



## eRSP Mobile Connect (Caregivers)

Mobile Connect is eRSP's premier app which can be downloaded to any smartphone or tablet through Google Play or the Apple Store. Through Mobile Connect, caregivers can manage their visits, messages, late alerts, and broadcasts.

### How to use eRSP Mobile Connect

#### Logging In

To access eRSP Mobile Connect simply click the  icon from your smartphone or tablet. Once the app is open, there are 3 easy steps to logging in:

1. Type in your **eRSP Site ID**
  - a. The eRSP Site ID is located at the beginning of your eRSP website. For example, if your website is KSI123.ersp.biz, simply type in KSI123
2. Enter your **username and password**
  - a. NOTE: You must select either **Administrator** or **Caregiver** at the top of the screen
3. Choose a **verification process**
  - a. In accordance with HIPAA, eRSP uses either **Touch ID, Face Recognition** or a **Personal Pin Number** to protect your client information
  - b. When logging in for the first-time, you can either choose from the first two options or create your own pin number that will be used each time you reopen the app

11:01 Search

Login

Please enter your eRSP Site address before proceeding.

KSI123 .ersp.biz

Next

12:13 Search

Go Back Login

Administrator Caregiver

Ann

Login

11:06 Search

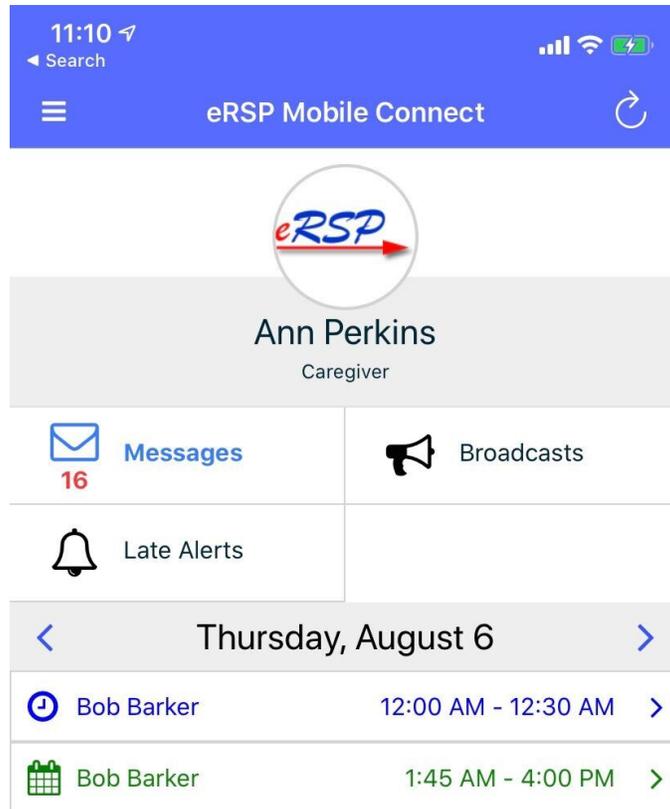
Go Back Save PIN

Your device is not setup to securely lock. For security purposes, enter a PIN to be used when launching Mobile Connect to verify your identity. This PIN must be at least 4 digits.

Save PIN

## The Home Page

From the Mobile Connect Home Page, you will be able to access the following items: Messages, Late Alerts, Broadcasts, Client Visits and the Menu Page.



## Messages

- To access your **Inbox**, click on the **Messages** button in the top left-hand side of the Home Page
- From the **Inbox** page, you can swipe any message to delete it, or click the desired message to view, reply, forward, or delete it
- To return to the home page simply click the three lines in the top left-hand side of the page and click **Home**

## Broadcasts

- Broadcasts can be accessed by clicking **Broadcasts** in the top right-hand side of the Home Page
- From the Broadcasts Page simply **swipe** or **click** on the desired Broadcast to **Accept** or **Decline** the shift

## Late Alerts

When late for a shift, an alert will appear in the Late Alert section of the Home Page. To access the list of alerts simply click Late Alerts on the left-hand side.

## Assignments (Client Visits)

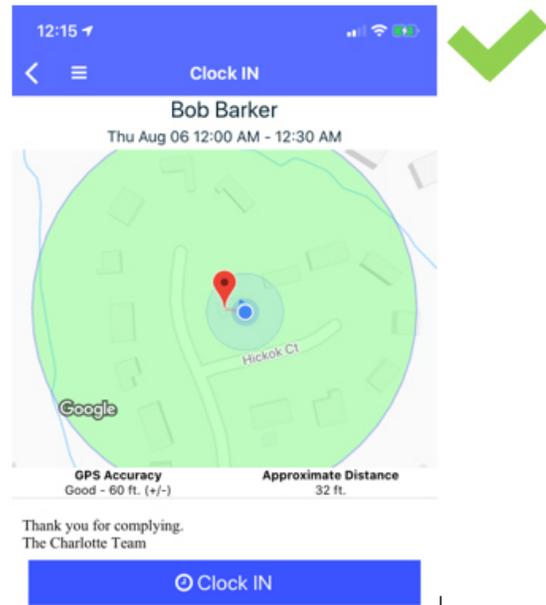
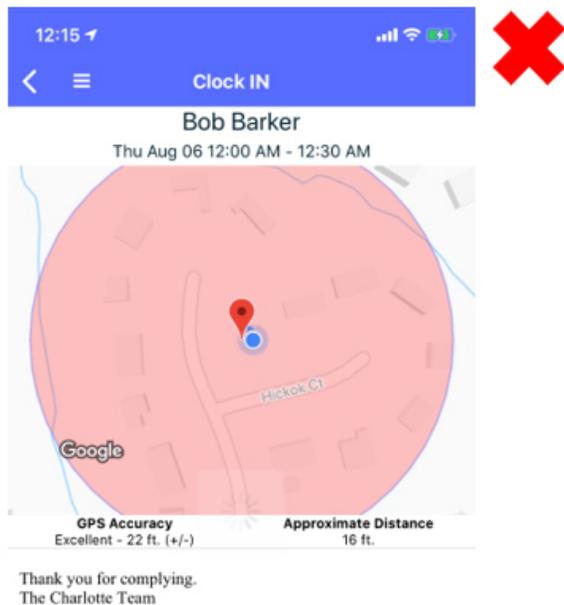
Daily Assignments (scheduled shifts) will appear on the Home Page underneath Messages, Broadcasts and Late Alerts. By clicking on an Assignment, you will be able to clock in/out, view client info, record Actives, Care Notes, Visit Notes Signatures, and more.

NOTE: You may scroll through daily schedules by using the Arrow Keys on either side of the list of Assignments.

## Clocking In

Clocking in and out through Mobile Connect is as easy as 1, 2, 3. Simply follow the steps listed below:

1. Click on the desired **Assignment**
2. Click the **Clock** button on the right-hand side
3. Click the **Clock In** button
  - a. NOTE: eRSP Mobile Connect uses GPS to ensure you are on location while clocking in/out. In order for this feature to work you must first share your location then, if the **circle** on the **map** is **Green** the clock in will be successful. If the circle is **Red** the clock in will be unsuccessful



## Activities (Plan of Care)

Once clocked in, you can record Activities of Daily Living (ADLs) that were completed during a shift. To do so, follow these steps:

1. On the Assignment (Visit) page click **Activities**
2. On each of the required **Activities**, choose one of the three options
  - a. **Complete** – this means the Activity was completed during the shift
  - b. **No** - this means the Activity was NOT completed during the shift
  - c. **Client Refused** – this is chosen when a client refuses the Activity
3. Click **Save** in the top right portion of the page

NOTE: Each Activity on the list has a **Pencil icon** that can be used to add notes regarding that Activity

12:15 📶 🔋

← ☰ **Activities** Save

**Bob Barker**  
8/6/20 12:00 AM - 12:30 AM

**Companionship and Homemaking** 1 ▼

**Grocery Shopping** Required ✎

Complete  No  Customer Refused

**Light Housekeeping** Required ✎

Complete  No  Customer Refused

**Meal Preparation** Required ✎

Complete  No  Customer Refused

**Transportation** Required ✎

Complete  No  Customer Refused

**Personal Care** 3 ←

## Care Notes

Care Notes are questionnaires that are answered in a similar way to Activities, however, there may be varying types of responses (ex. comments, text boxes, etc). To record Care Notes, follow the steps below:

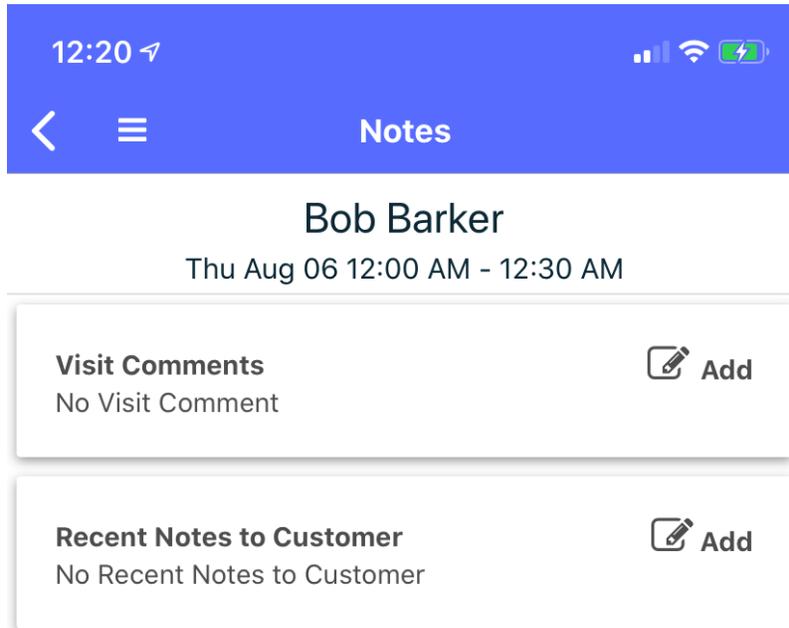
1. On the Assignment Page click **Care Notes**
2. Open each **profile** by clicking on it
3. Answer any of the **questions** in each list
4. Click **Save** in the top right portion of the page

The screenshot shows a mobile application interface for recording COVID-19 care notes. At the top, the status bar shows the time as 6:15, a search icon, and signal, Wi-Fi, and battery icons. Below the status bar is a blue header with a back arrow, a menu icon, the text "COVID-19", and a "Save" button. The main content area is for a patient named "Jerry Gergich" with a visit date of "5/21/20 10:00 AM - 11:00 AM". There are three questions listed, each with a yellow warning icon and a blue "Answer" button. The first question is "1. Has the patient or any member of the patient's household had a fever of 100.3 or higher within the past 24 hours?". The second question is "2. Has the patient or any member of the patient's household experienced chest pain in the past 24 hours?". The third question is partially visible as "3. f". Below the questions is a large grey area, and at the bottom is a white dialog box with the question "Has the patient or any member of the patient's household had a fever of 100.3 or higher within the past 24 hours?" and three buttons: "Yes", "No", and "Cancel".

## Visit Comments

General comments can be added to a visit. To add a Visit Comment, follow the steps below:

1. On the Assignment page click **Notes**
2. Find where it says **Visit Comments** and click **Add**
3. Type the desired **Comment**
4. Click **Save**

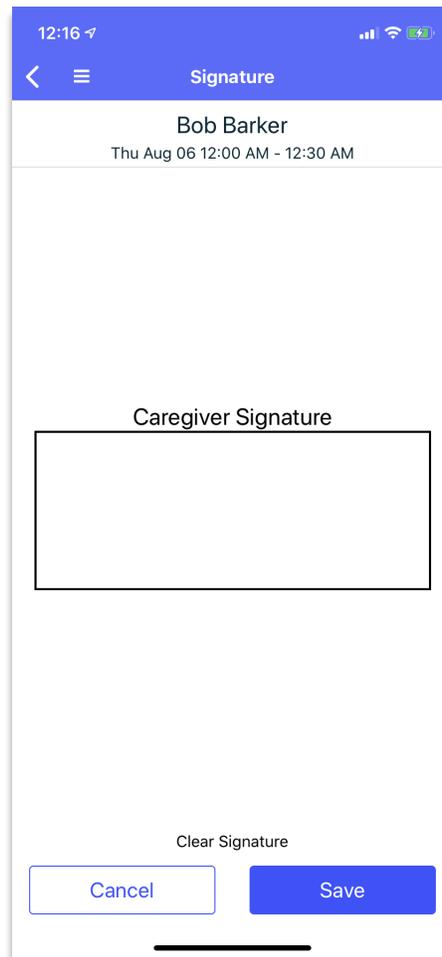


## Customer and Caregiver Signature

Customer and Caregiver Signatures can be applied to each shift by following the steps below:

### Caregiver Signature

1. On the Assignment Page click **Caregiver Signature**
2. Use a finger or a stylus to sign in the **signature box**
  - a. NOTE: if a mistake is made, you can click Clear Signature which will start over
3. Click **Save**



## Customer Signature

1. On the Assignment Page click **Customer Signature**
2. Use a finger or a stylus to sign in the **signature box**
3. Click **Save**

**NOTE:** Depending on the circumstances, signatures may be required before clocking out. If this is the case, simply click the Clock button to begin the clock out process. The app will then walk through each signature directly from the clocking screen.

12:17

Signature

Bob Barker

Thu Aug 06 12:00 AM - 12:30 AM

Current Signature

Bob

Customer Signature

Clear Signature

Cancel Save

## Clocking Out

Clocking out follows the exact same process as clocking in:

1. On the Assignment Page click the **Clock** button
2. Ensure that the **circle** on the map is **Green**
  - a. Optional: enter any miles driven
3. Click **Clock Out**

Once this process is completed, the shift will be claimed (completed).

## Tips and Tricks

- Before successfully clocking in or out you must share your location while using eRSP Mobile Connect
  - If you fail to share your location at the beginning, you can access the app in your phone settings. From there you can choose to share your location while in the app
- If you are on location and the circle is still Red, try waiting a minimum of seconds for your GPS signal to establish