FAQ – Field Staff

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SM

homecare homebase



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Outside of a Visit

Medical Records

How do I get to the patient's Medical Records?

Tap on Menu > Medical Records > Patient Name > Date

PointCare Manager			×
~ Today (0)			Sync
~ Tue (0)			Med Records
w Wod (0)			Agent
• wed (0)			Reference
~ Thu (0)			
~ Fri (0)			Upload Log File
~ Sat (0)			7/05
~ Sun (0)			7/06
 Overdue Visits (54) 			
PointCare Manager		Clients - SN11 - FULLE	RTON, CARA
CONWELL, CON	NIE (1)	^ History	
FOXLEY, FRANK	(1)	Client Snapshot	
		Aide Care Plan	
FULLERION, CEI	NDRA (1)	Allergies	
10/12/11	RN00H	Attachments	
	(1)	Calendar	
• FULLERION, LP	(1)	CLIA Lab Hx	
FULLERTON, HA	RRY (1)	Client Summary	/
HOY, HEUY (1)		Client Workers	
		Clinical Informa	tion
KELLY, CALVIN (1)	Contacts	

Case Manager

Where can I find the Case Manager for the patient?

Tap on Medical Records > Patient Name > Date > Demographics > Episode

PointCare			
Demographics FULLERTON, CARA			
Scheduling Acuity			
Personal	Procedures		
Address	Payor Source		
Launch Google Maps			
Directions	Medical Release Code		
Physicians	Emergency Preparedness		
Facilities	Advance Directives		
Episode	Inpatient Events		
Diagnoses	Contacts		
Face-to-Face	View All		
Pee for personal use			

Patient Notes

Where can I find notes that were entered in during the referral?

Tap on Medical Records > Patient Name > Date > Coordination Notes > Clinical Comment Intake (Coordination Note name may vary with agency)

S Clients - SN11 - FULLERTON, CARA
Aide Care Plan
Allergies
Attachments
Calendar
CLIA Lab Hx
Client Summary
Client Workers
Clinical Information
Contacts
Coordination Notes
Demographics



Patient Address

How can I find the patient's address?

Tap on Menu > Medical Records > Patient Name > Date > Demographics > Address

PointCare		
Demographics FULLERTON, CARA		
Scheduling Acuity		
Personal	Procedures	
Address	Payor Source	
Launch Google Maps		
Directions	Medical Release Code	
Physicians	Emergency Preparedness	
Facilities	Advance Directives	
Episode	Inpatient Events	
Diagnoses	Contacts	
Face-to-Face	View All	
tree for personal use		



Patient Phone Number

Where can I find the phone number of the patient?

Tap on Menu > Medical Records > Patient Name > Date > Demographics > Address

S PointCare				
Demographics FULLERTON, CARA				
Scheduling Acuity				
Personal	Procedures			
Address	Payor Source			
Launch Google Maps				
Directions	Medical Release Code			
Physicians	Emergency Preparedness			
Facilities	Advance Directives			
Episode	Inpatient Events			
Diagnoses	Contacts			
Face-to-Face	View All			
tree for personal use				

From your 7 day rolling calendar, tap on the patient's name and the phone number will display on the top of the screen.





Patient Medical Record Number

Where can I find the patient's Medical Record number?

Medical Records > Patient Name > Date > Demographics > Personal

PointCare		PointCare		
De FUL	mographics LERTON, CARA	De FUL	mographics LERTON, CARA	
Scheduling Acuity		Dava an al Infa		
Personal	Procedures	SSN		
Address	Payor Source	DOB	11/7/1939	
Launch Google Maps		Age Gender	76 M	
Directions	Medical Release Code	Med Record	01000004421601	
Physicians	Emergency Preparedness	HEIGHT	0.0	
Facilities	Advance Directives	WEIGHT	0.0	
Episode	Inpatient Events	Primary Diagnosis I50.23 ACUTE ON C	CHRONIC SYSTOLIC	
Diagnoses	Contacts	(CONGESTIVE) HEA	ART FAILURE	
Face-to-Face	View All			
free for personal use				



Adding a Visit Note – Outside Visit

How do I add a note from outside of a visit?

Tap on Menu > Med Records > Patient Name > Date > tap on History (this is the VERY first thing at the top of the page) > Features > tap on Notes > Add

Clients - HH11 - NICKERS, NURSE				
History				
Seatures 😪				
IDG Mee	etings			
New Ord	ders			
Notes				
Supply R	equisitions			



Adding Order/Supply

What if I get a call from the doctor to add an order or supply for the patient after I already synched back the visit?

Tap on Menu > Patient Name > Date > History > Features > Orders > Add

Clients - HH11 - NICKERS, NURSE
History
Seatures
IDG Meetings
New Orders
Notes
Supply Requisitions

Patient Refuse Service

What if I call before going out to the patient's house for the SOC and they refuse services before I even make it out there?

- 1. Send the visit back as Missed-Patient refused services
- 2. The office has the ability to NON-ADMIT the patient

PRN Visit

If I need a PRN visit for a patient what do I do?

- 1. Two scenarios for this. First is if this occurs during regular office hours:
 - You will need to call the scheduler who can then move the PRN visits that are plotted for that patient onto your calendar for today. You will then need to re-synch your device and accept the visit and synch again.
- 2. Second scenario is if you are on-call:



You will need to go into the R2 on your on-call laptop, go into the scheduling console, search for the patient that you need, go to their calendar, and find the PRN visits (they should be on the last Saturday of the patient's cert period), and move one of these visits to the day you need it and schedule it out to yourself. Synch your device, accept the visit, and synch again.



Inside of a Visit

Adding Visit Note - Inside Visit

How do I add a note from inside of a visit?

Tap on Notes > Add





Sign Out of Visit

How do I sign out of a visit?

Make sure you are on your Visit Command Center screen > tap Sign Out > choose a Disposition > MAKE SURE THAT THE PATIENT SIGNS BEFORE LEAVING THE HOUSE

RN00 - ABCD, MASTER REFERRAL							•
	Vi	sit Actions					
Medical Records					lotes		
PRN PRN				i Ref	ference		
	*	Sign Out					
						Client Refe	rence
RN00 - ABCD, MASTER REFERRAL						Client Refe	rence
Total Visit Time 0 Hours 3 Minutes						Client Refe	rence
Image: RN00 - ABCD, MASTER REFERRAL Total Visit Time 0 Hours 3 Minutes Image: Backup Database <choose a="" disposition=""></choose>	i		1			Client Refe	rence
Image: RN00 - ABCD, MASTER REFERRAL Total Visit Time 0 Hours 3 Minutes Image: RN00 - ABCD, MASTER REFERRAL						Client Refe	rence
Image: Show of the state o						Client Refe	rence
Image: State of the state						Client Refe	rence
Image: State of the state						Client Refe	
Image: State of the state						Client Refe	
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Allergies

Where can I find the Allergies section?

Tap on PRN > Allergies > if it is an allergy that is not listed then you can type in OTHER and enter the unlisted allergy

Visit Actions Medical Records Image: Notes Image: Notes Image: Notes Image: Notes Image: Notes Image: Notes Image: Notes Image: Notes Image: Notes Image: Notes Image: Notes Image: Notes Image: Notes Image: Notes Image: Notes	8N00 - ABCD, MASTER REFERRAL	:
Medical Records	Vis	sit Actions
FRN Image: Clean Reference	Medical Records	Notes
Cliett Reference Cliett Occurrence Cliett Complaint Cliett Control Med Errors Meds Understanding	PRN PRN	R eference
PRN Allergies* Vaccinations Client Occurrence Complaint Infection Control Med Errors Meds Understanding	ج د •	Sign Out <mark>Client Reference</mark>
PRN Allergies* Vaccinations Client Occurrence Complaint Infection Control Med Errors Meds Understanding	S RN00 - ABCD, MASTER REFERRAL	
Allergies* Vaccinations Client Occurrence Complaint Infection Control Med Errors Meds Understanding	P	RN
Vaccinations Client Occurrence Complaint Infection Control Med Errors Meds Understanding	Allergies*	
Client Occurrence Complaint Infection Control Med Errors Meds Understanding	Vaccinations	
Complaint Infection Control Med Errors Meds Understanding	Client Occurrence	
Infection Control Med Errors Meds Understanding	Complaint	
Med Errors Meds Understanding	Infection Control	
Meds Understanding	Med Errors	
	Meds Understanding	



Items to Complete in Patient Home

What is required to complete in the patient's home?

If you forget how to navigate through a visit the three things you need to make sure and do are:

- 1. Start your In-Home time
- 2. Document the patient's vitals (these are time stamped)
- 3. Sign out of the visit when your leave (GET THE PATIENT'S SIGNATURE).

Coordination Note

What if I want to document on something that wasn't a choice with in the visit?

Any additional documentation can be entered in a NARRATIVE Coordination Note (this note will tie itself to that visit).

Non-Admit Patient

How do I non-admit a patient after starting the visit?

Go to sign out of the visit and choose the disposition of NON-ADMIT

TRN00 - ABCD, MASTER REFERRAL		S RN00 - ABCD, MASTER REFERRAL		
Visit Actions		Total Visit Time 0 Hours 5 Minutes Blackup Database -choose a disposition>		
	Notes	<choose a="" disposition=""> Complete Non-Admit</choose>		
PRN PRN	Peference	Incomplete Pause		
*	Sign Out	Save Return to Visit		



Editing the Calendar

Recommended Range pop-up

What do I do if I am plotting out my visits and a pop-up appears telling me I am outside of the recommended range for this patient?

When you enter in your pathways the system automatically generates a recommended range of visits that this patient may benefit from. As a skilled clinician, you always have the right to come up with the frequency that you think is best. If you want to keep your visits the way they are, then answer "YES" to that pop-up.



Deleting a Visit

How do I delete a visit if I did not mean to add it?

Tap on the visit you want to delete and a pop-up will appear and give you a choice to delete the visit.



Diagnosis

How do I search for a diagnosis?

Remember that you can choose to search for the ICD Code or a description. If searching for a description, remember that less is more. For example if you are searching for Total Knee Replacement and type in "total knee" it will not find it. It is put into the system as "TOT KNEE".



Wound

If my patient does not have a wound would I still have to go into the Integumentary Command Center?

No, if your patient does not have a wound then the only thing you need to complete for the Integumentary section is the "OPEN FORM" part of that section

Hospice

IDG Notes

If I have not seen the patient yet but need to complete an IDG Meeting note how do I do this?

- You will need to call the Scheduler and have them send you a 98H visit service code. You will need to complete this visit and then you will be able to enter in a note.
- This is a dummy visit and will not actually be billable or be a real visit.

How do I enter in an IDG note for a patient from the device?

- From the 7 day rolling calendar screen tap Menu>Med Records>Patient Name>Date>History>Features>IDG Meetings>and choose a patient name.
- To sign the note after making your edits tap Menu>Sign Details

Clients - HH11 - NICKERS, NURSE
History
Seatures
IDG Meetings
New Orders
Notes
Supply Requisitions

Couch Visits

If I see an RN04H/CH40H/SW40H on my device what does this mean?

- This is a couch visit. It is not an actual visit to the patient and needs to be completed in order to transition the hospice patients over to HCHB.
- Make sure to take note of the date these Hospice patients will be switching to HCHB. You will want to start plotting the calendar for those patients starting on that specified date.



• This means if you see this patient again tomorrow, you will still be doing that visit on paper. It won't switch this patient over to the device until that specified date.

Assessing Bereavement

How do I assess the contact for Bereavement Risk Assessment?

Inside of a visit you need to tap on Visit Actions > Demographics > tap and hold on Contacts > Edit > tap and hold on the contact name>and you will see the option for risk assessment.