

ClearCare Telephony Instructions

What is Telephony?

Telephony allows you to clock in and out of your shifts over the phone. Our Telephony number is changing, because we will be upgrading to a new system called ClearCare.

When will you start using the new system/number?	Saturday Sept. 7th 2019
What is the new Telephony phone number?	1-844-688-6719

*If you try to clock in or out from a phone that is not permitted, Telephony will tell you it does not recognize the number and you will not be clocked in or out. Please call the office (Tucson 520-795-3108, Green Valley 520-347-6950) if you get this message, or after hours please call the on-call number (Tucson 520-548-4969, Green Valley 520-955-1706).

Clock in or out no more than 30 minutes before or after the scheduled shift time.

If you try to clock in or out more than 30 minutes before or after the scheduled time, Telephony will say there is not an available shift for you at this time. Please communicate with the Program Manager for your client if the shift time should be adjusted or if a shift needs to be added to the system. If this happens after hours please call the on-call number. (Tucson – 520-548-4969 Green Valley – 520-955-1706)

<u>Clocking In:</u>	<u>Clocking Out:</u>
<p>Step 1: Call Telephony when you arrive at the client’s home. If there is more than one shift for the day, you will be asked to select the appropriate shift. For Example: “We found several available shifts for Joe Smith. Press 1 if you are “Jennifer Caregiver” and are clocking out of the X shift. Press 2 if you are “Ronald Caregiver” and are clocking in for the Y shift.</p>	<p>Step 1: When your shift is complete, call Telephony, it will then instruct you to update the status of tasks assigned to you (if applicable). Press 1 to mark a task as complete, 2 for incomplete. If you mark a task as incomplete, you will be asked to record a reason. Please keep reasons brief. Please call the office immediately for any safety concerns you encountered on the shift.</p>
<p>Step 2: Upon clocking in you will hear the list of your tasks (if applicable) – listen and then hang up.</p>	<p>Step 2: If necessary, press 8 to leave a general comment for the office, or for a change in the client’s condition. Once all tasks have been updated, you will have the option to press 9 to clock out.</p>

Please see back side for more information



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Important things to remember:

<p>Clock in on time: If Telephony says there are no available shifts for you at this time, look at the time and call back when you are within the permitted time window (within 30 minutes of the start or end of the shift) If you have questions regarding the scheduled time of your shift, please call the Program Manager for your client or your direct supervisor. After hours, please call the on-call phone (Tucson 520-548-4969, Green Valley 520-955-1706).</p>	<p>Listen to your tasks, if applicable: After you have successfully clocked in, Telephony will read you the tasks you should complete during the shift. When you call Telephony to clock out, you are required to report if each task was completed or not.</p> <p><i>*Please note, not all shifts will have tasks listed in the telephony system. If you have questions about the tasks listed please contact the Program Manager for the client.</i></p>
<p>Check the phone to be sure it is an allowable number in the system: If Telephony says you are calling from a non-recognized number, make sure you are using the correct phone associated with the client. Telephony is allowed only from numbers that are entered by the client's Program Manager. If the client's number has changed, please call the client's Program Manager. Please call the on-call phone if this happens after hours. (Tucson 520-548-4969 Green Valley 520-955-1706)</p>	<p>Clock out correctly: You need to hear "You have been clocked out of the home of {client's name}. Goodbye!" before hanging up the phone. This will ensure you have been correctly clocked out of the system/shift.</p>

Important phone numbers:

New telephony starting 9/7/2019 1-844-688-6719

UCP Tucson Office 520-795-3108, Tucson On-Call 520-548-4969

UCP Green Valley Office 520-347-6950, Green Valley On-Call 520-955-1706

