



A DAY IN THE LIFE OF A HOMECARE AGENCY USING CELLTRAK

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All across North America homecare aides are helping deliver the best care possible with the use of CellTrak. CellTrak provides an integrated home health point-of-care mobility and administration system that enables efficiencies with scheduling, staff management, time and attendance, GPS and directions and delivering a patient-specific care plan at the point-of-care. Today, tens of thousands of homecare aides, hospice aides, therapists, chaplains and nurses located in thousands of offices across North America deliver the best care most efficiently with CellTrak. With this “Day-in-the Life” of a homecare aide whitepaper, you will have the opportunity to experience CellTrak in action for homecare aides and their agencies. Today, millions of people are better off thanks to the use of CellTrak.

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A Day in the Life of a CellTrak Agency

Using CellTrak is more than just automating existing processes. It's a way to transform the way your agency does business, helping your staff be more proactive and your entire agency do more with the resources you have today.

CellTrak helps your field staff be more efficient, but it also helps your office staff/coordinators keep things running smoothly and identify issues before they reach your clients.

CellTrak Benefits for Office Staff

- ✓ **Knowing where your field staff are for safety and service delivery**
- ✓ **Efficient, staff-friendly electronic schedule distribution**
- ✓ **Built-in care plan compliance**
- ✓ **Easy schedule conformance monitoring**
- ✓ **Improved staff communication options**
- ✓ **Report options make internal audits a snap**
- ✓ **Cleaning your patient address information**

Starting the Day: Are Your Staff Ready to See Patients Today?

Typically, a coordinator might start the day by checking the CellTrak administrative dashboard to see if scheduled staff have started CellTrak for the day and if they are on their way to their scheduled patient visits. A green light on the maps page means they're on the job as expected. Those with red lights may need a reminder contact.

The screenshot shows the CellTrak administrative dashboard. At the top, it says "Current Location: CellTrak Arizona" and "Help | Version: 1.72 Enterprise". On the left is a navigation menu with options like Home, Visit Alerts, Open Visits, Completed Visits, Dear List, Roles, Locations, Field Staff, Patients, Schedule, Offices, Reports, Tools, Maps, and Logout. The main area is titled "Maps" and "Displaying Maps for Total 6 Staff". It shows a grid of six map tiles. A large red box with white text is overlaid on the top two maps, stating: "Green light means CellTrak is running on their phone – Red light means they might need a reminder today!". The bottom right map tile has a blue box with white text that says: "Amy needs a reminder call!". Each map tile shows a street view with a red triangle indicating the staff member's location and a green or red light. The bottom right map tile shows a red light. Below the map tiles, there are details for each staff member, including their name, patient name, and last GPS fix time.

Amy Smith's light is still red at 9:30, and she has a patient appointment at 10:00. Check in with her to see if she's on her way or if you need to let the patient know she will be late. It turns out she overslept so you call the patient and let him know she will be 15 minutes late.

A few staff have called in sick this morning, and you need to reassign those visits. After having looked at the scheduling module of your back-office system to see whose schedule is free, you use CellTrak to look at the last known location icon for available staff to see who is currently closest to those patients. Any urgent, unscheduled visits will be assigned to the nearest aide who is online and available to work. This will help keep your mileage reimbursement costs down.

Assigning Referrals and Scheduling Existing Patients

Now that you have handled your urgent morning matters and know your staff are on the job and your day is off to a smooth start, you can focus on processing potential new business in the form of patient referrals. Use your front office/back office scheduling system to schedule the new assessment visits as you normally would. However, if your nurses have CellTrak, they will receive updated schedules immediately on their CellTrak phones without phone calls or unnecessary trips to the office.



Scheduling is a never-ending process, and CellTrak helps you streamline it. Whether you are rescheduling existing patients or scheduling new patients for the first time, your CellTrak integration to your scheduling system allows you to schedule, rebook, and cancel as needed and automatically update your staff in the field with the appropriate schedule and care plan information they need. With CellTrak, aides can view their schedules on their phones up to a week in advance, which helps them plan better and keeps you from printing and reprinting schedules.

Checking In: Are Your Scheduled Patient Visits Going According to Plan?

Now that visits have been underway for a while, you decide to check in to see how things are going. CellTrak has special alerts that help you identify issues and resolve them before they impact your clients.

Suzy Thomas has a **Delayed Start** alert, which means that a scheduled visit has not yet started and it is 15 minutes past the scheduled start time. You check Suzy's last known

Patient Name	Staff Name	Visit Start	Visit Finish	Schedule Start	Schedule Finish	Status
Clark, John	O'Donnell, Bruce	Apr 21 2010 4:01AM	Apr 21 2010 4:02AM			Short Visit
Kruger, Katie	O'Donnell, Bruce	Mar 28 2010 8:45AM	Mar 28 2010 8:41AM	Mar 28 2010 11:05AM	Mar 28 2010 11:30AM	Less Than Duration
Kruger, Katie	Bryant, Wary	Mar 28 2010 8:22AM	Mar 28 2010 8:23AM	Mar 28 2010 12:00PM	Mar 28 2010 12:30PM	Less Than Duration
Thomas, Mike	O'Donnell, Bruce	Mar 28 2010 8:45AM	Mar 28 2010 8:41AM	Mar 28 2010 12:00PM	Mar 28 2010 12:30PM	Less Than Duration
Kruger, Katie	Bryant, Wary			Mar 29 2010 11:05AM	Mar 29 2010 11:30AM	Delayed Start
Clark, John	O'Donnell, Bruce			Mar 29 2010 11:05AM	Mar 29 2010 11:30AM	Delayed Start
Thomas, Mike	O'Donnell, Bruce			Mar 29 2010 12:00PM	Mar 29 2010 12:30PM	Delayed Start
Ranner, Patrick	Bryant, Wary	Mar 30 2010 1:00PM		Mar 29 2010 1:30PM		Delayed Start
Ranner, Patrick	Bryant, Wary	Mar 30 2010 5:57PM		Mar 30 2010 2:00PM	Mar 30 2010 2:30PM	Delayed Start
Ranner, Patrick	Bryant, Wary	Mar 30 2010 5:57PM		Mar 30 2010 2:00PM	Mar 30 2010 2:30PM	Finished Late
Ranner, Patrick	Bryant, Wary	Mar 30 2010 5:57PM		Mar 30 2010 2:00PM	Mar 30 2010 2:30PM	Exceeds Duration
Clark, John	Bryant, Wary	Apr 05 2010 5:20PM	Apr 05 2010 5:10PM	Apr 05 2010 11:05AM	Apr 05 2010 11:30AM	Less Than Duration

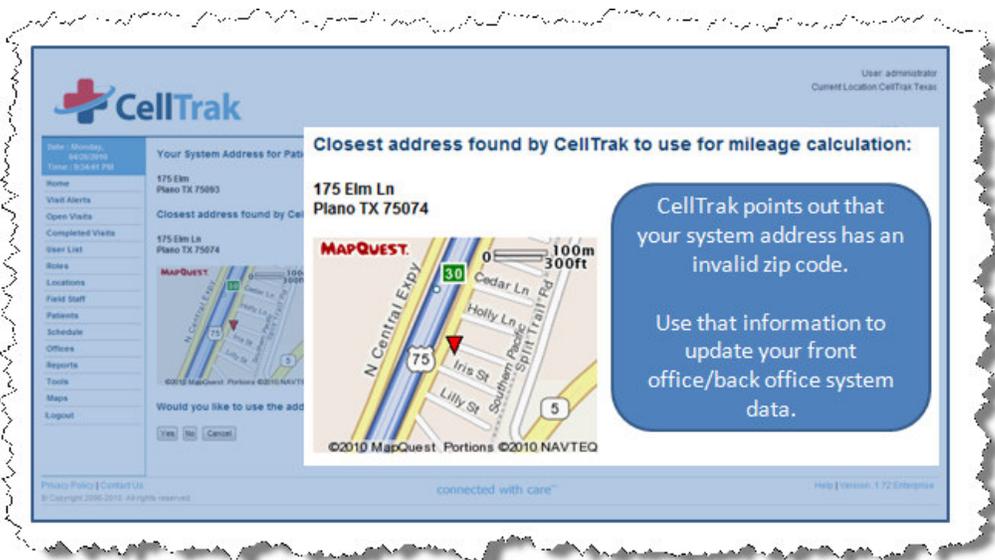
location and see that she is a few minutes from the patient's home so you call the patient and let them know she's on her way.

Lisa Adams has two **Less than Duration** visit alerts, which means her visits were at least 15 minutes shorter than scheduled. Make a note to talk to her supervisor to see if there is a problem with scheduling visits too close together. Call the patients to see if they are happy with their service and be sure they are receiving their proper allotment of care. It turns out that one of the patients told Lisa to go ahead and go; he was tired and didn't feel the rest of the visit was necessary. Make a note to talk to Lisa's supervisor about this patient so she's aware of the situation.

Amanda Bailey has an **Exceeds Duration** alert. You didn't authorize her to stay longer with that patient. Make a note to follow up with her supervisor and find out why extra time was needed with that patient. His case may be more complex than you realized.

Good news, there are no **Missed Visit** alerts because you stayed on top of your **Delayed Start** alerts and got things rebooked as needed!

Accurate Patient Addresses: Using CellTrak to Validate & Correct Your Records



Valid patient addresses are an important part of getting the most out of CellTrak's mileage calculation and turn-by-turn directions features, so once a day you check which patient addresses have been flagged as needing to be validated (typically due to a misspelling, incorrect postal code etc.) and let CellTrak provide the recommended validated address. You've also started updating your patient record system with the updated

address information, so your data is cleaner than ever.

Everyone Agrees – Proactive is Better: CellTrak Makes it Easier!

A patient's daughter calls your office, worried that she couldn't reach her mother during her scheduled visit with a caregiver. You send a message to her aide, who responds immediately that she was bathing her at the time and couldn't get to the phone. Assure the patient's daughter that all is well.

You check the alerts tab again and notice that a scheduled visit has not started, and it is 20 minutes past its scheduled start time. You send a message to the aide who responds that she has had a fender-bender and is stuck reporting the accident to the police. You need to reassign this visit to someone else and think Cindy Evans may be close by. You check her last known location in CellTrak, and it turns out she is just a couple of streets away and has a break in her schedule. You call the patient to let her know about the accident and that another caregiver is on her way.



Staying connected helps you handle the unexpected and take a proactive approach to managing your staff. Talk to your carrier about communication options like text messaging and voice plans.

A patient's son calls your office to let you know that he is taking his dad to the doctor this afternoon; he was able to get a last minute appointment and will not be at home for his visit today. You update the aide's schedule, and she is automatically notified the next time she starts or finishes a visit on her CellTrak phone – so you effectively avoid a visit where you have to pay your staff for mileage and travel time incurred for a visit that can't be billed since the patient wasn't home.

Now Mrs. Taylor's daughter calls to complain that Linda Brown didn't show for her mother's visit last Friday; apparently she was supposed to be there at 3pm and never showed up. You know this isn't like Linda, and you have a completed visit recorded in CellTrak for Mrs. Taylor for that day. Just to be sure, you check Linda's map for that day and see that the GPS shows she was there so you inform the daughter of this and notify the Case Manager for Mrs. Taylor; this may be indicative of problems with her dementia so the Case Manager should know about it.

CellTrak gives you the power of information that you can use to better serve your clients, make proactive decisions based on real data and improve the efficiency of your staff and agency overall.



Streamlining Performance: Using Reports to Improve Effectiveness

You're always looking for ways to improve efficiency, so every day you review the time and mileage report from the prior day. This report is like a **"snapshot of the day"** for staff, so it allows you to quickly audit daily activity in terms of completed visits, visit duration as well as the mileage and travel time recorded for those visits. Visit information, including mileage and travel time is displayed chronologically by staff member so you can easily scan through and look for anomalies.

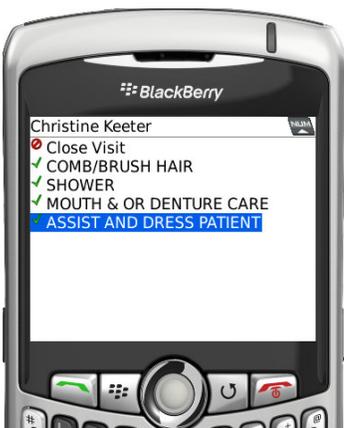
Reports help you identify trends and areas for improvement.

Compare calculated mileage and travel time and look for anomalies in comparison to manually-entered mileage expense reports.

Staff ID	Staff Name	Patient ID	Patient Name	Start	Finish	Duration	Miles	Travel Time	Visit Source
0423	Bryant, Mary	972288	Ms. Help	Apr 22 2010 8:45AM	Apr 22 2010 7:28AM	73	6.04	14	Phone
0423	Bryant, Mary	0225	Teacher, Christine	Apr 22 2010 7:59PM	Apr 22 2010 8:39PM	19	7.81	19	Phone
0423	Bryant, Mary	0225	Teacher, Christine	Apr 22 2010 9:20PM	Apr 22 2010 9:30PM	11	2.65	8	Phone
0531	Champion, Matthew	972288	Ms. Help				6.04	14	Phone
0531	Champion, Matthew	0225	Teacher, Christine				7.81	19	Phone
0531	Champion, Matthew	0465	Jacobs, Bruce				2.65	8	Phone
0531	Champion, Matthew	781	Peate-Bull, Carmel				8.75	19	Phone
0531	Champion, Matthew	0031	Office ABC Nursing Home				0	0	Phone
0531	Champion, Matthew	781	Peate-Bull, Carmel				26.59	74	Phone
							43.09	115	

Last week you noticed that there were a few visits where the start time was just 5 minutes after the last visit's end time, but the visits were more than 20 miles apart. How can that be? Your supervisors talked to the staff about the importance of starting a visit only when you are at the patient's home – not when they're on their way there - since you're billing for this time. This week things look better, so it looks like things are improving in that area.

It's close to the end of the day now, so you check the completed visits screen in CellTrak to see if there is anything that needs to be addressed and to prepare to export for billing.



Your daily completed visit information is **100% compliant with the care plan** since the aide cannot finish a visit without documenting all tasks in the system, so visits can be processed immediately for billing without any additional validation. You compare the completed visits to your scheduled visits for your aides for that day so you know right away what tasks were completed, not completed or refused.

You see that Mrs. Bradford refused her visit. Make a note to let the Case Manager know that follow up is needed.

You have the accurate time and attendance information, the completion status of each task on the care plan and the calculated mileage and travel time for the staff reimbursement for each visit. You have everything you need for payroll without having to wait for paper timesheets and visit notes to be turned in after the fact. After you review the visits, you export them for processing in your back end system and head home for the day.

A Day in the Life of a Home Health/Hospice Aide Using CellTrak

A New Tool You'll Want to Take With You Each Day

Before you leave your home, you turn on your phone, start CellTrak and receive an updated schedule for the day, as well as a validated address and current care plan information for each patient. You may also decide to check your schedule for the week to see what's ahead.

You head to your first patient visit. Don't worry about recording mileage or travel time - CellTrak does this for you.



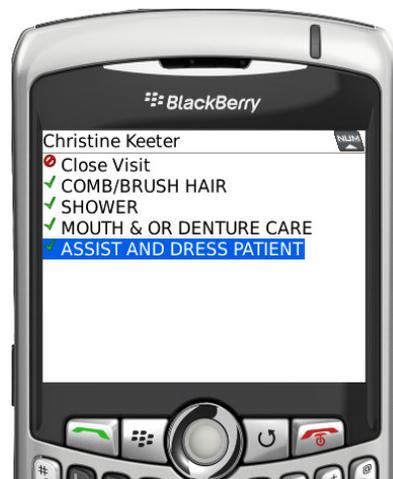
No more calling or faxing. Check your schedule right from your phone and know what's ahead.



When you arrive, select your patient from your schedule and CellTrak will automatically display the patient's care plan for you. Take care of the patient like you always do. Don't worry about documenting what you did until you are back at your car and ready to leave.

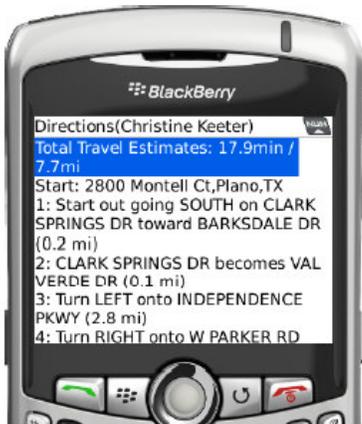
Documenting tasks is simple, and you always have the most up-to-date care plan in the system.

When you get back to your car (but before you drive away), you need to document the patient's care plan on your CellTrak phone. With paper care plans, you can forget to check a box or answer a question, but **CellTrak protects you from that kind of honest mistake**. You can't complete a visit without indicating that you have addressed each item on the care plan. So even if you do not complete a task (e.g. at the patient's request), it will be documented so that your branch office knows it was intentional and not an oversight. When you have checked off all the items on the care plan, you are ready to finish your visit and send it to the office. You may also decide to enter a few notes about your visit in the comments section for the nurse to review right away. Of course, for anything urgent, be sure to still call like you do today.



As you're ready to head out, you notice that there's no cell phone coverage here, but that's okay because CellTrak has already saved the care plan information you need to run your visit and will automatically send it back to your branch office when you're back in an area with coverage and start your next visit.

Be Prepared: Real-Time Access to Patient Care Plans, Schedules & Addresses



Turn-by-turn directions from where you are to your next visit, using the address from your head office system.

your last visit, you get a message on your phone from your supervisor that your next visit has been cancelled; the patient's mother has come by to take her to the doctor instead. You reply back to the office that you got the message and ask for another appointment because it's still early in the afternoon. Your supervisor appreciates your willingness to take another assignment and schedules you to see Mr. Brown instead.

You head over to Mr. Brown's house. When you get there, you do a checkschedule and there comes an update with the information you need for Mr. Brown's visit. You didn't have to take down any handwritten notes. CellTrak sent all the information straight to your phone.



Your schedule's clear now, and you have no visit paperwork to complete or send.

patient's home. There's no need to call in or stop by the office. Just check your schedule and go.

You're checking your schedule for your next visit and notice this is a brand new patient, and you have no idea how to get there from here. So you select the patient name from your schedule, click "Get Directions" and CellTrak gives you turn-by-turn directions from where you are right now.

Very handy if you're lost!

Now that you know how to get to the patient's home, you might want to know what the care plan looks like ahead of time so you take a peek at the patient's care plan before you arrive so you can be well-prepared for your visit.

You carry out the rest of your visits for the day, and just as you are about to travel to



Retrieve updated schedules and care plans while you're on the road.

After you finish Mr. Brown's visit, your schedule is clear for the day. Since you complete your visit documentation right after each visit, there's no visit paperwork to fill out and take back to the office. Your mileage, travel time, time and attendance and care plan documentation have been recorded and automatically sent for processing at your branch office.

Now that you're done for the day, there's just one last thing before you power off and plug in your phone to charge. Since your schedule and care plans are automatically displayed in CellTrak from your office system, you can already see your visits for tomorrow in Future Visits. Tomorrow morning, get prepared by powering on your phone, starting CellTrak to pull your schedule for the day and go straight to your first

Who knew that a mobile phone could be so useful?