

Scheduling System – HCP Functions

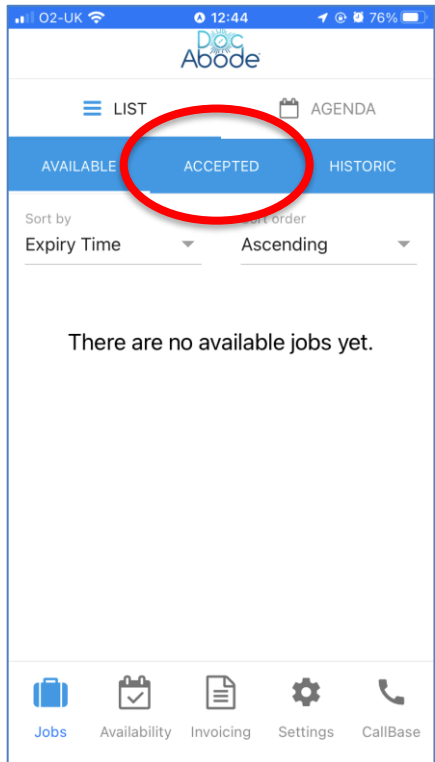
Updating visit details

This document describes how to update visit details in the Doc Abode app.

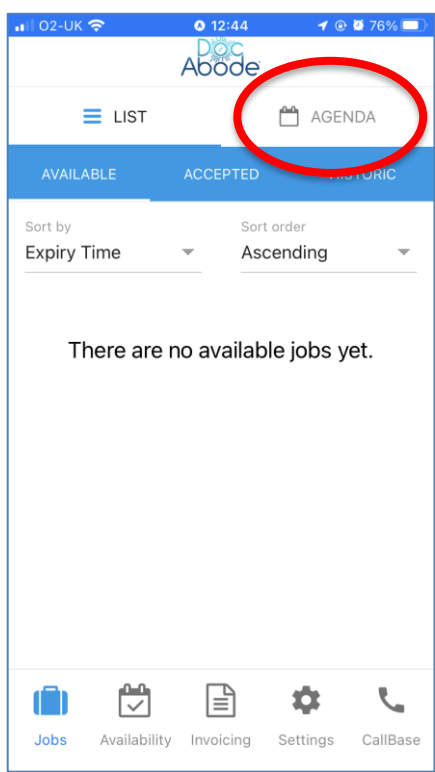
1. Select the app from the smartphone. When the app was installed the username and password will have been stored so there is no need for any login credentials to be entered in day-to-day use



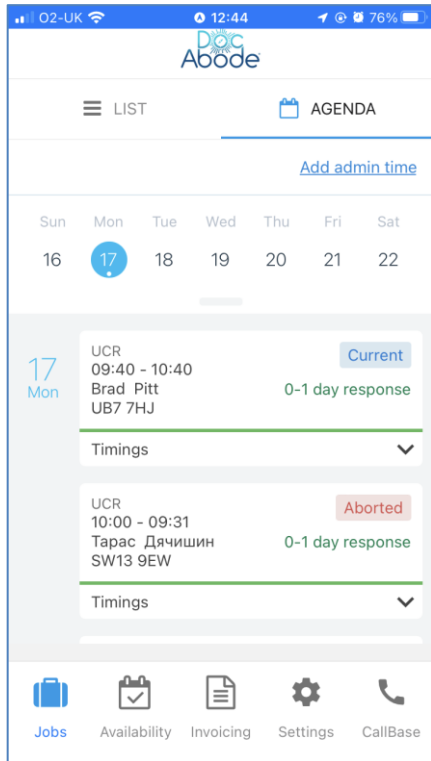
2. Once loaded, the following screen will be displayed



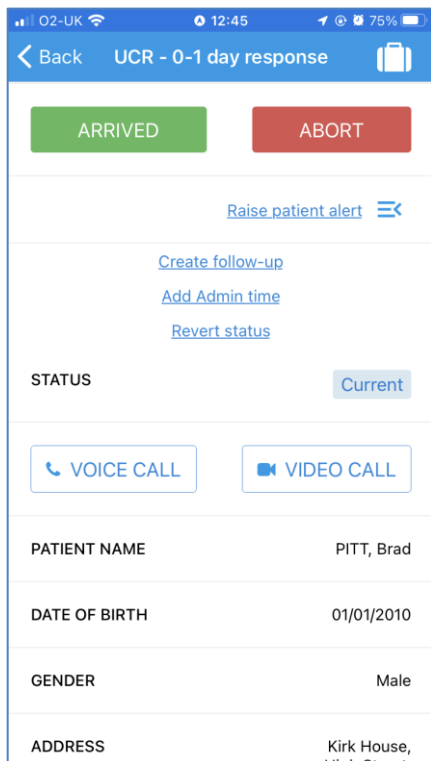
At the top of the screen the HCP can select to show visits in list view, which is the default, or in agenda view. To select a visit, either find it in list view (usually the *Accepted* list is more likely to contain the visit required) or select *Agenda* to find the visit using a calendar view.



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.



When a visit is selected the HCP has many options for viewing and managing the visit.



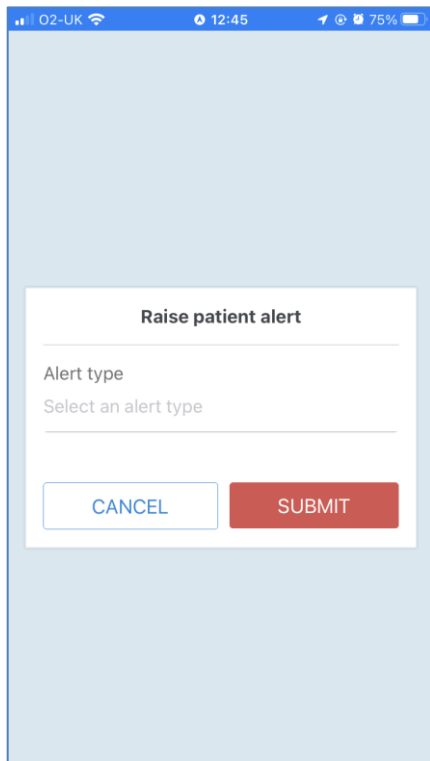
Details about the visit can be viewed by scrolling down this screen.

Pressing the status change button on the top left (in this example it is showing that the next status will be *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.

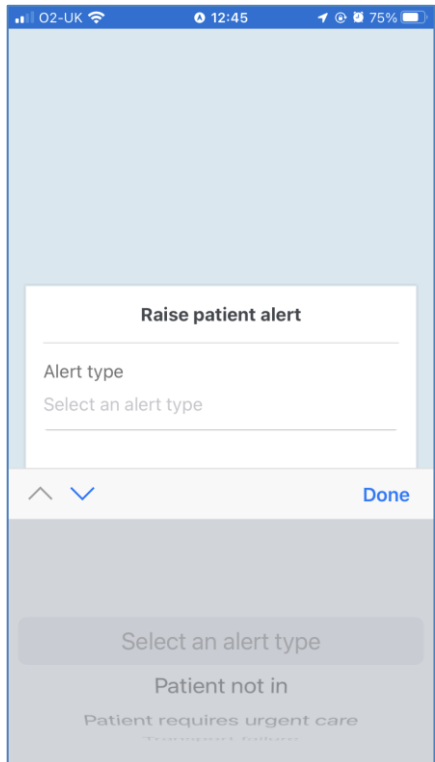
The *ABORT* button enables the visit to be aborted, with a drop-down list of reasons and the option to enter free text notes. The cancellation of a visit can also be aborted, select the *revert status* link described below.

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

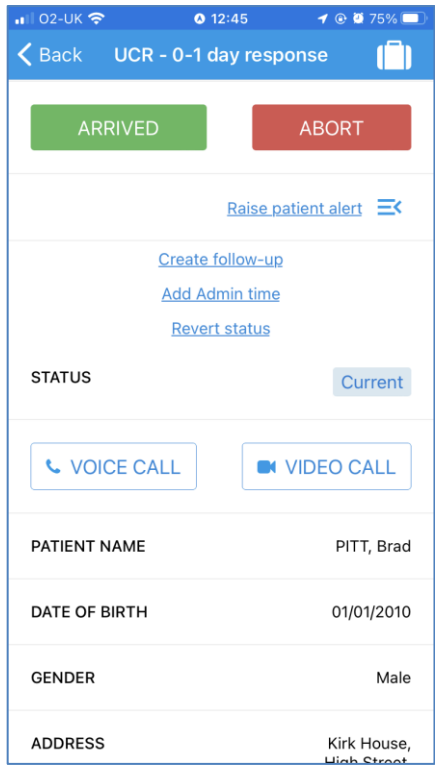
- The *Raise patient alert* link will enable the HCP to notify the controller of alert circumstances, with a list of reasons presented



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

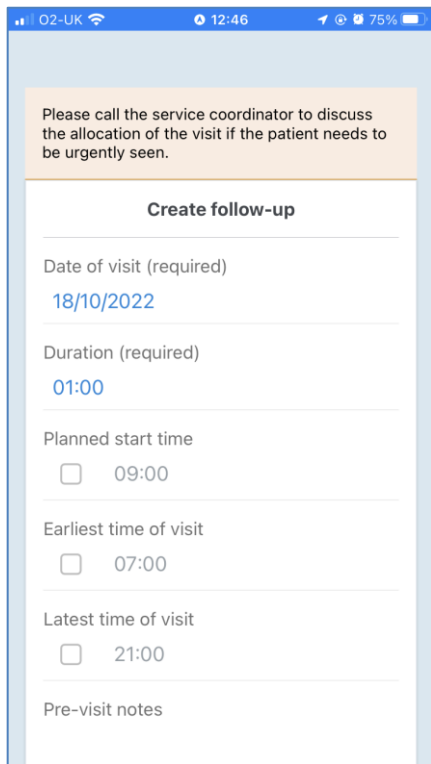


Next to the *Raise patient alert* link is a menu of further actions, press the 'hamburger' menu to see the following options



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



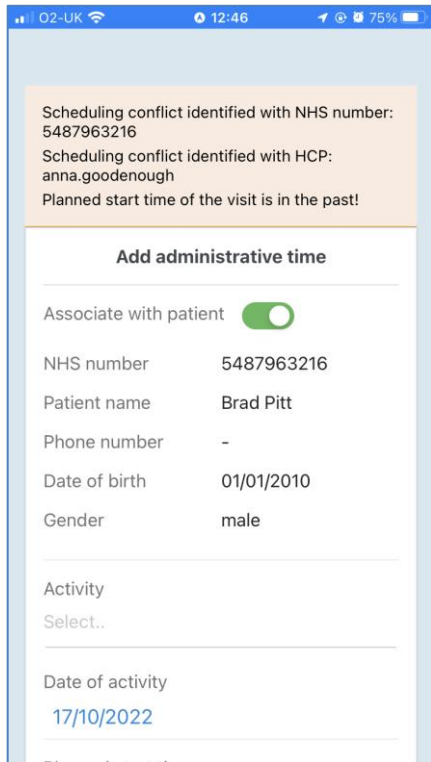
The screenshot shows a mobile application interface for creating a follow-up visit. At the top, there is a status bar with '02-UK', '12:46', and '75%' battery. Below the status bar is a light blue header with the text 'Please call the service coordinator to discuss the allocation of the visit if the patient needs to be urgently seen.' The main content area is titled 'Create follow-up' and contains several input fields: 'Date of visit (required)' with the value '18/10/2022', 'Duration (required)' with the value '01:00', 'Planned start time' with a radio button next to '09:00', 'Earliest time of visit' with a radio button next to '07:00', and 'Latest time of visit' with a radio button next to '21:00'. At the bottom, there is a 'Pre-visit notes' field.

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

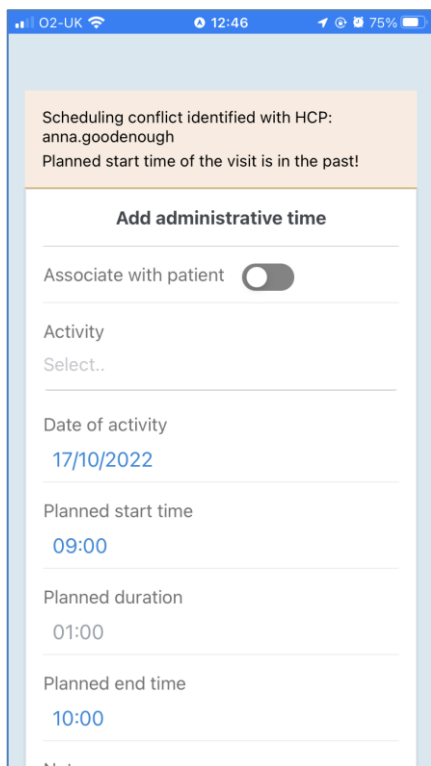
A screenshot of a mobile application interface for scheduling a visit. The form is contained within a light blue border and has a white background. At the top, there is a status bar with the text '02-UK', a signal strength icon, a Wi-Fi icon, the time '12:46', a location pin icon, a battery icon, and '75%'. The form fields are as follows: 'Date of visit (required)' with the value '18/10/2022'; 'Duration (required)' with the value '01:00'; 'Planned start time' with a radio button next to '09:00'; 'Earliest time of visit' with a radio button next to '07:00'; 'Latest time of visit' with a radio button next to '21:00'; 'Pre-visit notes' with a text input field; and 'Assign HCP(s)' with a radio button next to 'Anna Goodenough'. At the bottom of the form are two buttons: 'CANCEL' and 'SUBMIT'.

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.

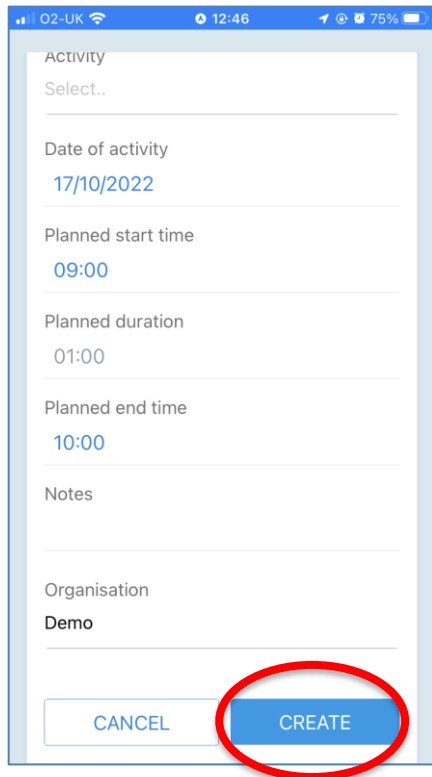
In the example below, the admin time is associated with the selected patient.



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



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

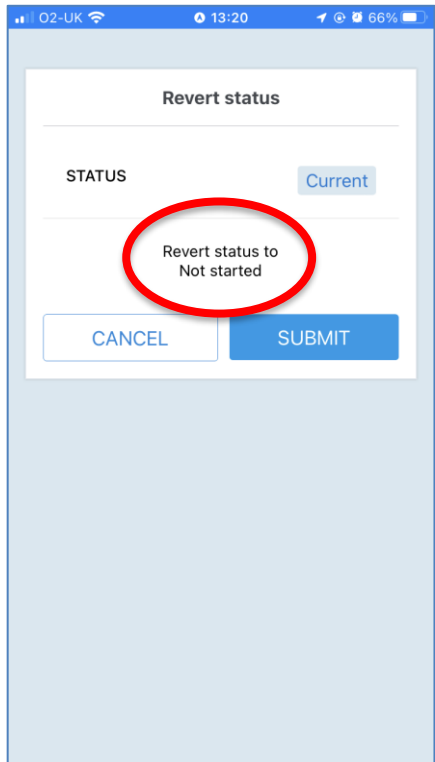


The *Revert status* link is a quick way to change the visit status to its previous setting.

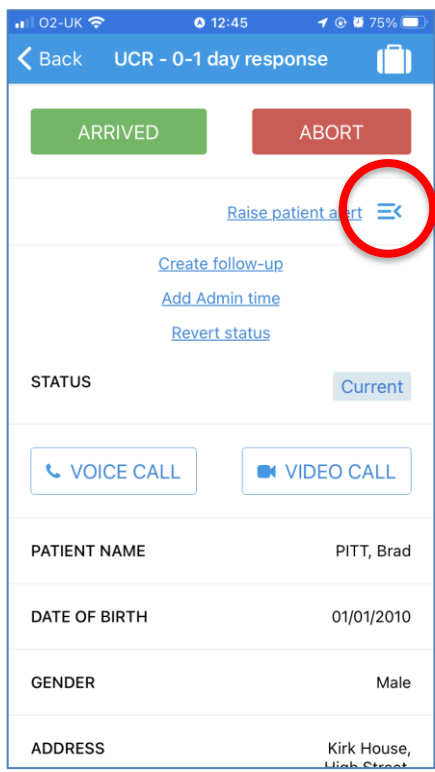
The timeline of statuses and their meaning is

1. Not started
2. Current (en route to patient)
3. Arrived (care started)
4. Completed (care completed)

For example, if the visit status is *Current* then reverting the status changes it to *Not Started*.



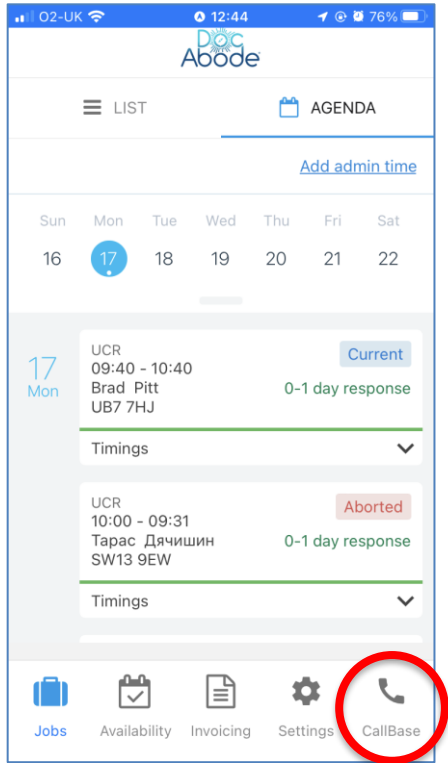
To hide these additional options, press the 'hamburger' menu again.



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.

Note that options for communicating with the patient are shown within the visit details, whereas calling base is outside any visit, and is one of the options shown at the bottom of the screen when a visit has *not* been selected



Selecting the option will present the HCP with a list of relevant organisations/hubs to call. Select the appropriate one and the call will be made.