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

- Service Notes should be completed for <u>times worked only</u>. If you arrive late to a shift or stay late, make sure this has been changed <u>before</u> 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 dav Monday.

Instructions

- 1. Log into Medisked (mobile site) when you arrive to shift.
- Bring up today's schedule and find today's block.
- 3. Select "Check In" to log your start time.
- 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!

Electronic Visit Verification (EVV)

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

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		Access additional options using	ul site.					
		Log out						

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

👁 MediSked Connect Mobile 🛛 🗙 M Venture Forthe Inc. Mail 🛛 🗙			
← → C A https://ventureforthe.mediskedconnect.net/mobile/default.asp#&ui-state=dialog	☆	Ļ	1
lat=43.0912;lon=-79.0169			
Forget your password?			
trainworker2			
[
I accept confidentiality agreement and terms and conditions of use			
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.

	MediSked Connect Mobile Lite 3.8.2018.0614.1	
Training Worker 2 Inactive time remaining: 19:02		
© Filter items		
Tuesday, 6/26/2018		
Client 4, Test Test Service	Enter Notes	12:00:00 AM-7:00:00 AM
Client 7, Test Test Service	Enter Notes	7:00:00 AM-3:00:00 PM

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.

Tue, Jun 26, 2018, 7:00 AM-3:00 PM Test Service
Natar-
B I U Verdana - 11pt -
Was there a change in client's medical or emotional condition? Yes or No:
If Yes, call the nursing department during business hours or the emergency pager immediate
Did you call in the change in client's medical or emotional condition? Yes or No: Narrative Section – Enter Change of Conditions
Who did you speak to? Name and Title:
Describe the change in medical or emotional condition:
****Failure to report and document a reported change in medical or emotional condition could negatively affect your client's health and welfare, and will lead to disciplinary action.**** Use this space to report when PCS are not completed. (Example: - Shower - Client did not want shower, she showered earlier in the day)
Milestone1: Client will remain sale in her home Milestones
Intervention: Staff will prompt safe actions while cooking and performing household tasks
Intervention: Staff will assist client in keeping walkways free from clum
Intervention: Staff will provide oversight and supervision during overnight hour
Milestone2: Bathing-Prompt and Assist
Intervention: Completed Interventions
Intervention: Not Completed

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.

Milestone3; Client will remain safe in the community
Intervention: Staff will prompt / assist client in arranging transportation as necessary
V Interve tion: Staff will allow enough time to complete tasks and provide praise and feedback as necessary
Two second se
Inter ention: Staff will prompt / assist client in maintaining calendar and daily schedule and appointments
Milestone: Shampoo- Prompt and Assist
Intervention: Completed
✓ Intervention: Not Completed
Milestone5: Contact Guard when Ambulating
C Intervention: Completed
Intervention: Not Completed
Milestone5: Prompt Medication
C Intervention: Completed
2. A.
Intervention: Not Completed
Intervention, Not Completed

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*".

Notes:	Wed, Jul 4, 2018, 7:00 AM-3:00 PM Test Service
B I ⊻ Verdana - 11pt -	
Was there a change in client's medical or emotional condition? Yes or No: No If Yes, call the nursing department during business hours or the emergency pager immediately. Did you call in the change in client's medical or emotional condition? Yes or No: Who did you speak to? Name and Title: Describe the change in medical or emotional condition:	
Failure to report and document a reported change in medical or emotional condition could negatively affect your client's health and welfare Use this space to report when PCS are not completed. (Example: - Shower - Client did not want shower, she showered earlier in the day) Cli	, and will lead to disciplinary action. ent did not want his hair washed today

6. Once you are done, click the "Save" button. The next screen appears, click "OK" to confirm you want to complete the note.

Milestone20; dust	Milestone20; dust
Intervention: Completed	Intervention: Completed
Intervention; Not Completed TW	The page at "https://ventureforthe.mediske.connect.net" says:
Milestone21: Clean dishes	You are about to sign and complete this note. Are you sure?
Intervention: Completed	Cancel OK
TW	
Intervention; Not Completed	Intervention: Not Completed
Save	Save
Completed!	Completed!
Files:	Files:
Access additional options using full site.	Access additional options using full site.
Log out	Log out

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.

MediSked Connect Mobile Lit				
raining Worker 2 active time remaining: 19:55				
S Filter items				
Monday, 6/25/2018				
Client 4, Test Test Service Enter Notes	11:00:00 PM-Midnight			

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.