



Caregiver Mobile App Tutorial

ClearCareGo Caregiver

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Downloading the App & Logging in

Next time you log in to the caregiver portal from your mobile device, click on the link to download the app or search for "ClearCare" in Google Play. Once the app has been installed, log into the app.



2

Changing Your Password

To view your profile in the app, click on the main menu to the top left of the screen and click on the icon of a person. You can click on the orange editing pencil and this allows you to change your password to one that will be more memorable.



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Clocking Into Shifts

Click on the main menu at the top right of the screen, and click on "Shifts". This allows you to clock into scheduled shifts (with tasks displayed), by clicking on the orange button.





Confirming Completed Tasks

The app also allows you to confirm that you have completed tasks and clock out of scheduled shifts, by clicking on the necessary buttons.



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Adding Mileage

Clock into

scheduled shifts.

Once you have finished marking your tasks as complete, you can type in mileage (if this feature is available to your agency).

Please note that mileage can only be added in whole numbers. This means that you cannot type in that you drove 10.3 miles. You can only type in 10 miles.



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Leaving a General Comment

If there is a change in the condition of the client, you can leave a general comment as shown to the right. You can also give a reason why a task was not completed, to leave a message for the office staff or the next caregiver to see.

> Leave a comment regarding change in condition or incomplete task.



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Safety At Work

The Caregiver can also answer specific questions about safety on the job.



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E-Signatures

If your agency has this feature set up for you, you (and or the client) will be able to sign into and out of shifts, via the app.



9

Quality of Care

If your agency subscribes to Quality of Care, you can answer questions about this, such as the one shown to the right.



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Accepting or Declining An Open Shift

As a caregiver, you can also accept or decline open shifts. Once accepted by one caregiver, the shift will no longer show as open to others, therefore you MUST be prepared to show up to any shift that you accept. To accept (or decline) a shift, simply click on the orange button of your choice, shown to the right.



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Your Client's Information

By touching the Main Menu Button on the top left of your screen, and touching "Clients", you will be able to see the location of the client's home and their address on a map. There is also a link that will allow you to navigate to the address, shown to the right with the arrow.





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The Client Assessment

Designated areas of the client's assessment will be available so that you have a good idea of the client that you will be helping. This information – such as the ADLs and IADLs (otherwise known as tasks), will help you provide up to date and beneficial care to the client.





Please note that this information is confidential and must be protected at all times. As a security measure, the app will automatically log you out after 20 minutes. 



The ClearCareGo Caregiver mobile app connects your agency and your caregivers via a fast and flexible interface that brings point-of-care transparency to every client you serve.



ClearCareGo

Caregiver

Benefits:



Empower caregivers Give your caregivers the tools they need to provide informed, quality care. The

informed, quality care. The app provides pertinent shift details and access to care plans on-the-go.



Provide the best tools for your front line

Caregivers prefer agencies that provide the tools to keep their focus on caring for your client. The mobile app keeps your agency and the caregiver connected and keeps important information top of mind.



Deliver better care

When caregivers spend less time on admin and completing telephony or paper time sheets, they spend more time caring for clients.



Access to key shift details Caregivers have access to everything they need to prepare for a shift – client care plan, shift time, location (with directions), tasks and more.

Features:

Fingerprint Recognition

Can't remember your password? Set up Touch ID to log in to the ClearCareGo app using your fingerprint (available on devices supporting fingerprint recognition).

Map & Directions

Click to navigate to the client's home, eliminating unnecessary calls to the office.

Mobile Care Plans

View the assessment and care plan to make sure the client's day is just right.

GPS Mobile Clock-In/Out

Clock in/out of shifts from smartphones and tablets with just a few taps using the GPS enabled mobile app.

First Come, First Serve

Get notification of shift offers and accept/decline from the app. First to respond gets scheduled.

Update Shifts in Real Time

Update tasks as they are completed and leave written detail so everyone is in the loop.

e-Signature

Electronically sign care log at end of shift.



C Shift Details Jesse Kattopolis	2 PM
Jesse Katsopolis To Do Walk 10:00 am PDT To Do Bath Client To Do Wash Dishes	
To Do	
Walk 10:00 am PDT	>
To Do	
To Do To Do Wash Dishes	
Bath Client	>
To Do	
Wash Dishes	>

Availability: The ClearCareGo Caregiver mobile app is available for download on the Google Play and iTunes App Stores.

The ClearCareGo Caregiver mobile app is a feature of the ClearCare platform. It does not work as a standalone product.