



# Notifications and Alerts



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## Your Notifications and Alerts Explained

Carefolk includes real-time notifications to alert you about visits, appointments and more!

You will receive a reminder thirty minutes before any scheduled Client Visits or Appointments.

When visiting a client, a pop-up notification lets you sign in and out from a mobile device. This information automatically logs into your Timecard, if you are using one. Managers will be informed when Carers are late for an appointment.

If a Client's Care Plan requires medication, an alert will notify you during your visit with the specifics of the medicine and dosage.


Managers can let all Carers know of any schedule changes with one click.

It is easy to approve or reject Care Connection requests from the Community and see when someone has accepted your requests. Carefolk makes it easy for you to stay on top of your busy schedule.

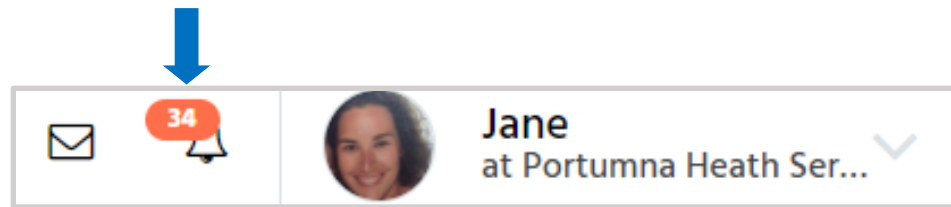
### Notification Highlights


- ✓ Real-Time Notifications
- ✓ Visit Sign-In/Out Pop-Up
- ✓ Medicine Alerts
- ✓ Appointment Reminders
- ✓ Community Requests
- ✓ 1-Click Schedule Notifications
- ✓ Timecard Status Change Alert

### Where to find Notifications and Alerts

No matter which page you are on or what task you are handling, you can easily browse through all of your notifications. They can all be found in the header by your profile photo. Click on the alerts icon to scroll through the list of alerts. 

**New** or **unread alerts** will appear beside the alert icon.



**Tip:** The number next to the alerts icon will tell you how many **alerts** you have. 

Let's continue on to find out what each alert means!

## 2 Notifications and Alerts

### Client Visit



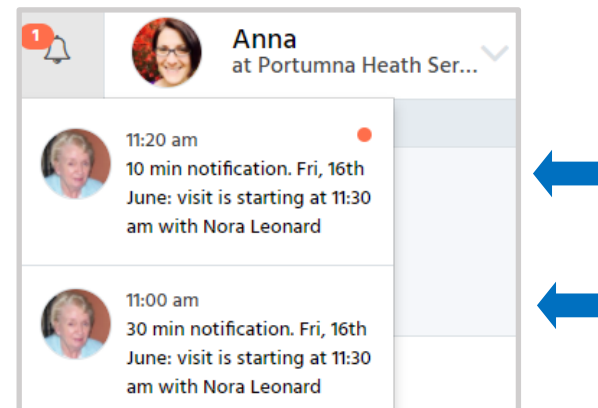
### Upcoming Visit Reminders

We don't want to you to forget!

You will get alerted automatically about an upcoming visit **30 minutes** and **10 minutes** beforehand.

The alert will display the visit details.

For more details, and to view the scheduled visits, click on the **alert** to see **your schedule** or the **carer's schedule** or to **mark it as read**.



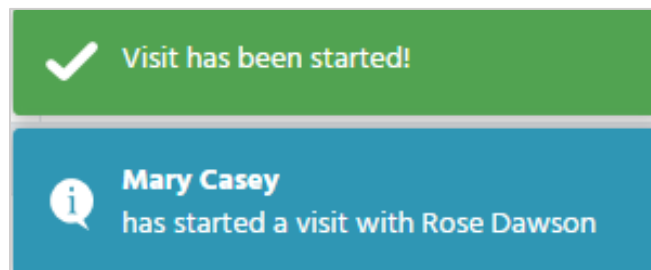
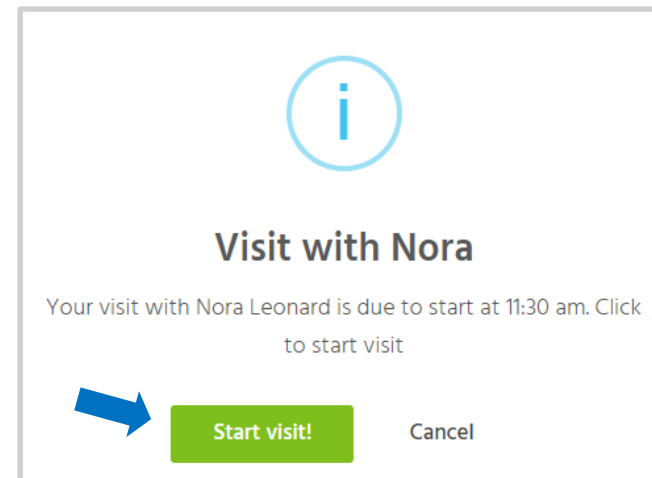
### Signing in for a Visit

When it's time for the visit, a notification with the client's name and visit time will pop-up on your desktop.

To sign-in, click **Start visit!**

**Note:** Sign-ins are automatically time-stamped and recorded in your timecard!

For more information about timecards, see **How to Use Timecards**.



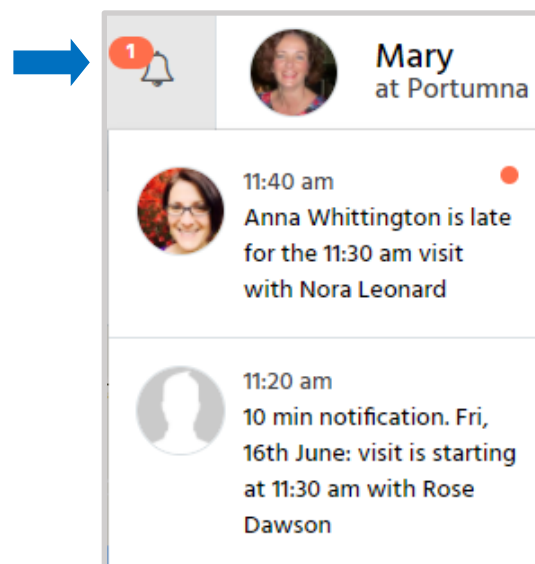
- **Carers:** you can be sure you have **signed-in** when you receive a **green** pop-up notification!
- **Care Admins and Managers:** you will be alerted with a **blue** pop-up notification when a **Carer** has started a visit.

### Late to a Visit

If you or a Carer you manage is **10 minutes late to a visit**, an alert will pop-up for your attention.

To **view the alert**, click on the alert icon.

You can also click here to see **your schedule** or the **carer's schedule** or to **mark it as read**.



### Finishing a Visit

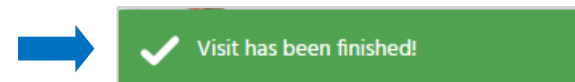
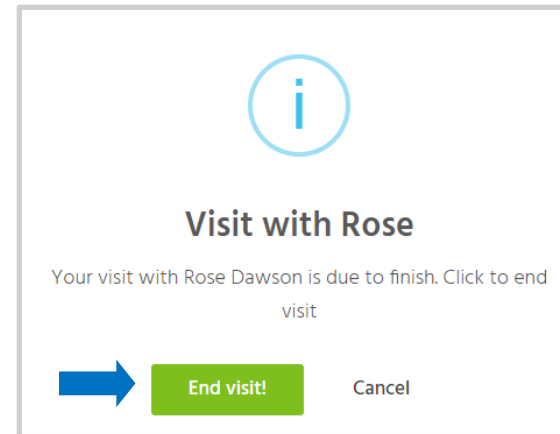
When the time of your scheduled visit is finished, a pop-up appear will on screen and notify you to sign out.

Click on **End Visit!**

**Note:** Sign-outs are automatically time-stamped and recorded in your timecard!

You can be sure you have **signed out** when you receive a **green** pop-up notification!

For more information about timecards, see **How to Use Timecards**.





# 3 Notifications and Alerts

## Medicine Alerts

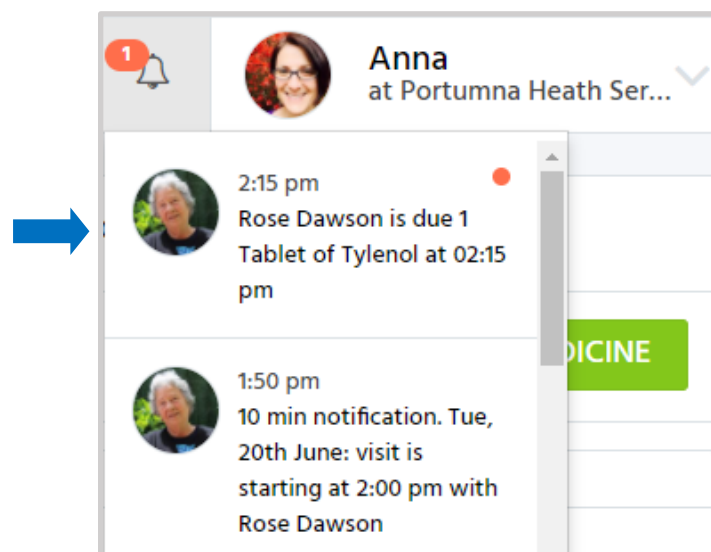
### Medicine Alerts

If your **Client's care plan** has **medicine alerts** set-up, you will receive **an alert** at the prescribed time (either 30, 15, 10, 5 minutes beforehand or when due).

Click on the alert icon to access the **Medicine schedule** in the Care Plan or to **mark the alert as read**.

**Note:** Only the **Primary Family Carer** and the **scheduled Carers** visiting during the medicine dosage time will receive the alert.

For more information on setting up Medicine Alerts or your Client's Care Plan, see **How to set up A Client's Care Plan**.



# 5 Notifications and Alerts

## Schedule Change

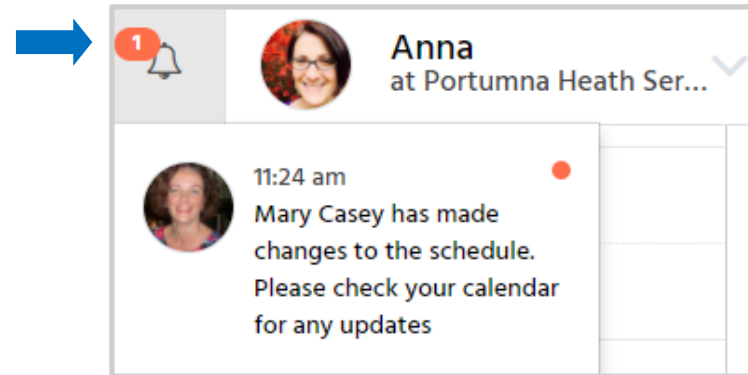


### Schedule Change Alerts

Did your schedule change? When a Care Manager makes a **change to your schedule**, it will notify you with an alert.

Click on the alert icon at the top to see your **updated schedule** or to **mark the alert as read**.

For more information on using your Scheduling Calendar, see **How to Use Scheduler**.

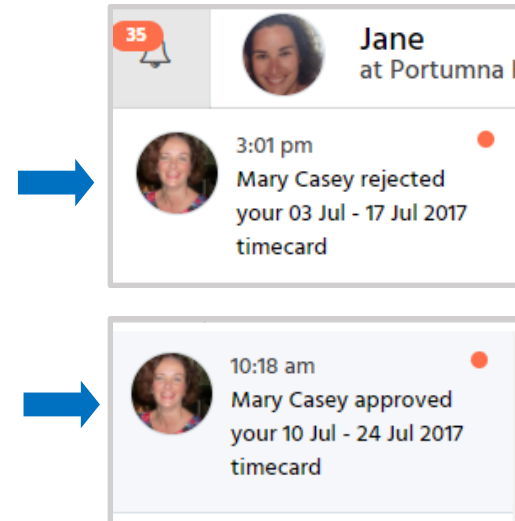


### Timecard Approval/Rejection Alerts

You will be able to see instantly if your submitted Timecard has been rejected or approved. Also when a Manager makes a **change to the status of your Timecard**, it will notify you with an alert.


Click on the alert icon at the top to see your **Timecard** or to **mark the alert as read**.

For more information on using your Scheduling Calendar, see **How to Use Scheduler**.



### Care Connection Requests

Stay connected with others through **Community**. You will get a notification when you **receive a Care Connection request** or when **someone has accepted** your request.

Click on the **alert** at the  to either **accept or reject the request**, to view the care connection's profile, or to **mark the alert as read**.

**Note:** If you choose to Reject a Care Connection request, the person making the request will **not** be notified.

For more information about Community, see **How to Create a Community Profile** or **How Add a Care Connection**.

