

Caregiver Schedule Confirmation Policy and Procedures

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POLICY

Caregivers are to log into Appoinmate each week and confirm their schedules. The time frame this needs to be done is anytime after Wednesday at 5:00 PM and before Friday at 1:00 PM.

If a caregiver has not confirmed his/her schedule by Friday at 1:00 PM and the office is unable to contact the caregiver to verify that the caregiver does know about her/his scheduled visits, the office will cover the unconfirmed schedule with another available caregiver.

PROCEDURES

1. Display Appoinmate's Employee Portal by using a Browser such as Internet Explorer and typing in <https://www.appoinmate.com/res/>
2. Login:
 - User id/Email: Enter the email address Comfort Keepers has on file for you.
 - Password: Enter your Employee number
3. Your Calendar will be displayed with all the appointments that have been assigned to you.
4. Appointments displayed in yellow are those appointments that are pending. This means that they have been assigned, but have not yet been confirmed by the caregiver.
5. Appointments displayed in green are those appointments that have been confirmed.
6. To confirm appointments:
 - Move the cursor over the 1st Pending appointment
 - A drop down menu will be displayed
 - Click on 'Mark Confirmed' on the drop down menu
 - The appointment will turn green indicating it is now confirmed.
7. Repeat #6 for each pending appointment that needs to be confirmed.
8. When finished, log out by clicking on 'Logout' on the top right of the screen.