



Scheduling System – HCP Functions

Logging in

This document describes how to log in to the Doc Abode app and access jobs.

1. Select the app from the smartphone. When the app was installed the username and password will have been stored so there is no need for any login credentials to be entered in day-to-day use



The app will take a very short while to start up





2. Once loaded, the following screen will be displayed





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At the top of the screen the HCP can select to show visits in list view, which is the default, or in agenda view. In this example there are no unassigned visits for today, if there were they would be listed here.

Within list view the HCP can review jobs by selecting the tab below. The default is *Available*, *Accepted* shows visits and admin time that has been assigned to the HCP, and *Historic* shows visits and admin tasks that have been completed or aborted.

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	Abode		
		AGENDA	
AVAILABLE	ACCEPTED	HISTORIC	D
Sort by	SOLU	Sider	
Expiry Time	 Ascention 	ending -	
There er	a na availabl	a iaha wat	
i nere ar	e no avaliabl	e jobs yet.	
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The Accepted tab is the most useful for Scheduling users,





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	Ć	💾 AGENDA
AVAILABLE	ACCEPTED	HISTORIC
Sort by Status	Sort or Desc	^{der} ending 💌
() UCR 27 Oct, 15:00 - 16 Timings	::30	Not started Administrative
UCR 27 Oct, 14:00 - 15 Hermoine Grainge Timings	5:00 9r	Not started Administrative
UCR 27 Oct, 12:40 - 13 Albus Dumbledore	::40 e	Not started 2d reablement
Jobs Availabil	ity Invoicing S	Settings CallBase

Pressing *AGENDA* will display visits assigned to this HCP for the current day, with options to select other days if needed. Visits are displayed in a vertical calendar view, shown below.

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		A	Doc Abode	2 [°]		
	E LIS	Г	(*	AGEN	DA
				4	Add adı	<u>min time</u>
Sun	Mon	Tue	Wed	Thu	Fri	Sat
16	17	18	19	20	21	22
17 Mon	UCR 09:40 Brad F UB7 7H	– 10:40 Pitt HJ)	0-1	C I day re	current
	Timing	s				~
	UCR 10:00 - Tapac SW13 9	- 09:31 Дячиц ЭЕW	ШИН	0-1	A I day re	borted
	Timing	s				~
		-		. 4	*	5
Jobs	Availa	bility	Invoicing	Sett	ings	CallBase



When a visit is selected the HCP can see options to change the visit status (e.g. arrived, completed etc.) or to abort the visit.

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Kack UCR -	0-1 day response
ARRIVED	ABORT
	Raise patient alert
SUITATS	
314103	Current
	DITT Drod
PATIENT NAME	PITT, Brad
DATE OF BIRTH	01/01/2010
GENDER	Male
ADDRESS	Kirk House.
	High Street,
	Yiewsley,
	UB7 7HJ
	9 GET DIRECTIONS

Pressing the status button on the top left (in this example it is *ARRIVED*) will automatically move the visit to the next chronological status, in the case this is *COMPLETED*. If this status change is unwanted, the status can be reverted, see below.

The *ABORT* button enables the visit to be aborted, and provides a drop-down list of reasons and the option to enter free text notes.

Below these bright buttons are further options presented as links rather than buttons:

• The *Raise patient alert* link will enable the HCP to notify the controller of alert circumstances, with a list of reasons presented





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🗸 Back 🛛 UCR -	0-1 day response
ARRIVED	ABORT
	Raise patient alert
	\smile
STATUS	Current
VOICE CAL	L VIDEO CALL
PATIENT NAME	PITT, Brad
DATE OF BIRTH	01/01/2010
GENDER	Male
ADDRESS	Kirk House
	High Street,
	Yiewsley, West Draviton
	UB7 7HJ
	9 GET DIRECTIONS

This screen enables the HCP to select the patient alert reason

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D. i.e.		
Raise	e patient ale	ert
Alert type		
Select an alert typ	pe	
CANCEL		SUBMIT

The HCP can enter an alert type by selecting the drop-down list of reasons



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Alert type	aise patient al	
Select an aler	t type	
\sim		Done
	ect an alert	type
Patient	Patient not i requires urg	n jent care

Next to the *Raise patient alert* link is a menu of further actions, press the 'hamburger' menu to see the following options

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〈 Back UC	R - 0-1 day resp	onse 📋
ARRIVE	D	ABORT
	<u>Raise pa</u>	atient aert 🛋
	Create follow-up	
	Add Admin time	
	Revert status	
STATUS		Current
S VOICE C		VIDEO CALL
PATIENT NAME	E	PITT, Brad
DATE OF BIRTH	ł	01/01/2010
GENDER		Male
ADDRESS		Kirk House,



These options enable the HCP to create a follow-up visit, add admin time and revert the status of the visit.

Selecting Create follow-up presents the following screen

•1	02-UK 奈 🛛 02:46 🖌 🐵 🖉 75% 💷
	Please call the service coordinator to discuss the allocation of the visit if the patient needs to be urgently seen.
	Create follow-up
	Date of visit (required) 18/10/2022
	Duration (required) 01:00
	Planned start time 09:00
	Earliest time of visit
	Latest time of visit
	Pre-visit notes

Enter required details, scroll to the bottom and press the submit button

🖬 🛙 02-UK 奈 **12:46** 🕑 Ϋ 75% 💷 Date of visit (required) 18/10/2022 Duration (required) 01:00 Planned start time 09:00 Earliest time of visit 07:00 Latest time of visit 21:00 Pre-visit notes Assign HCP(s) Anna Goodenough CANCEL

When the HCP selects *Add admin time*, they are able to create a 'visit' that may relate to a patient or may be independent of any specific patient.

In the example below, the admin time is associated with the selected patient.





5487963216 Scheduling conflict i anna.goodenough Planned start time o	dentified with HCP: f the visit is in the past!
Add adm	ninistrative time
Associate with par	tient
NHS number	5487505216
Patient name	Brad Pitt
Phone number	-
Date of birth	01/01/2010
Gender	male
Activity	
Select	
Date of activity	
17/10/2022	

Alternatively, the button can be changed so that the visit is independent of any patient

Add administrative time Associate with patien Activity Select Date of activity 17/10/2022 Planned start time 09:00 Planned duration 01:00	Planned start t	time of the visit is	in the past!
Associate with patien Activity Select Date of activity 17/10/2022 Planned start time 09:00 Planned duration 01:00	Add	l administrativ	ro time
Activity Select Date of activity 17/10/2022 Planned start time 09:00 Planned duration 01:00	Associate wi	th patient	
Select Date of activity 17/10/2022 Planned start time 09:00 Planned duration 01:00	Activity		
Date of activity 17/10/2022 Planned start time 09:00 Planned duration 01:00	Select		
17/10/2022 Planned start time 09:00 Planned duration 01:00	Date of activ	ity	
Planned start time 09:00 Planned duration 01:00	17/10/2022	2	
09:00 Planned duration 01:00	Planned star	t time	
Planned duration 01:00	09:00		
01:00	Planned dura	ation	
	01:00		
	10:00		

In both cases, enter details and at the bottom of the screen there is the option to create the admin time.



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	ACTIVITY				
	Select				
	Date of activity				
	17/10/2022				
	Planned start time	1			
	09:00				
	Planned duration				
	01:00				
	Planned end time				
	10:00				
	Notes				
	Organisation				
	Demo				
	CANCEL		CREAT		

The *Revert status* link is a quick way to change the visit status to its previous setting. For example if the visit status is *Current* it is changed to *Not Started*, and if the visit status is *Completed* it is changed back to *Current*.

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Revert status				
STATUS		Current		
Revert status to Not started				
CANCE		SUBMIT		
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To hide these additional options, press the 'hamburger' menu again.

🖬 02-UK 奈	0 12:45	🕇 🕑 🖉 75% 🔲	
🗸 Back UCR	- 0-1 day resp	oonse [
ARRIVED		ABORT	
Raise patient alert =			
Create follow-up			
Add Admin time			
Revert status			
STATUS		Current	
		VIDEO CALL	
PATIENT NAME		PITT, Brad	
DATE OF BIRTH		01/01/2010	
GENDER		Male	
ADDRESS		Kirk House,	

Below the visit status are options to call the patient by voice or video call.

Before trying these please check whether these options have been implemented – some customers prefer not to do so as there is a subscription charge associated with this.

The following screen is presented when a voice call is selected





The following screen is presented when a video call is selected



If these options have not been purchased, the HCP can click on the phone number in a visit and the phone will use its native calling capability to make a call. The call will behave as any other one: the number isn't masked and minutes may be used, depending on the phone contract.





Below the address is the option to get directions. This calls the default mapping application on the phone handset (Google maps for Android phones, Maps for iPhones) in a separate application. The HCP can use this in the normal way to get to the patient using the most efficient route.