Service Note Information

Service Notes are what VFI staff members use to:

- document what took place during their shifts
- track hours for payroll
- how VFI bills out for service hours

All Service Notes are reviewed by the Compliance Dept. at VFI and sometimes Service Notes are held in what we refer to as "audit". When a note is held in audit, this means:

- A note cannot be billed because of an issue with it
- it needs to be corrected by the employee who worked the shift.

Failure to correct the Service Note in a timely manner may result in disciplinary action.

Staff Support Members are available 8am-5pm Monday-Friday. All staff with questions about Service Notes are encouraged to call the office to be connected with a member of staff support.

To Complete A Service Note:

Once logged into Medisked, in the upper left hand corner **click the tab "Schedule/Notes"**. This will bring up a drop down menu on the left hand side with a few options. To complete service notes, **choose "Enter Notes"** and this will allow you to choose the date range that you want to complete notes in. This date range will automate to the current week, and to adjust that click on the date boxes and choose the range desired, then **hit "Next"**.

The next screen, the schedule is brought up and the boxes which state "Enter Notes" indicate that this is a note that has not been completed. **Click on "Enter Notes"** This will bring up a new screen that takes us into the note. From here, check off the applicable tasks that were completed this shift. When filling this out, you want to reference the frequency of the tasks. The frequency notates when the tasks are to be completed. For all tasks that should be completed during your shift be sure to check "Complete" or "Not Complete". If there was a task that should have been completed on your shift but you check "Not Complete" you must give a reason why it was not done in the narrative. The narrative can also be used to document other relevant information about the client that took place on the shift. **Once the Service Note is filled out, choose "Save" and then "Save and Close"**. This will bring the screen back the schedule, and the note will be yellow. **Choose the "Complete!" button** on the note. Once the screen is refreshed, the note will be grey. A completed Service Note will be grey and have a time and date on it. Notes that are not completed will not be entered into the payroll system.

COMMON MISTAKES TO AVOID

1. Service Notes should be completed for **times worked only**. If you arrive late to a shift or stay late, make sure this has been changed **before** completing the note.
2. Sometimes staff will go into a Note and check off every box applicable, please ensure that only what was completed on the shift is checked off.
3. Change in conditions need to be called into the VFI Nursing Department immediately. If a COC is documented in the Service Note it should state how the employee notified VFI.
4. VFI policy requires employees to do their Service Notes within the last 30 minutes of a shift when possible. If this is not possible, please do them as close to the end of the shift as possible. Please DO NOT complete Service Notes before the last 30 minutes of the end of the shift, this will cause them to be held in audit.
5. All Service Notes are to be completed and sent in by Monday by midnight. If there are any questions or concerns about your notes please contact the office before the end of the day Monday.

Electronic Visit Verification (EVV)

Instructions

1. Log into Medisked (mobile site) when you arrive to shift.

2. Bring up today's schedule and find today's block.

3. Select "Check In" to log your start time.

4. At the end of your shift, select "Check Out" to log your end time.

5. If being relieved or relieving another staff member, communicate with them to avoid overlapping punches.

If you miss a punch, be sure to let Scheduling know ASAP!

Do:

- Be sure to use EVV for each shift whenever you see the option

- Make sure the location is on for the device you are using

- Remember to check in/out in real time

Don' t:

- Clock in when you are not on shift- even if it means you will clock in late

- Forget to do you documentation in the note as you normally would

- Use the full site to check in- it doesn't capture it correctly
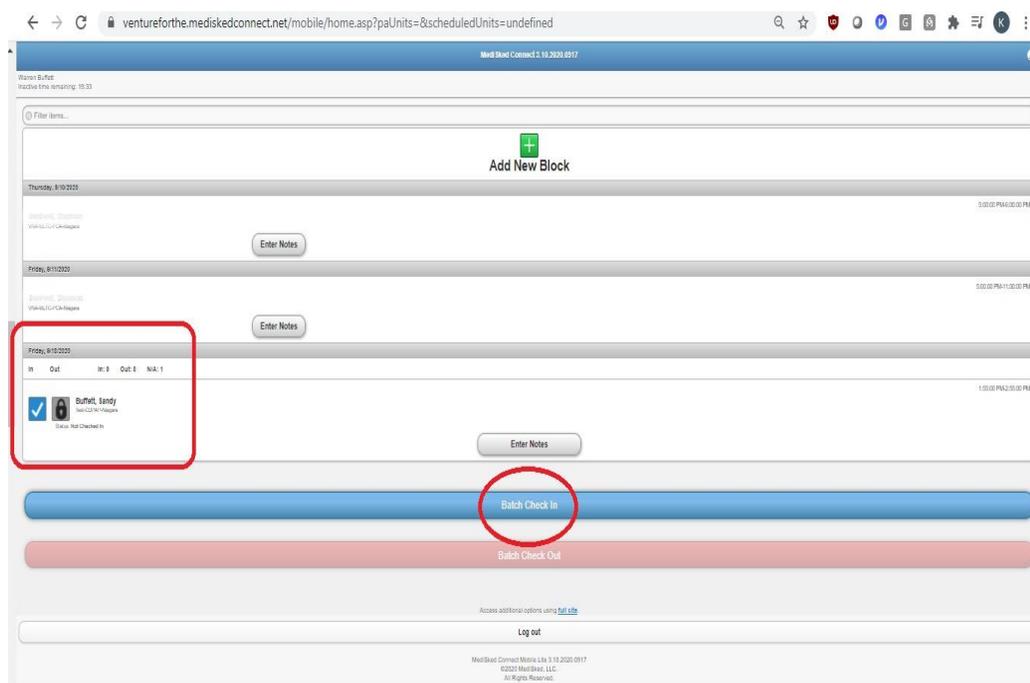
DID YOU KNOW?

EVV tracks location, so be sure to check in and out only at the client's residence unless you got permission from VF to do something different.

How to do your notes

Mobile Site:

1. Go to https://ventureforthe.mediskedconnect.net/mobile/default.asp - Log in with your credentials HR supplied you with, accept the confidentiality agreement and click "Log in".

2. Your schedule will load with all open notes; starting with the current day and back 2 weeks. Hit "Enter Notes" on the note you need to complete.
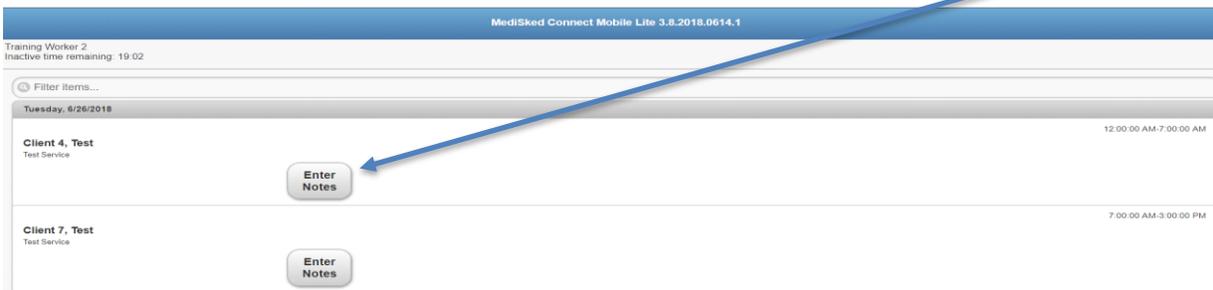
3. This what you see. The top section is called the narrative we will review later. The next part is the Milestones/Interventions section. Milestones are a list of tasks for the client. The intervention is how you report that the milestone was done or not done.
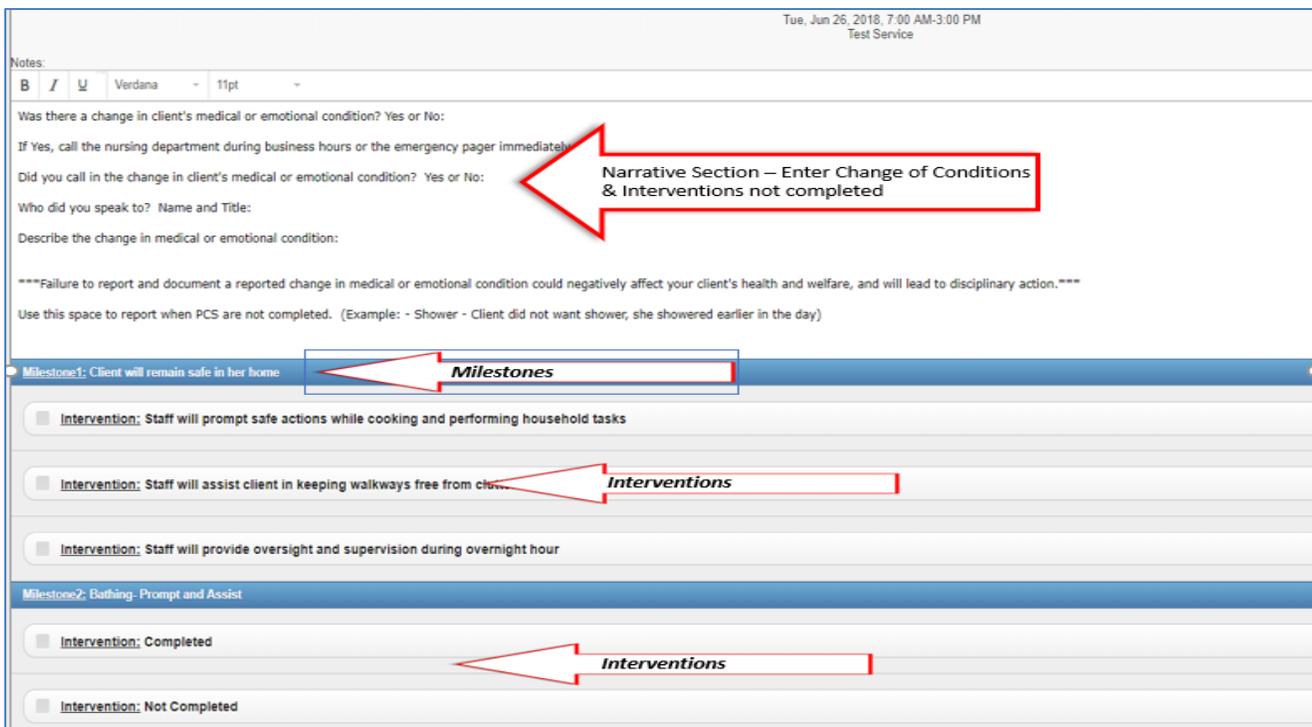
4. When submitting your note start with Milestones/Interventions; every Milestone needs to be addressed. If the interventions have *"instructions"* make sure you review them and check them off. If your interventions are **"Completed/Not Completed"**, choose one. If you choose 'Not Complete" you need to explain why in the narrative section.

5. When that is done return back to the top of the page to the Narrative section. This is where you put in any *"Change of Conditions"* or explain any of the interventions that you did *"Not Complete"*.

6. Once you are done, click the **"Save"** button. The next screen appears, click **"OK"** to confirm you want to complete the note.
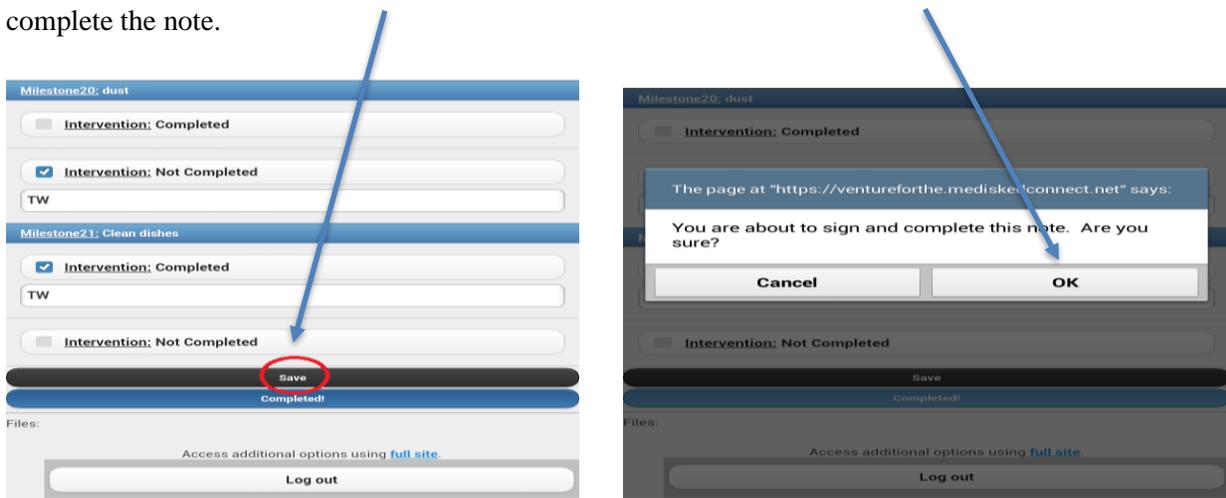
7. You will be brought back to your starting screen, and you will notice the note you completed has disappeared. This means that is done.
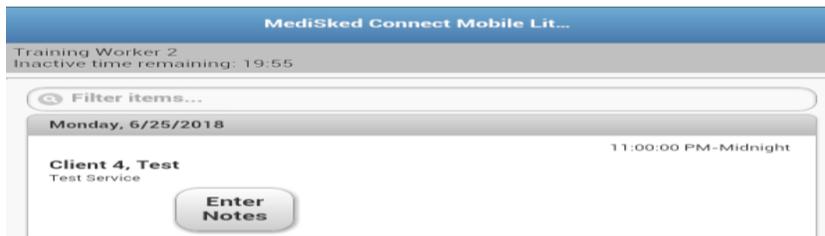
Information to note:

- You can do your notes in the last half hour of your shift, but not sooner.
- You can access the full site from the mobile site by hitting the **"full site"** button above the "logout button" at the bottom of the screen. The full site works the same way listed above on your phone.
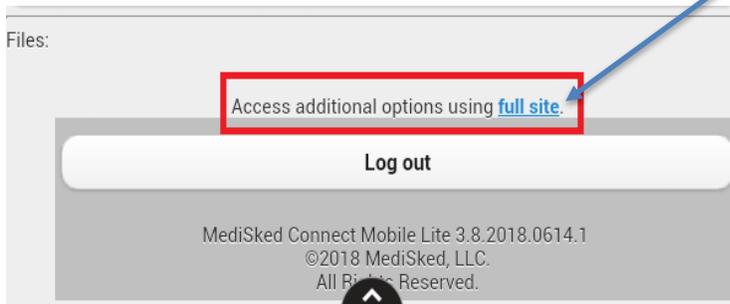
- Your notes are due every Monday at midnight. If you submit them later you will not get paid until the following Friday and it will also fall under disciplinary action.

Remember to please call the compliance department at 716-285-8070, Hit * then 1 to speak to a staff support specialist. Any staff support specialist may help you correct your notes.