Mobile Application User Guide
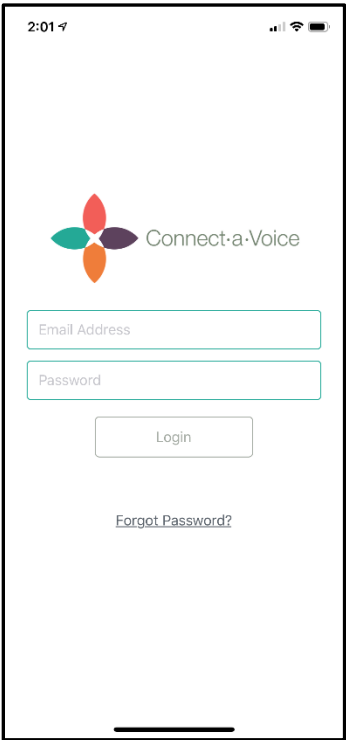
Connect a Voice
1060 Kingsmill Pkwy
Columbus, OH 43229

Connect·a·Voice

Table of Contents

Connect a Voice Main Logon Screen

To Log into the Connect a Voice Mobile Application – use your email address and a password you create.

Passwords must be:

- At least 8 characters in length
- 1 uppercase character
- 1 lowercase character
- 1 number

Notes:

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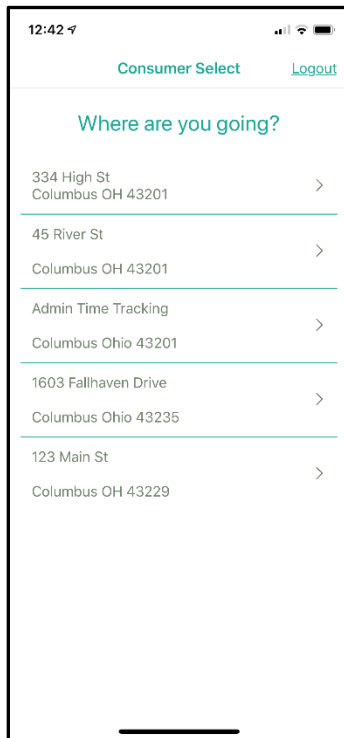
Connect a Voice Initial Location Screen

Once logged in a user will be taken to the Consumer Select screen. Here they select the location of Consumer.

Users can have one to many locations listed depending on how many Consumers they are trained to work with.

If a location is not showing contact your system administrator to be assigned to the Consumer.

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Connect a Voice Shift Location Screen

Once the location of the Consumer is selected, you will be taken to the Shift Location screen. Here you can select the type of service you are providing – i.e. 'Awake Services' equals HPC.

Once the type of service is selected – press the 'Start Shift' button at the bottom to begin your shift.

Note: If you need directions to the location, you can press the Directions button to be taken to your phone's Map feature for GPS directions to the location.
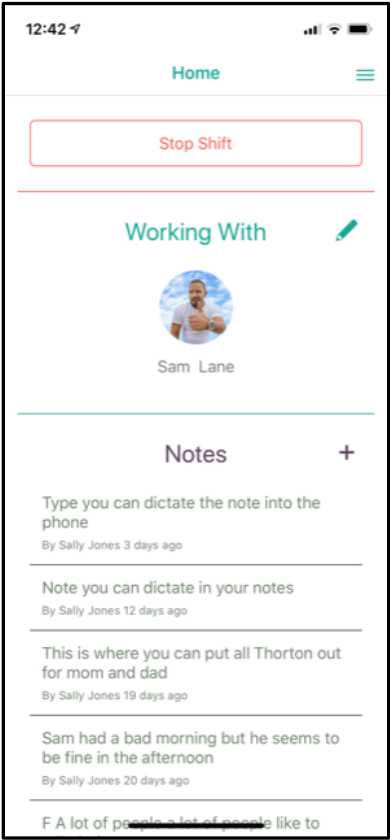
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Connect a Voice Home Screen

This is the Connect a Voice Home screen. It shows who you are working with. Where there are multiple Consumers at a location, you will see multiple Consumer pictures.

The Notes section allows staff to record notes about the Consumer. Items such as how the day is going, or things that need to be addressed at the location (something broken) can be recorded. These Notes are available for other staff to review.

To add a note, simply select the '+' sign on the right side of the screen.

To get to the other Connect a Voice menus you can either press the three bars in the upper right hand side of the screen or simply swipe the screen from the right.
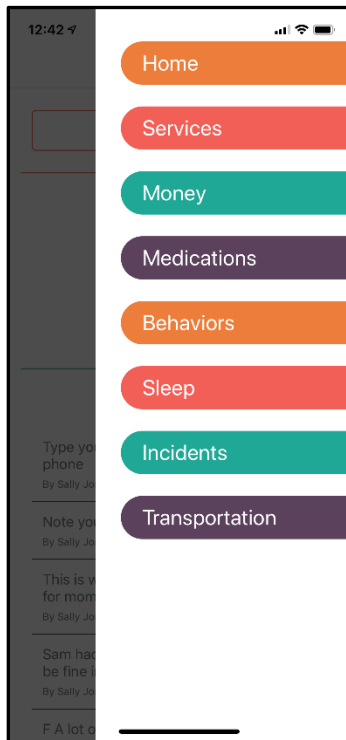
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Connect a Voice Main Menu Screen

Home

Services

Money

Medications

Behaviors

Sleep

Incidents

Transportation

This is the Connect a Voice Main Menu. It shows are the different types of information collected by the Connect a Voice system.

Notes:

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Connect a Voice Consumer Services Screen

12:42

Services ☰

Which consumer is this for?

○ Sam Lane

Next

Selecting 'Services' from the Main Menu takes you to the Services screen. Here you will need to select the Consumer you are documenting.

If there were multiple Consumers at this location you would see multiple name.

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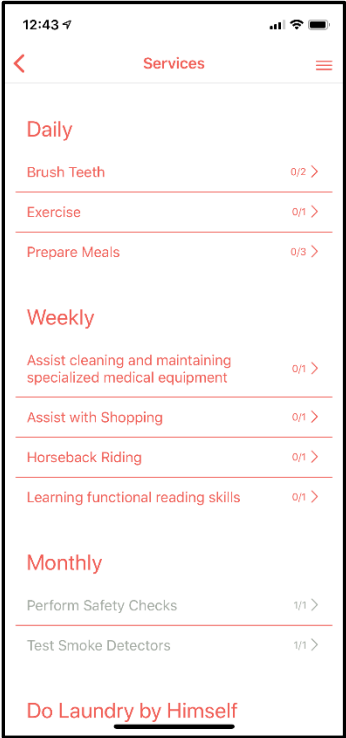_____

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Connect a Voice Services Screen

Once the Consumer is selected the system will show a list of services required for that Consumer.

Note the grayed out services under the Monthly category. Graying out represents that Service has been performed, and met the requirements for that timeframe.
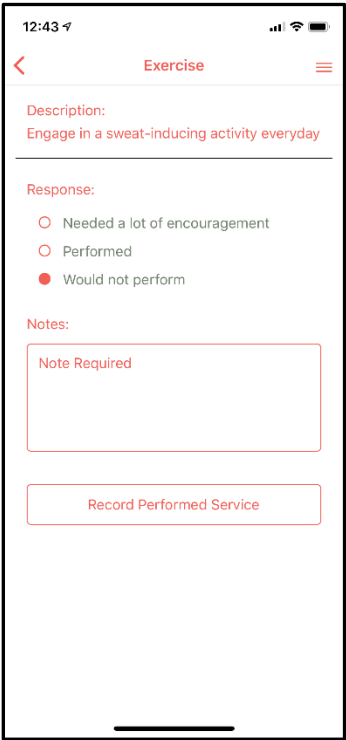
Notes:

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Connect a Voice Selected Service Screen

Exercise

Description:
Engage in a sweat-inducing activity everyday

Response:
- ◯ Needed a lot of encouragement
- ◯ Performed
- ● Would not perform

Notes:

Note Required

Record Performed Service

Selecting a particular Service from the previous screen takes you to that service detail screen.

A Description further explains what is required to perform the services. Once the Service has been performed – select the appropriate response, and you can save the Service by selecting the Record Performed Service button.

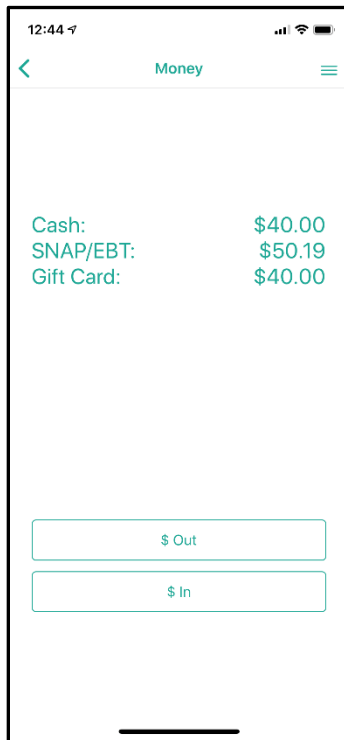Note: in some cases a Note explaining the result is required before the Service can be recorded.

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Connect a Voice Money Screen

12:44 ⊿ ·ⅡⅠ 🛜 🔋 ‹ **Money** ☰ Cash: $40.00 SNAP/EBT: $50.19 Gift Card: $40.00 \$ Out \$ In	Selecting 'Money' from the Main Menu takes you to the Money screen. Here you can see the balances of a Consumer's Cash, SNAP Account, or Gift Card. Selecting '\$ Out' allows you to enter a spending transaction. \$ In allows you to record the receipt of money to the Consumer.

Notes:

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Connect a Voice Money Screen

12:44 ✈	ꜱ � ▪
‹	**$ Out** ≡

What did you pay with?
- ● Cash
- ○ SNAP/EBT
- ○ Gift Card

How much?

$05.00

What was bought?

Food

From where?

Wendys

Why was the purchase made?

Hungry

Please take photo of receipt.

Capture Receipt

Submit Transaction

Once on the $ Out screen, select type of transaction you are recording – Cash, SNAP or Gift Card. You then enter the amount of the transaction, what was bought, from where and why the purchase was made.

Selecting the 'Capture Receipt' button activates the phones camera for you to take a picture of the receipt.

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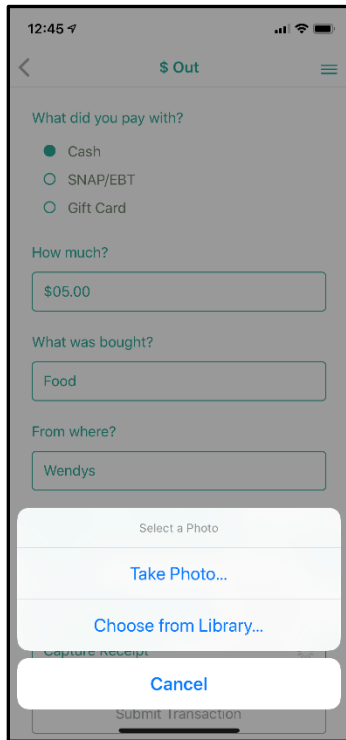_____

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Connect a Voice Money Screen

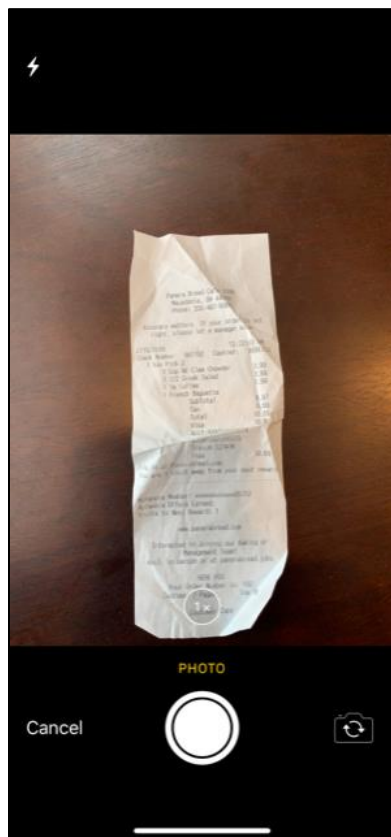Select the 'Take Photo' button.

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And you can take a picture of the receipt.

Once you have taken a picture of the receipt you can same the transaction.

If you review the $ Out screen you will notice the amount balance will be reduced.

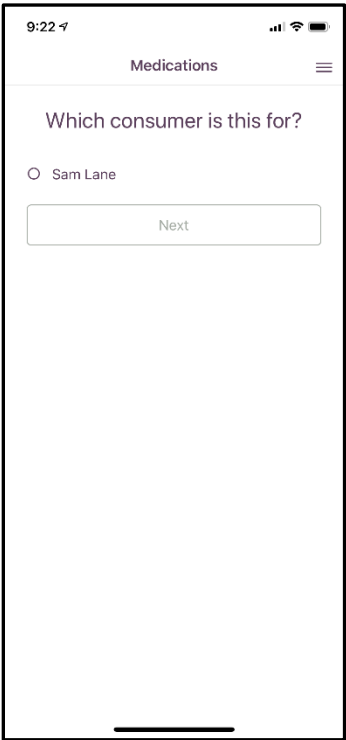Note: pictures of receipts are not stored on the phone.

Notes:

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Connect a Voice Medications Screen

9:22

Medications ☰

Which consumer is this for?

○ Sam Lane

[Next]

Selecting 'Medications' from the Main Menu takes you to the Medications screen.

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Connect a Voice Medications Screen
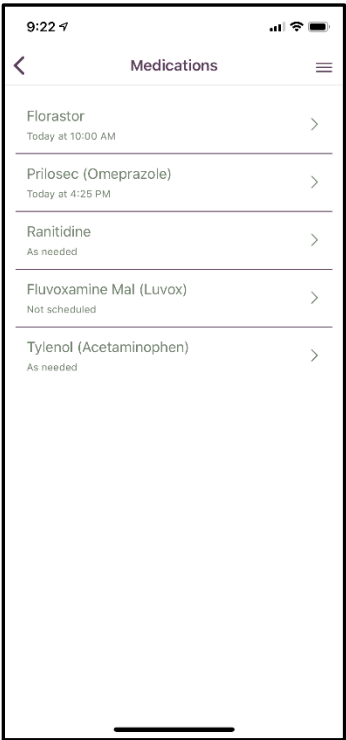
This screen shows the Consumers list of Medications.

Note: Some medications are scheduled – have a time below the name – and the others are only administered 'As Needed'.

For scheduled medications an alert will be sent when it is time to pass the medication.

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Connect a Voice Medications Screen

9:22

Medications ☰

Florastor

Dosage:
250mg

Diagnosis:
Autism

Prescribing Doctor:
Dr Smith

Description:
Take 2 tablets with meals

Route:
Take by Mouth

Allergies:
Nuts

Reminders:
• Today at 10:00 AM
• Today at 8:00 PM

What was outcome of giving medication?
(Required)

○ Medication Given

○ Medication Declined

○ Other

Count: (Required)

When passing a medication, select the medication. Important information – Dosage, description, route, allergies, etc. are listed.

Complete medication documentation by selecting was the med Given, Delivered, or Other (passed by someone else).

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Note: If the medication is a controlled substance the count of the remaining medications will need to be entered.

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Connect a Voice Behaviors Screen

1:58

Behaviors ☰

Which consumer is this for?

○ Sam Lane

[Next]
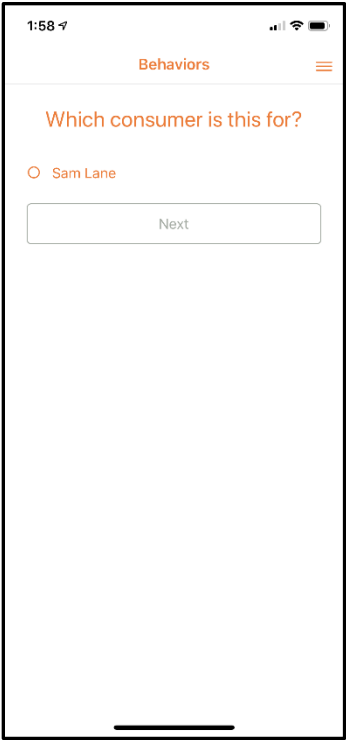
Selecting 'Behaviors' from the Main Menu takes you to the Behavior screen.

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Connect a Voice Behaviors Screen

1:58 ⏴		📶 📶 🔋
⟨	**Behaviors**	☰

Wandering	⟩
Physical Aggression	⟩
Verbal Aggression	⟩
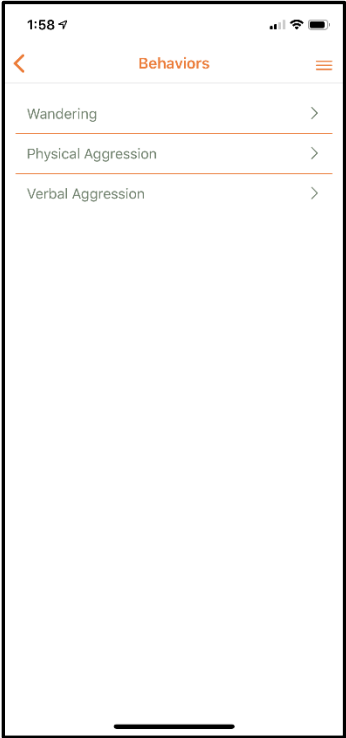
The Behavior Screen shows individual's behaviors to be tracked. Select the type of behavior to document what happened.

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Connect a Voice Selected Behavior Screen

Physical Aggression

Description of behavior?*

How did you respond?*

Submit Behavior

For the type of Behavior, record the Description of the Behavior – what happened, what triggered the behavior. The How did you respond box captures how the behavior was resolved.

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Connect a Voice Sleep Screen

Selecting 'Sleep' from the Main Menu takes you to the Sleep screen.

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Connect a Voice Sleep Screen

The Sleep screen is used to document when a Consumer was sleeping, or napping. Enter the Start and End time of the sleep period, and any Note as necessary.

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Connect a Voice Incident Screen

Selecting 'Incident' from the Main Menu takes you to the Incident screen.

On this screen you can record the details of any Incident.

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Connect a Voice Incident Screen

Connect a Voice allows photos of the injury area.

Note: pictures of Incidents are not stored on the phone.

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Connect a Voice Transportation Screen

Selecting 'Transportation' from the Main Menu takes you to the Transportation screen.

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Connect a Voice Transportation Screen

The Transportation screen allows you to enter information about trips you made with the Consumer. Enter Starting and Ending Odometer reading, From and To where the trip started and ended. Was there anyone else in the care, and what was the purpose of the trip. Also record were you driving a company or personal vehicle.
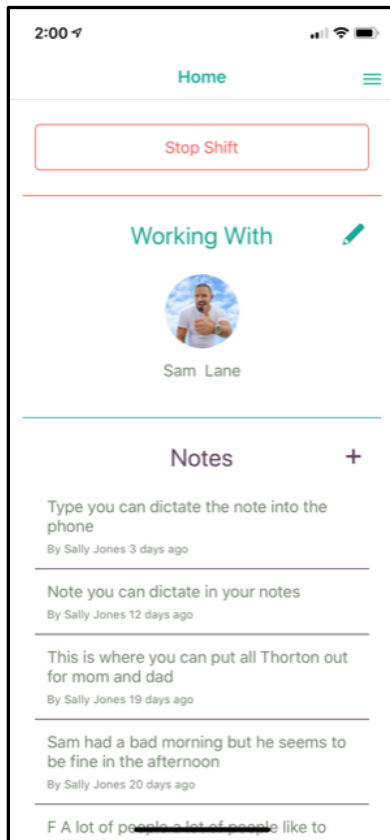
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Connect a Voice Home Screen – End of Shift Processing

When your shift is complete, and you have recorded all required documentation of services, meds, etc., return to the Home screen to end your shift.

Once on the Home screen select the 'Stop Shift' button to begin the end of shift process.
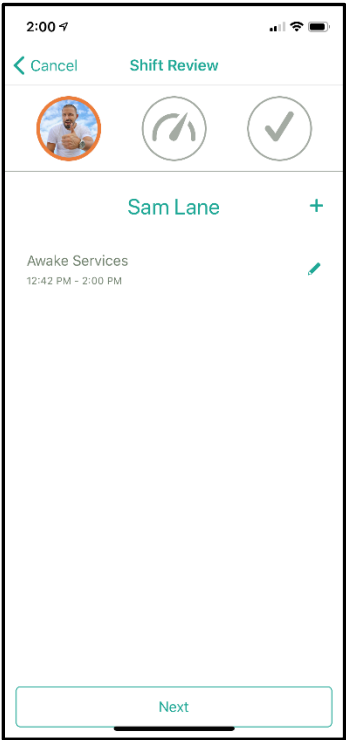
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Connect a Voice Shift Review Screen

Once the Stop Shift button is selected the Shift Review process will begin.

First, the number of hours for what service that has been performed will be displayed.

If the Service time needs to be edited, select the pencil on the right of the screen to begin the editing process.

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Connect a Voice Shift Review Screen – Editing Time

The Edit Worklog screen will appear that allows the staff to update Start or End times, and the type of service being performed.

For instance, if Staff was busy and did not log in immediately upon starting shift – they can adjust the time back to the time they actually began work.

If this happens, it is a good process to add a note explaining why the time was altered.

Note: Time can only be in the past. You cannot record time in the future.
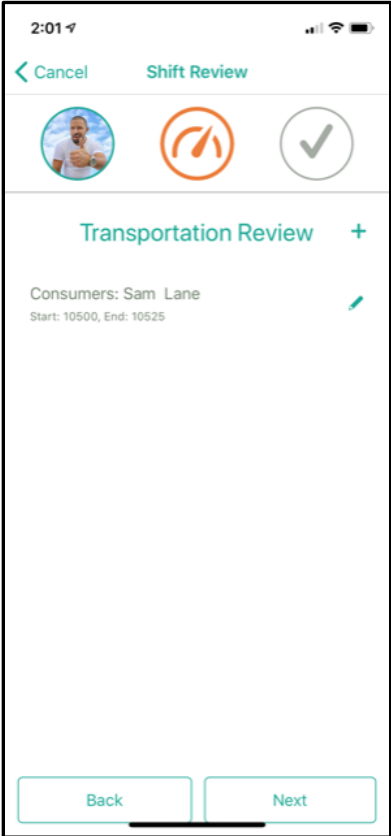
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Connect a Voice Transportation Review Screen

The second step of the Shift Review process is reviewing any Transportation that was entered during the shift. Like with Time, use the pencil icon on the right to go to the edit screen.
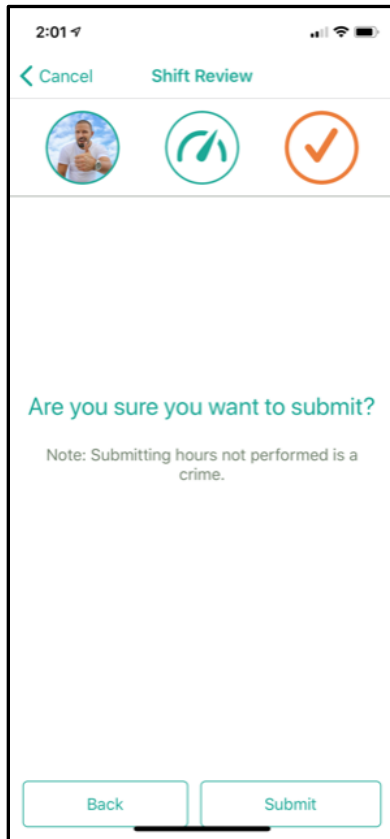
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Connect a Voice Shift Submit Screen

Finally, after time and mileage have been reviewed for accuracy the screen on the right is displayed.

If everything is in order select the 'Submit' button to finalize your shift.

Note: once the Submit button has been hit you must contact your manager to adjust/add any entries for that shift.
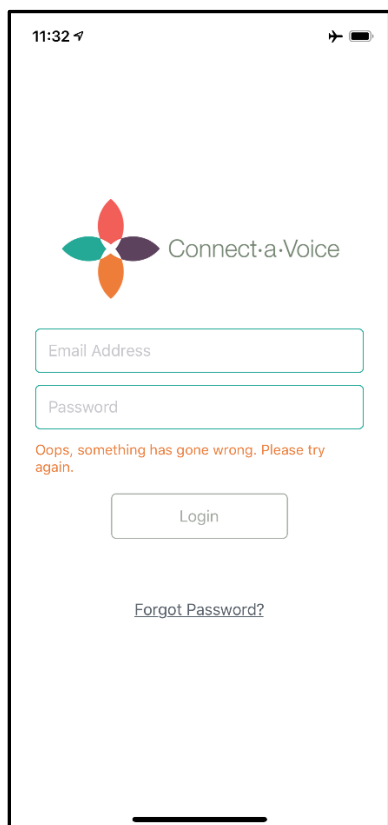
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Appendix A
Connect a Voice Mobile Application User Guide

Problem with Logging On to Connect a Voice

11:32 ✈ ▬	If there is an issue logging onto Connect a Voice you will see the message on the right.
Connect·a·Voice	Usually trying to log on again will fix the problem.
Email Address	
Password	
Oops, something has gone wrong. Please try again.	
Login	
Forgot Password?	

Notes:

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