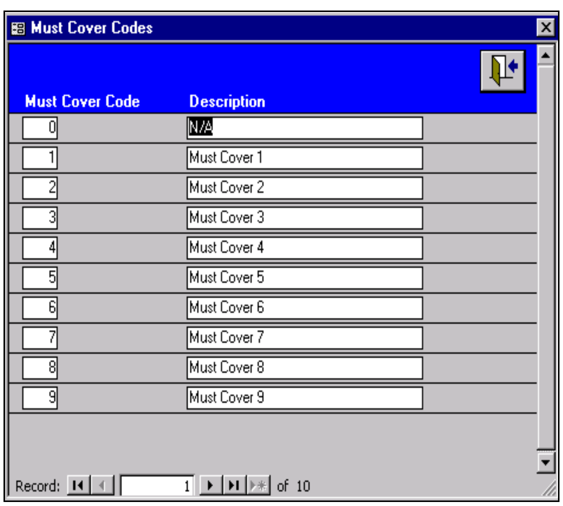
14.8.2 User Fields

You may create your own fields here for use on the Contract and Service Maintenance screens.

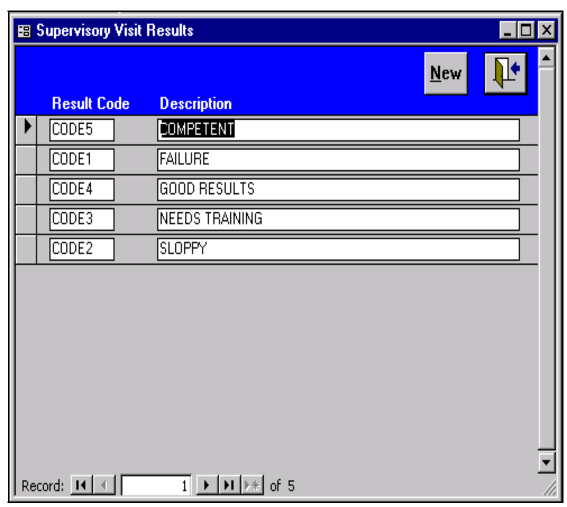


14.8.3 Must Cover Codes

Used in the client screen to determine whether the coordinator must fill the client's visit assignments.

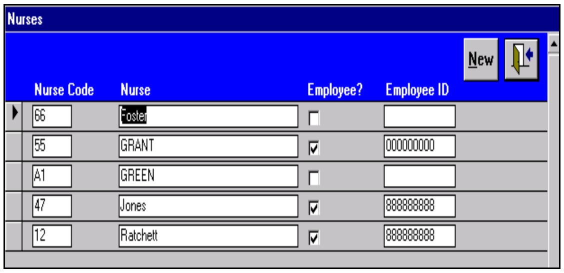


14.8.4 Supervisory Visit Results



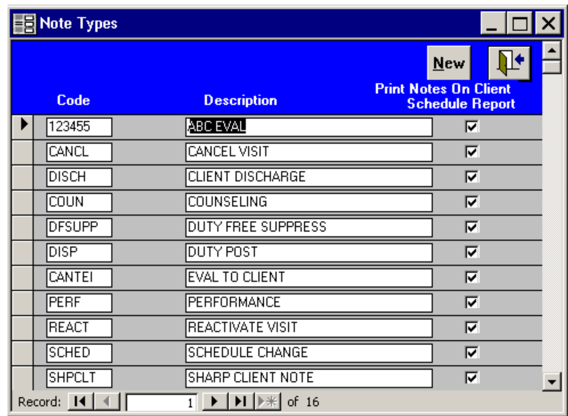
14.8.5 Nurses

Create a list of nurses in your employ. Used in the nurse visit screen.



14.8.6 Note Types

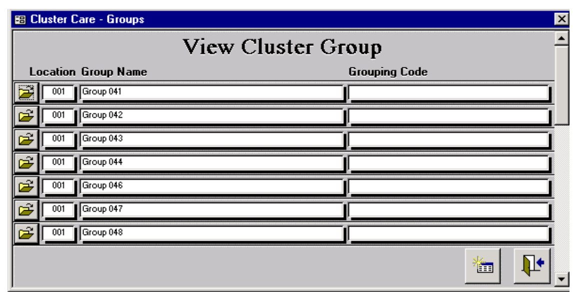
Use this screen to create different types of notes. The checkbox option "Print Notes on Client Schedule" is checked by default but you can edit it by removing the check. This allows you to exclude certain notes types from appearing on the Client Schedule report when **Notes** is checked in the INCLUDE section of the report menu form.



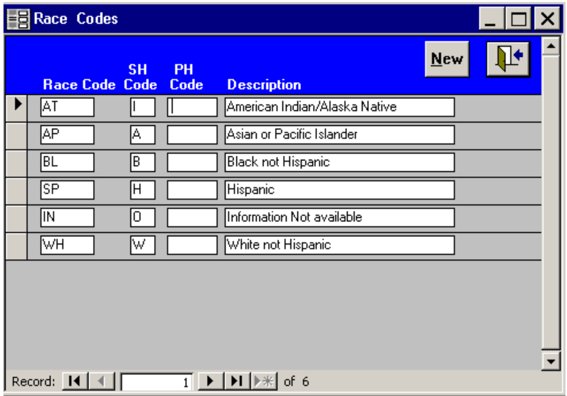
14.8.7 Coordinator Maintenance

14.8.8 Cluster Groups

Use this screen to view/set up codes for your cluster groups. Enter these codes into the **Group #** field on the Cluster Maintenance screen.

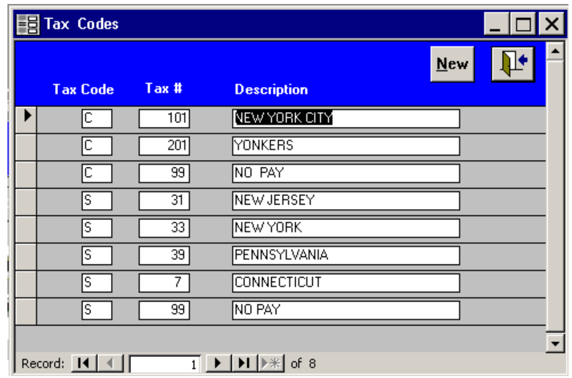


14.8.9 Race Codes



Race Codes displays four column headings: Race Code, SH Code (Sharp), PH Code (Pro-Health) and Description. All existing entries may be edited with the PH Code and Description being the only fields that the user can change. Any new records require all fields to be filled.

14.8.10 Tax codes



Tax Codes which displays three column headings: Tax Code, Tax #, and Description. You can edit an existing code directly on the Tax Codes form. Any new records require all fields to be entered. The Tax Code field accepts only two values: “S” for State and “C” for City.

Chapter 15 Security Features

The HC Plus security system allows you to create security groups whose members have permission to fully access and modify certain modules—but may have no or fewer rights to other modules. Each HC Plus user is assigned to a security group, inheriting that group's defined permissions. If your security level precludes you from certain functions, the relevant access buttons will be grayed out.

15.1 To access HC Plus security features

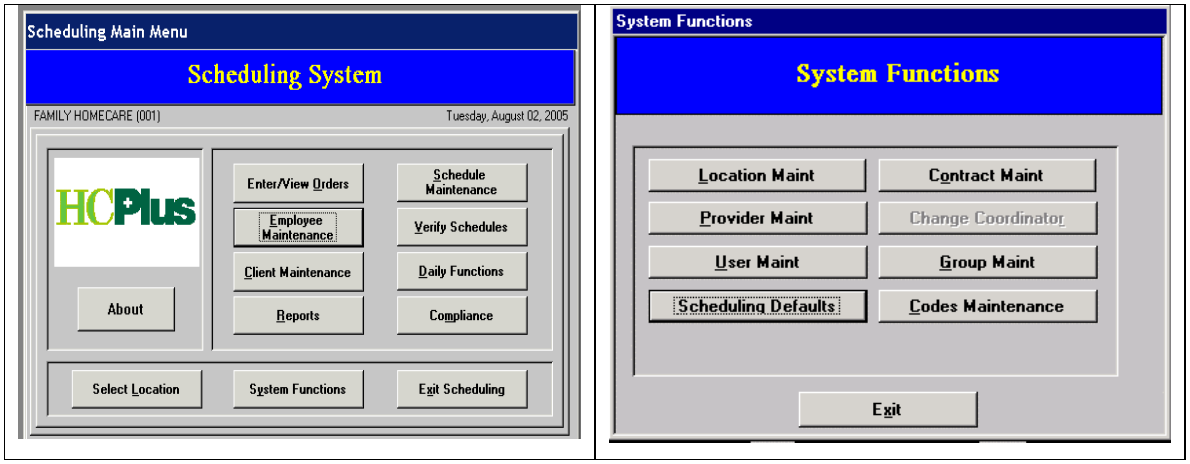
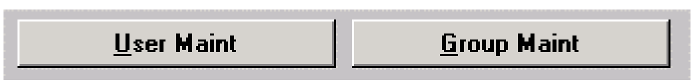


Figure 15-1 System Function Menu

You can access all of the security features by clicking on one of the following buttons on the **Systems Functions** menu:



15.2 To view a list of current users

Press the **User Maint** button on the **System Functions** menu to see a roster of users—and, depending on the permissions of the group to which you belong—you may set/change a user's password, security levels, etc. A check in the **Logged in** field signified a user is currently online.

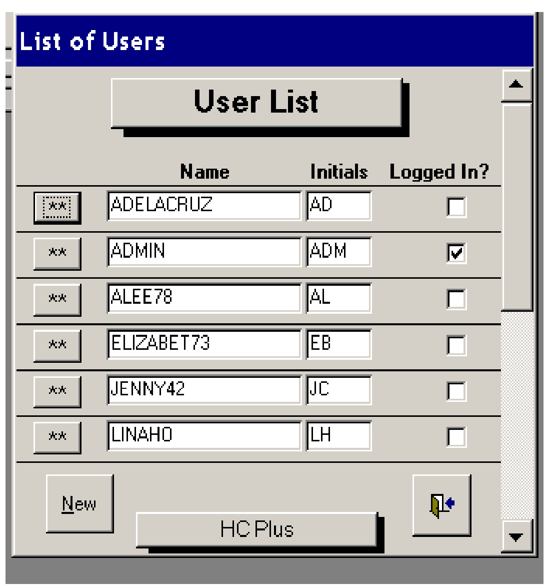
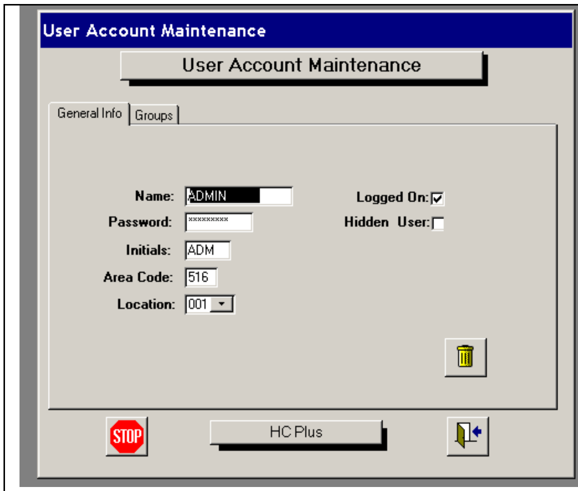
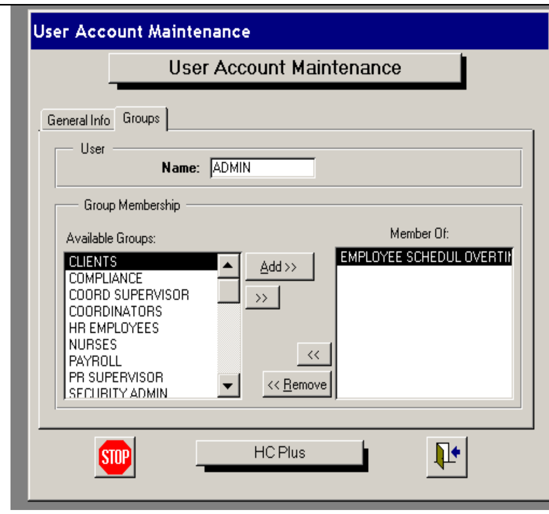


Figure 15-2 List of Users

15.2.1 To view the security profile of an individual user

1. Click on the ** button to the left of a user's name. The screen (on the left) appears giving general information about the user, such as his/her name, password. You may change the information in any of the data boxes.
2. When you click on the **Groups** tab, the screen on the right appears showing the group of which the user is a member. For example, DAN is a member of the SECURITY ADMIN group and is allowed access/permission to all HC Plus features other members of that group are entitled.
3. You may use the **Add** >> and the << **Remove** buttons to assign this user to any of the available group(s) shown. (Use the >> and << arrows to simultaneously enroll the user as a member of all groups or to remove him/her from all groups.)





15.3 To add a new user

Click on the **NEW** button on the bottom of the Figure 15-2 to enter new users into the security system. A blank screen appears. ADMIN users have the ability to create hidden users.

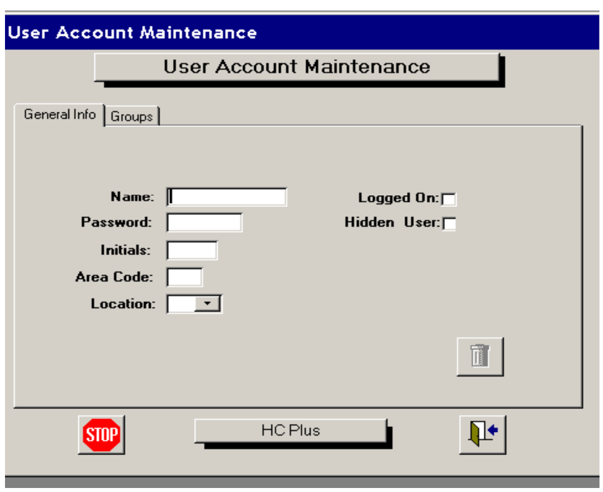


Figure 15-3 New User Entry Screen

1. Fill in all the user information, that is, *Name, Password, Initials, Area code, and Location.*
2. After filling in the data, press the **Groups** tab. A screen appears allowing you to assign this new user to one or several groups.

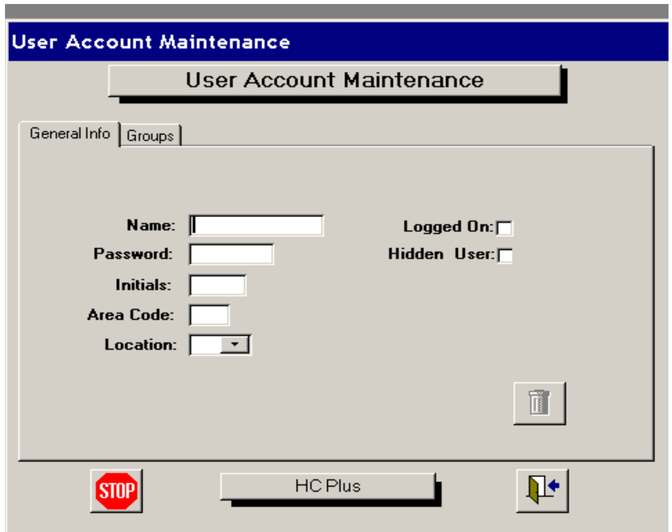


Figure 15-4 Assign a New User to a Security group

3. Use the **Add** >> button to move an available group to the **Member of** window, thereby assigning this user to that group. As a member of a group, this user is entitled to all the security permissions allowed to other members of the group.

15.4 Security Group Maintenance

The definitions of a group's security levels are set up using the procedures detailed in this section.

15.4.1 To view a list of Security Groups

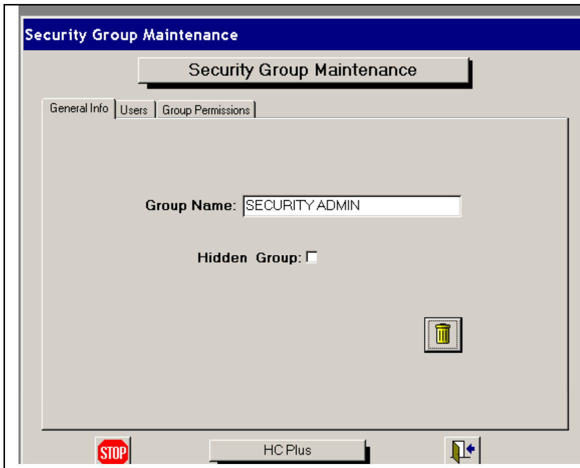
1. Press the **Group Maint** button on the **System Functions** (Figure 15-1) menu to view a list of the current security groups.

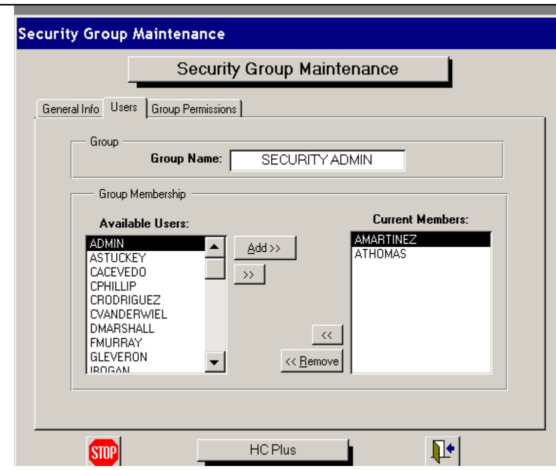
Figure 15-5 List of Security Groups

15.4.1.1 To view a Group's security profile

1. Click on the ** to the left of a group's name. The group's general information screen appears (see below).

2. Click on the **Users** tab to view all the **Current Members** of this group. You may use the **Add** >> and the << **Remove** button to assign or remove any **Available User**.





3. Click on the **Group Permissions** tab to view (and modify if you are authorized to do so) the security profile of this group.

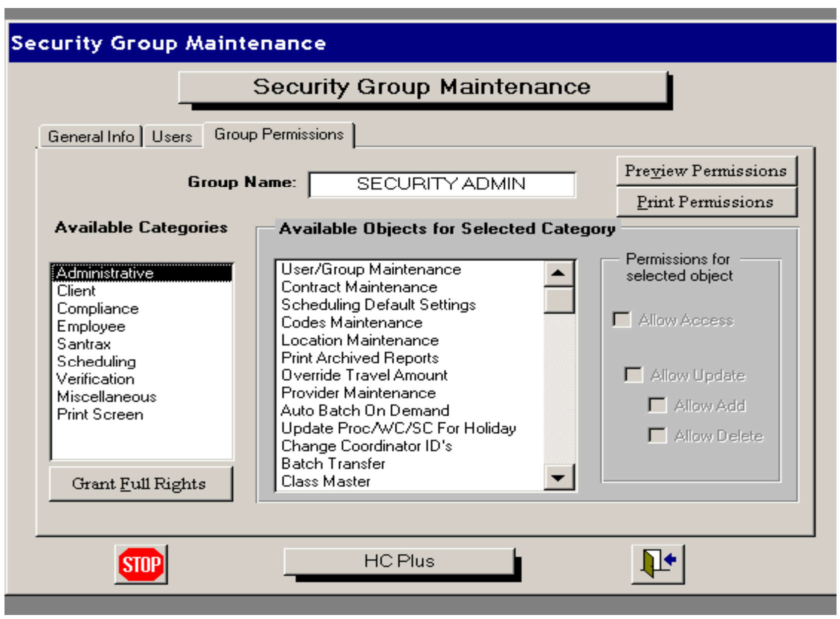


Figure 15-6 A Group's Security Profile

A list of '**Objects'** (screens, reports etc.) is displayed for each **Available Category**. The checkboxes on the far right allow you to see the checked-off level, that is, the 'rights' every member of this group has to the highlighted object. In the example above, every member of the SECURITY ADMIN group may access, add, and delete Codes as part of his/her Administrative activities.

Note: As you go down the list of categories, highlighting each one, a corresponding list of available objects for that category is displayed in the center of the screen.

Once you highlight a particular object, then the checkboxes on the right display the levels of permission for that object.

You may create a report showing all the permissions granted to the group by pressing the **Preview/Print Permissions** buttons. See the Figure 15-10 Group Permissions Report.

A full list of all the objects related to each available category appears in the next section

15.4.2 List of Security Categories and Objects

The following table lists all the objects that belong to each security category.

Categories	Available Objects
Administrative	User/Group Maintenance Scheduling Default Settings Contract Maintenance Codes Maintenance Location Maintenance Override Travel Amount Provider Maintenance Print Archived Reports Auto Batch On Demand Change Coordinator ID's Batch Transfer Class Master Topic Code Maintenance Weekly Carfare Log Return Employees From History Clinical Data Export For Contract
Compliance	Compliance Code Maintenance Compliance Worksheet Compliance Employee Update (All Employ Employee Compliance Letters Compliance Reports Employee Compliance Capture End of Month History Compliance Profile Defaults Employee Profile Codes Compliance Appointments
Santrax	Santrax Call Exception Visit Maintenance Import Export To Santrax VNS Transactions Report

Client

Client/Service Maintenance
Diagnosis
Requirements
Exclusions
Correct Client Discharge
Readmit / Discharge
Hold / Resume
485 Control File Maintenance
485
485 Remove Signature
Medications
Nurse Visits
Compliance

Link/Unlink Clients
Client Activity Report
Client List Report
Cluster Maintenance
Client Information Profile Report
Service Distribution Report
Referral Report
Care Plan
Client Notes
Expiring Care Plan Report
Admissions By Doctor
Service Admit / Discharge Report
Service Census Report

Hold/Resume Report
Under Assigned Client Report
Doctor Case Count Report
Client Admit/Discharge Report
Client Census Report
Client Hold Report
Sharp Client Status History
Nurse Visit Reports
Change Name / SSN
Suppress Client Duty Free
Override Service End Date

NOTE

For authorized users who Suppress Duty Free for a client, the system will generate a warning message and the user will be forced to enter a note. This note will be recorded in the Client Notes. If Duty Free is suppressed on an individual visit and the user does not enter a note, the system will automatically generate a 'Duty Free Suppression' note in the schedule History module. If the user does enter a note, it will be appended to the system-generated note. The Change Log report will also display the system-generated as well as the user notes associated with the duty-free suppression.

Employee

Employee Maintenance
Availability
Employee Contract Assignment
Skills
Training
Supervisory Visits
Payroll Information
Status Change
Employee/Contract Exclusions
Employee Exclusions
Employee List
Temp Rate Change
Employee Profiles Report

Employee Labels
Employee Hours Worked Report
Employee Overtime Report
Training Reports
Employee Notes
Print Employee Training Certificates
Non Working Employee Report
Employee Harp Report
Sharp Employee Status History
Garnish Balance
Direct Deposit
Payroll Adjustments
Payroll Deductions

Payroll Deductions
Allow Override of Overtime Restriction

Note: The security option ‘Temp Rate Change’ will work in conjunction with the ‘Payroll Information’ security permissions. If a Security Group has Allow Access and Update rights assigned in ‘Payroll Information’, then the new ‘Temp Rate Change’ security option will have Allow Access and Update rights automatically enabled. However, if the Security Group has only Allow Access enabled in ‘Payroll Information’, then the ‘Temp Rate Change’ security option will only have the Allow Access right enabled. The Allow Update will have to be set manually to allow the Security Group access rights to update the temp rate field on the employee payroll screen.

Scheduling

View/Modify Orders
Client/Employee Schedule Maint
Copy Schedules Forward
Scheduling Reports
Change Log Report
Pending Report
Client/Employee Schedule History Re
Client Starting Times Report
Allow Assign Employee To Contract
Expiring Orders Report
Verified Visit Count Report
Allow Override of No Entry P/R Hrs
Special Codes Report

Employee Tasks
Show Employee Rates on Schedule
Apply Santrax Calls

Verification

Verification Maintenance
Billing Exports
Batch Processing
Find Unapproved Special Codes
Billing Adjustments
Update Misc. Hours

Miscellaneous

Call Tracking
Doctor's Orders
Note List
Referral Tracking
Print Timesheets
Completed Visit Summary Report
VNS Statistical Reports

Print Screen

Print Employee Compliance Detail
Print Employee Search Lists
Print Employee Schedule/Verification
Print Employee Maintenance

15.4.3 To Create a New Security Group

New Security groups may be created and ADMIN users have the ability to create hidden groups

1. Click on the **NEW** button on the bottom of the Figure 15-5 to define new groups for the security system. A blank **General Information** screen appears. Enter text in the **Group Name** data box.

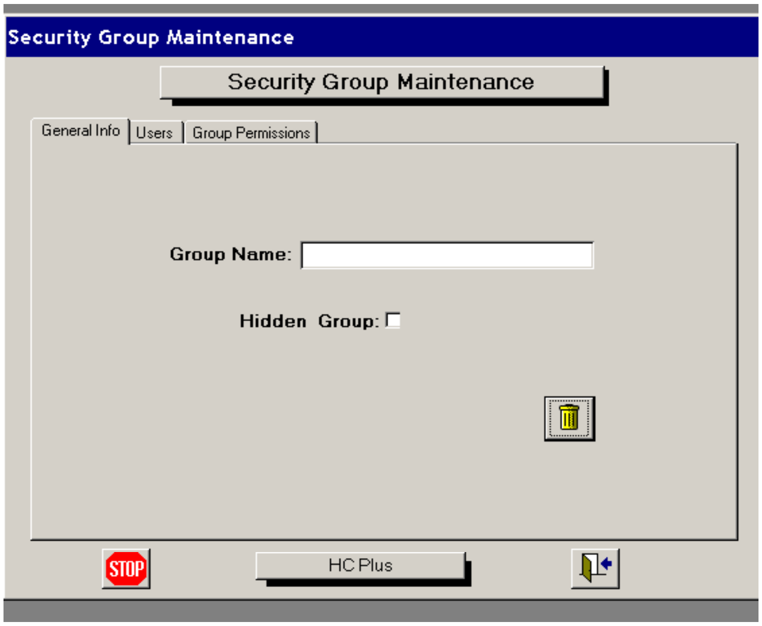


Figure 15-7 Security Group—General Information

2. Click on the **Users** tab to assign users to this new group. In the example below, two users MJOSEPHE and ATHOMAS were added to the 'EXAMPLE' group.

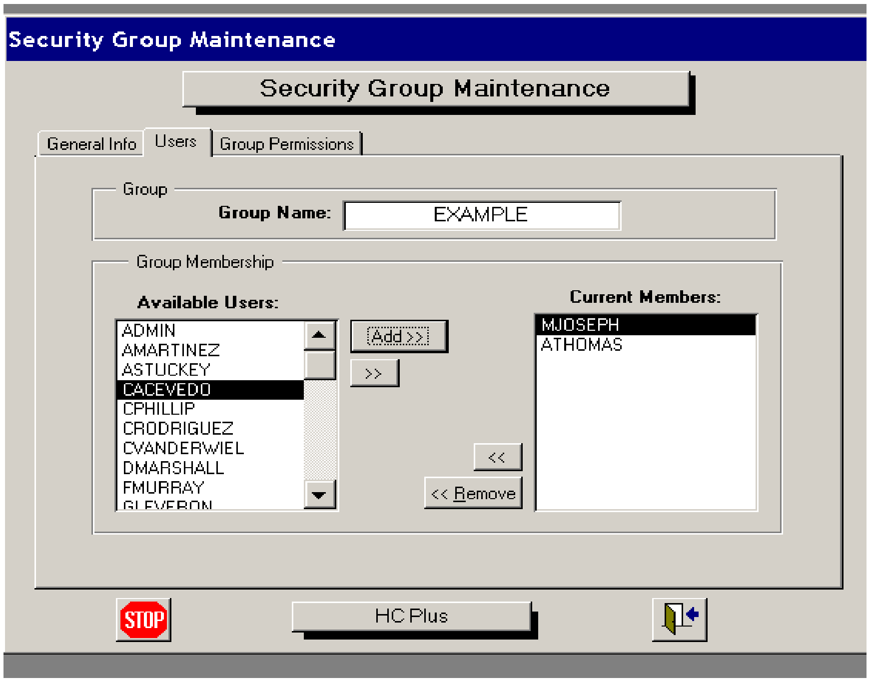
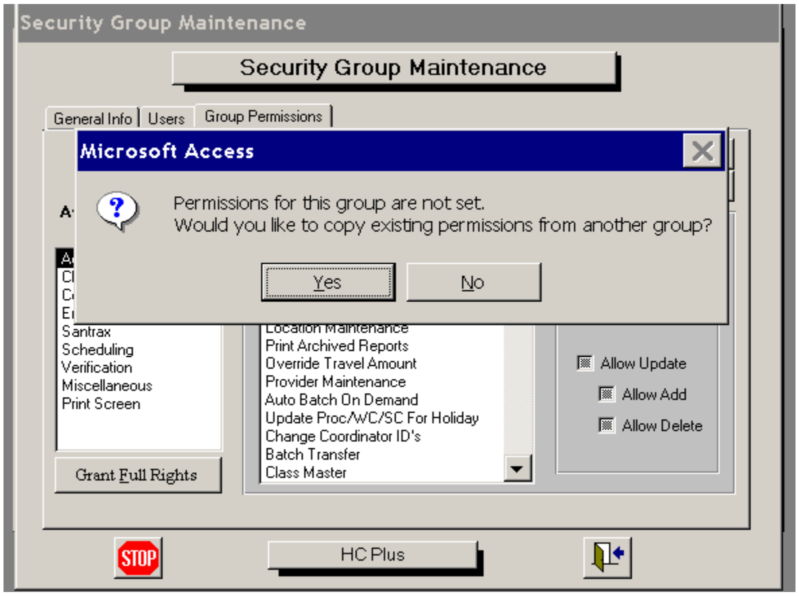


Figure 15-8 Security Group—User Membership

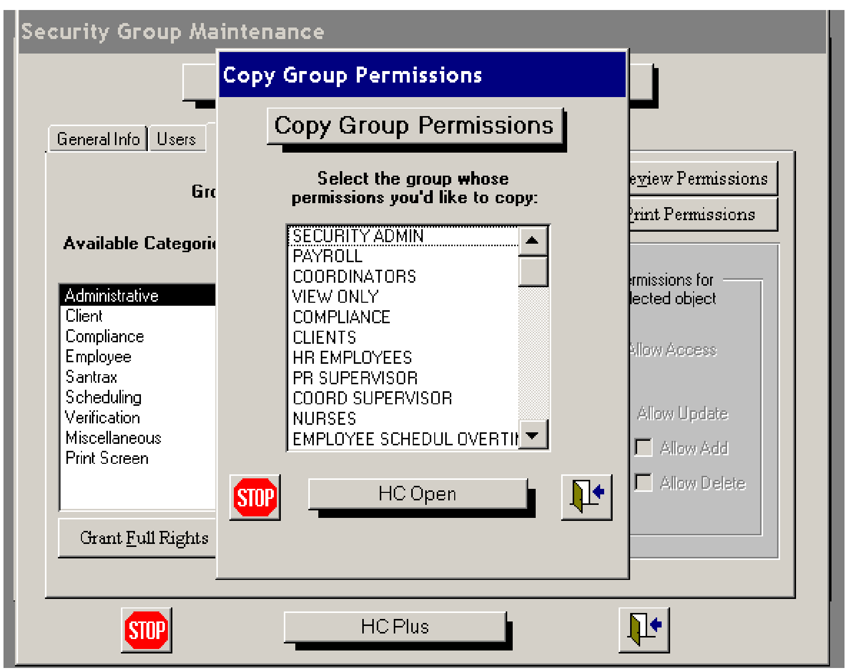
15.4.4 To Set a Group's Security Permissions

After creating a new security group, you may set up rules authorizing users of that group to view, perhaps change, specific HC Plus features and functions.

1. Click on the **Group Permissions** tab of the Security Group Maintenance screen. The response window below appears.



2. Press **No** to define a new permission table for this group as shown in Figure 15-9—and proceed to instruction 3. (However, click the **Yes** button if you want to select a previously defined group and to adopt its permission arrangements for your new group; a selection window appears (below) allowing you to choose the 'parent' group.)



3. Select a Category, for example, Administrative. The 'objects' for which you will grant permission appear in the center panel of the screen.

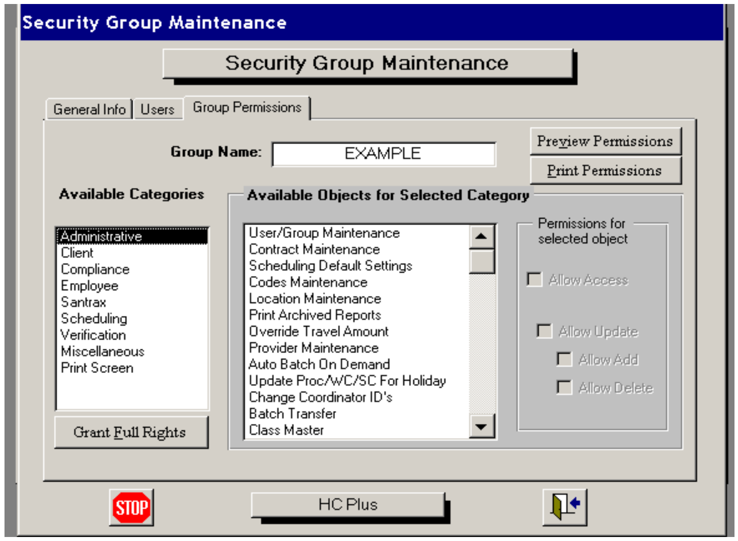
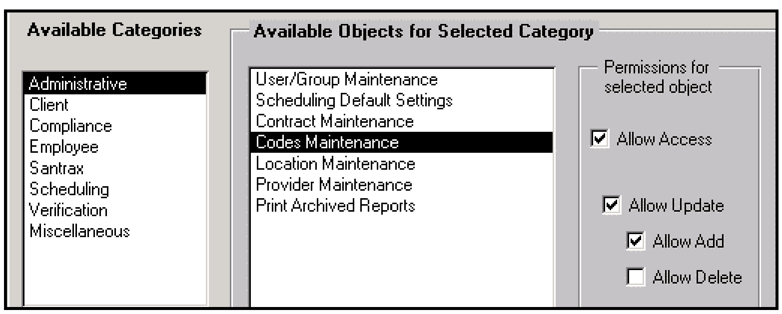
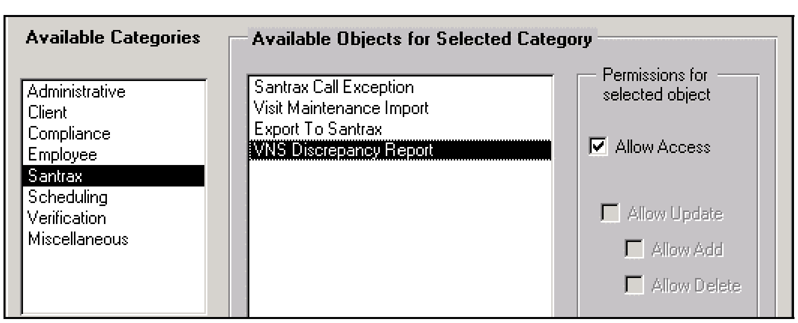


Figure 15-9 Creating Security Permissions

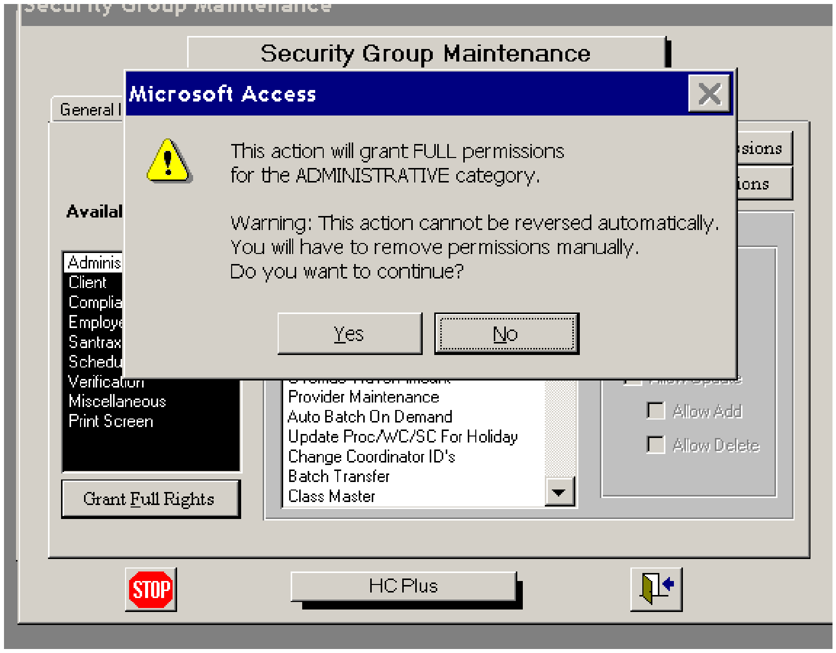
4. Highlight an object from the center panel.
5. Click on the 'permissions' you wish to give to this group for the object. In the example below, every member of the group will be allowed to add (but not delete) codes within the Codes Maintenance module.



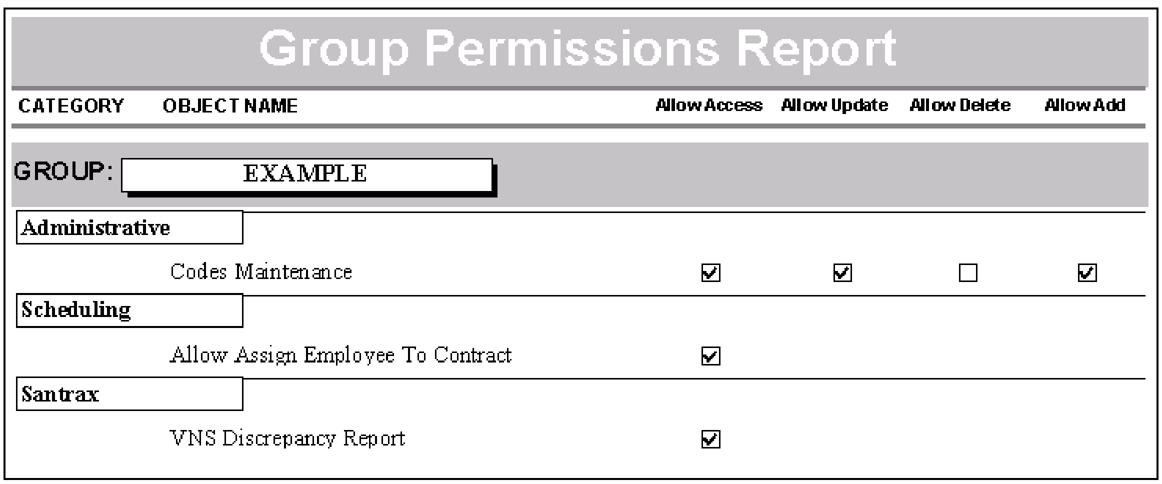
6. Repeat steps 4 and 5 until all the permissions are assigned to this group.



Shortcut Note: If, after highlighting an Available Category, you press the button **Grant Full Rights**, you can simultaneously award full rights to every object in that category. A confirm window appears as shown below; click **Yes** to proceed.



7. Press the **Print Permissions** button to print a report' showing all the 'rights' given to this group.



Group Permissions Report

GROUP: EXAMPLE

CATEGORY	OBJECT NAME	Allow Access	Allow Update	Allow Delete	Allow Add
Administrative					
	Codes Maintenance	☑	☑	☐	☑
Scheduling					
	Allow Assign Employee To Contract	☑			
Santrax					
	VNS Discrepancy Report	☑			

Figure 15-10 Group Permissions Report

15.4.5 To Remove a Security Group

1. View the list of Security Groups (Figure 15-5). Click on the ** to the left of the group you want to delete. Its General information screen appears (see below).
2. Press the trash icon. A confirm window appears. Click **Yes** to remove the group.

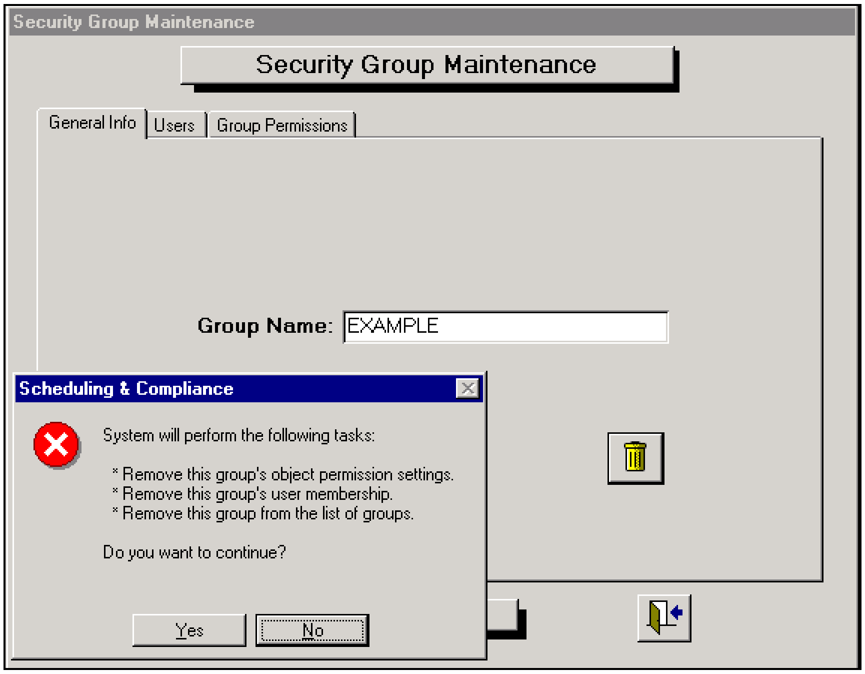


Figure 15-11 Deleting a Group

Chapter 16 Frequently Asked Questions (FAQ's)

16.1 How to handle a client cancellation

1. Click in the day cell to cancel
2. Click "Client Cancel."
3. Enter Reason Code, i.e., Client Refuses Service, Family Takes Responsibility, etc.

NOTE: If "No Entry" is selected, the system will automatically cancel service and pay the employee 2 hours for no entry

4. Press the Exit door

16.2 Client cancels for more than one day

1. Click in the first day to cancel. Click "Client Cancel."
2. Enter a Reason Code.
3. Check the **Days of the Week** you want to cancel.
4. Press the Exit door

NOTE: Service is cancelled for the day(s); and the employee is released from the schedule.

16.3 How to handle an employee cancellation

1. Click in the schedule's day cell.
2. Click **Employee Cancel.**
3. Enter Reason Code, i.e., Employee Sick, Vacation, etc
4. Click **Set Payroll Hours to Zero** only if you do not want to pay for sick, vacation, etc.
5. Press the **Exit** door.

16.4 Employee cancels for more than one day

1. Click in first day to cancel
2. Click "Employee Cancel"
3. Enter Reason Code, i.e., Employee Sick, Vacation, etc
4. Click "Set Payroll Hours To Zero" ONLY if you do NOT want to pay for sick, vacation, etc
5. Note the "Thru Date" is the 'week ending' you are presently in. (Change if necessary.)
6. Check the "Days of the Week" to cancel.
7. Press the Exit door

NOTE: To pay vacation/sick in bulk time, click the **Vacation/Sick/Holiday** button located at the bottom right of the screen and fill out the window.

16.5 Enter a temporary replacement

1. Click in the day of the open schedule (red box)

2. Enter an employee name in the employee field.
3. Make sure “T” appears for temporary, next to employee’s name
4. Press the Exit door
5. Enter a Reason Code on the next screen.
6. Close its Exit door

16.6 Enter a replacement for more than one day

1. Click in first day for temporary replacement (red box)
2. Enter employee name in the employee field
3. Make sure “T” appears for temporary, next to employee’s name
4. Click “Copy”
5. Enter Reason Code
6. Close the door
7. Note the “Thru Date” is the ‘week ending’ you are presently in (change if necessary).
8. Check the “Days of the Week” for replacement
9. Field: “Copy What”, click “Employee”
10. Click “Copy”

16.7 Client refuses home attendant/employee

1. Go to the Client Schedule
2. Click on the first day you want to remove the h/a.
3. Click on **Client Cancel**.
4. Reason Code is: ‘Client Refuses home attendant.’
5. Check the days to remove h/a
6. Check the **Only Employee** checkbox. (The attendant’s name is printed alongside.)
7. Check **Permanent** cancellation.
8. Check **Add to Exclusion List**.
9. Check **Leave as open shift**.
10. Press the Exit door
11. The order is now displayed in RED / open to be filled.

16.8 Permanently remove an employee from a schedule

1. Go to the Client Schedule.
2. Click on the first day you want to put in a permanent replacement.
3. Highlight the employee’s name you need to remove.
4. Type in the new employee’s name.
5. Tab and change the “T” to a “P” for Permanent.
6. Click on **Copy**.
7. For the Reason Code, enter ‘Schedule Change.’
8. Click on the Days to change
9. Click on the Employee.
10. Click on **Copy**.

16.9 Exclude an employee from working with a client

1. Go to the Client Maintenance Screen
2. Click on Exclusions
3. Type in employee’s last name, first name
4. Tab to text field.
5. Type in reason for the exclusion

Note: You can also go to the Employee Maintenance Screen and do the exclusion from the employee maintenance screen and exclude the Client.

16.10 How to handle unscheduled visits

If a home attendant calls in that he/she will not be in because of illness:

1. Go to the Client Schedule screen.
2. Locate the day employee will be out.
3. Click inside the day.
4. Click on Employee Cancel.
5. Select the correct reason (remember **Payroll hrs** is set to zero).
6. The order is now open and RED.
7. Click in the red schedule.
8. Fill the order with a temporary replacement.

If you have an UNSCHEDULED VISIT and this appears as RED/GREEN, you have two options.

Option one:

1. If there is an order in green below the Unscheduled Visit, you must first cancel the employee for the green visit.
2. You now have a RED open order.
3. You can fill this red open schedule with the name of the employee from the Unscheduled Visit. PAYROLL will verify these hours and the Unscheduled Visit will disappear from the schedule.

Option two:

1. If there is an order in green below the Unscheduled Visit, you must first cancel the employee for the green visit.
2. You now have a RED open order.
3. You can do an agency cancel on the red open order.
4. You must now enter the scheduled hours in the Unscheduled Visit.
5. Payroll will verify this call.

16.11 How to handle twenty-four hours cases

If your agency is doing tasks and the home attendant does not call out with the task codes at the end of a 24-hour visit, an Unscheduled Visit will appear. There is nothing you can do to remove this visit. This is an alert to the Field Department that the home attendant made an error.

16.12 Paying for sick time

In HC Plus the default payroll hours for sick and vacation time has been set to zero.

When an employee calls in sick and you cancel the employee from the schedule, they will automatically have no hours for sick time.

If you wish to pay them sick time:

1. If the employee is going to be out for only one or two days, you can remove the check mark on Set PAYROLL hours to Zero and this will automatically pay sick time.
2. If the employee is going to be out for more than two (2) days, leave the checkbox marked.

If you then want to pay them for more than two days sick, do the following:

1. Click in the black box in the scheduled day and type over the ZERO and type the amount of hours to pay.

When you receive the doctor' note for the employee that was out sick:

2. Go to the Client Schedule.
3. Click in the black box (sick). Type (over the zero) the correct amount of hours for the days out. Remember to give the Fiscal department the timesheet with the doctors' note.

16.13 Payroll Steps after the Auto batch is run

I. Click on Verify Schedules on the Main Menu:

1. On the Verification Menu, click on $\boxed{\textbf{Verification Report}}$. The report will show you verified and unbatched time sheets.
2. Enter the W/E Date.
3. Enter the Contract Name from the drop down menu.
4. Click on View.
5. Examine the Verification Report.
6. Check if W/E date is correct and change if necessary
7. Check on Un-Verified transactions.
8. Print—and determine if time sheets need to be verified and added to a batch.
9. Repeat with different week ending dates to insure there is nothing outstanding.
10. Exit to the Verification Menu.

II. Click on Batch Listing on the Verification menu

1. Select **New Batch**.
2. Select a contract**—Contract** is your agency name.
3. Enter the **Week Ending** date
4. Click **Create New Batch**.
5. Click **Add Time Sheet**.
6. A list of Santrax Client Time Sheets appears.
7. Click on each time sheet to be added.
8. Click on add **Selected**.
9. Answer **Yes**.
10. Click on **Next Page** and repeat the above instructions until all time sheets have been added.
11. Click on **Show Non Santrax Clients**, if necessary add these time sheets to the batch
12. Repeat steps 1, 2 & 4 and check off **Multi Week** to create a mixed batch.
13. Repeat steps 5 though 11.

III. Out of balance

1. Any batched that are out of balance will have a red star to the left of the batch
2. Click on Modify Header
3. Click on the out of balance batch
4. Correct Header
5. Click on Save Header.

6. Click on View Unbatched Time Slips, enter the correct week ending dates and contract name. This report helps to insure no verified time slips are outstanding and need to be added to a batch.

IV. Once you are sure all is correct:

1. Click on Batch Listing
2. Click on Transfer All.
3. Wait about 10 minutes.
4. Logon on to Sandsport.
5. At the Command line: QS
6. Continue as you normally would for the edit
7. Don’t forget to enter your 200’s.

Thank you for using HC PLUS

If you have any questions or comments please call

Client Relations at 516/484-4400 ext. 552.