

Clock In and Out Policy and Procedures

Created: January 8, 2008
Revised: January 21, 2008

POLICY

Caregivers are required to clock in and out of a client's home using Appointment's Telephony system indicating when they have arrived and departed. The time recorded by clocking in and out is used as input to the billing and payroll systems.

To ensure the integrity of the clock-in and clock-out times, caregivers are required to follow the published schedule. This means that caregivers are not to clock in earlier than 10 minutes before the scheduled start time or clock out 10 minutes later than the scheduled end time. If the start and stop times are to be changed for any reason, the caregiver is to call the office before clocking in or out. The office will instruct the caregiver on what to do after being informed of the change.

If the caregiver forgets to clock in and remembers later that they have forgotten, the caregiver is to call the office. If it is after hours, the 'On-Call' person will answer the call. The caregiver informs the office when they arrived and the office personnel will enter the actual arrival time into the appointment system. Under no circumstances, shall the caregiver clock in upon remembering if that time is 10 minutes beyond the scheduled time.

PROCEDURES

When arriving:

1. The caregiver calls (866) 417-6120.
2. The system responds with "Please Enter Your PIN"
3. The caregiver enters his/her 4 digit employee ID number.
4. The system responds with "Press 1 For Arrival..."
5. The caregiver enters a "1".
6. The system responds with "Please hang up and wait for return call, Goodbye."
7. The caregiver hangs up and waits for the confirmation call.
8. The system dials the client's home number.
9. The caregiver answers the phone and says HELLO.
10. The system will respond with "Please Enter Your PIN"
11. The caregiver enters his/her 4 digit employee ID number
12. The system responds with "4:38 PM, Thank You, Goodbye."

When departing:

1. The caregiver calls (866) 417-6120.
2. The system responds with "Please Enter Your PIN"
3. The caregiver enters his/her 4 digit employee ID number.
4. The system responds with "Press 2 For Departure..."

Clock In and Out Policy and Procedures

5. The caregiver enters a "2".
6. The system responds with "Please wait for return call, Goodbye."
7. The caregiver hangs up and waits for the confirmation call.
8. The system dials the client's home number.
9. The caregiver answers the phone and says HELLO.
10. The system responds with "Please Enter Your PIN"
11. The caregiver enters his/her 4 digit employee ID number
12. The system responds with "Press 9 to enter mileage, or * to disconnect."
13. If the caregiver has no BILLED mileage:
 - The caregiver enters "*".If the caregiver has BILLED mileage:
 - The caregiver presses 9
 - The system responds with "Enter Mileage followed by the # sign"
 - The caregiver enters "15#" where 15 is whatever the billed mileage is.
14. The system responds with "8:40 PM, 4 hours and 2 minutes, Thank You, Goodbye."