**Access II Independent Living Center**

**In Home Services**

**Suggested Best Practices for Utilizing Telephony**

It is the Employee’s responsibility to ensure that all time worked is being tracked through the Telephony system. If there are issues in utilizing the system, the **Employee** needs to **IMMEDIATELY** notify the Access II In Home Director.

**Phone Use Suggestions**

No phone should be utilized for Telephony until the number attached to it has been appropriately registered through Access II Independent Living Center.

1. A landline, corded phone is the best phone to use with the Telephony system.
2. If a corded phone is not available, use a cordless telephone. When using a cordless phone, if there is a speaker phone option, utilize it. This allows the caller to hear information & enter information without having to repeatedly move the phone back & forth from their ear.
3. If neither is available, the CONSUMER’s cell phone may be utilized, ONLY if it has been listed as an authorized phone to be used for Telephony Time Tracking. Again, utilize the speaker phone option for easier use. If you are utilizing a touchscreen phone, we suggest setting it on a flat surface during the call.

**Daily Best Practices:**

1. Upon arriving to work, call the Telephony system and clock in BEFORE doing any work! If there is a recorded global message, be sure to listen to the ENTIRE message.
2. Have employee record the clock in time the system stated on a calendar or in a notebook.
3. If necessary, set a timer!
4. Perform work for the consumer as stated in the Consumer’s plan of care. Be sure to ONLY provide services allowed on the Consumer’s Plan of Care. Also, be sure to work within the Consumer’s allotted time for the day. Any time worked outside of the allotted time for the day may delay an employee’s payroll check. It is not okay to “double up” time for a missed day. Not all allowable tasks can be provided 2 times in one day.
5. Upon completion of work for the day, call the Telephony system and clock out.
6. Have employee record the clock out time the system stated on a calendar or in a notebook. Also, have the employee note the tasks that you reported as being completed to the Telephony system during your call.
7. **Immediately call the system and press 0 for “Hours Worked and Other Information” and then 2 for “Recent Clock ins and Clock outs”. The system stores this information for the days Saturday-Friday. On Saturday, the system resets. It is best to check your time each day to verify that both calls were complete.**
8. **Verifying time worked is VERY IMPORTANT as this is how you will ensure the hours worked and tasks performed for the day were correctly completed.**

**Access II Staff CANNOT provide this information to the employee. Any information missing from a daily call MAY delay the employee’s paycheck.**

**Handling Telephony Issues:**

1. Any time an employee is unable to utilize the Telephony system due to a technical error it should be reported **IMMEDIATELY** to the Access II In Home Director by the employee. Report to them what the system said and did. This information is necessary to figure out what is happening. **DO NOT CALL** and report that you forgot to clock in/out.
2. Employees are currently allowed to submit up to one (1) time sheet (ONLY 1 Time In/Time Out per day) per pay period without it affecting their paycheck.
3. When in doubt, CALL. It is better to err on the side of caution.
4. **DO NOT CALL AND ASK FOR an employee’s CLOCK IN/CLOCK OUT times**. Times should be recorded and verified by employees on a daily basis.

**Timesheet Reminders:**

1. Timesheets are only to be completed when the employee is unable to clock in / clock out from the consumer’s designated telephony phone number OR the Telephony system is not working due to technical error.
2. If more than one (1) timesheet (ONLY 1 Time In/Time Out per day) is submitted per payroll period by an employee without prior authorization from the In Home Director, the entire payroll for that employee will not be processed until the following payroll period.
3. Timesheets are due at Access II by **10:00AM on Monday** following the end of the payroll period. **Timesheets received after the deadline will not be processed until the following payroll period.**
4. Timesheets needing corrections will be mailed to the employee for correction.

**Issues That Will Delay an Employee’s Paycheck:**

1. Incomplete Telephony call and no paper timesheet submitted.
2. Complete Telephony call without tracking the activity and/or tasks completed.
3. Submitting paper timesheets that are missing all the required information.
4. Submitting time worked, either by paper timesheets or by Telephony call, in huge excess of Consumer’s Plan of Care. (Example: consumer’s plan of care is 3 hours, attendant submits 5 hours of work)
5. Submitting more paper timesheets than is allowed per pay period

**Telephony Time Tracking Training Tool**

**Step 1: Clocking In**

1. Dial **1-855-766-8598** from the consumer’s designated telephony phone number only
2. If there is a recorded global message, be sure to listen to the ENTIRE message.
3. System will speak the Clock In time
4. **Enter Employee PIN** \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. **Enter Job PIN** (Consumer PIN)\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. System MAY perform a random voice recognition check by saying : This is an employee security identification check, please speak your name & employee number clearly and press # to finish)
7. System will say “Press 1 to Clock In or 2 to Clock Out or O for other options”
8. **Press 1**
9. System will say “Enter Activity Code or press the pound(#) sign when finished”
10. **Enter Service Being Performed at this time (Per the Consumer’s Plan of Care)**

**300- Personal Care 400-Homemaker 600-Respite**

**700-Advanced Personal Care 800- Nursing Visit (ONLY TO BE USED BY NURSE)**

1. System will say “Clocked IN (time) Good-Bye”
2. **Note this time on your written log (Calendar or Notebook) and then Hang Up**

**Step 2: Clocking Out**

1. Dial **1-855-766-8598** from the consumer’s designated telephony phone number only
2. If there is a recorded global message, be sure to listen to the ENTIRE message.
3. System will speak the Clock In time
4. **Enter Employee PIN** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_
5. **Enter Job PIN** (Consumer PIN)\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. System MAY perform a random voice recognition check by saying : This is an employee security identification check, please speak your name & employee number clearly and press # to finish)
7. System will say “Press 1 to Clock In or 2 to Clock Out or O for other options”
8. **Press 2**
9. System will say “Activity documentation responses required. Press 1 for YES or 2 for NO”

System will ask a series of questions based on tasks authorized on the Consumer’s Plan of Care. **ONLY answer YES to the tasks you have been scheduled to perform.**

For Example: “Did you provide assistance with Meals?” **Press 1 for YES and 2 for NO**

1. System will say “CLOCKED OUT (time) Good-Bye
2. **Note this time on your written log (Calendar or Notebook) and then Hang Up**

**CLOCKING IN & OUT FOR MULTIPLE SERVICES**

**IF SCHEDULED TO PERFORM MULTIPLE SERVICES IN ONE DAY (FOR EXAMPLE: PERSONAL CARE & HOMEMAKER SERVICES) YOU ARE REQUIRED TO CLOCK IN/OUT FOR EACH SERVICE BEING PROVIDED ON THIS DAY.**

EXAMPLE:

1. Follow the clock in steps listed above and note Activity Code 400 (Homemaker)
2. **Write down your clock in time for Homemaker in your written log**.
3. Provide **ONLY** the Homemaker Authorized Tasks as listed on the Plan of Care
4. Follow the clock out steps listed above and note **ONLY** the Homemaker Tasks as being completed.
5. **Write down your clock out time for Homemaker in your written log.**
6. Follow the clock in steps listed above and note Activity Code 300 (Personal Care)
7. **Write down your clock in time for Personal Care in your written log.**
8. Provide **ONLY** the Personal Care Authorized Tasks as listed on the Plan of Care
9. Follow the clock out steps listed above and note **ONLY** the Personal Care Tasks as being completed.
10. **Write down your clock out time for Personal Care in your written log.**

**Step 3: Verifying Times Worked**

1. Dial **1-855-766-8598** from the consumer’s designated telephony phone number only
2. If there is a recorded global message, be sure to listen to the ENTIRE message.
3. System will speak the Clock In time
4. **Enter Employee PIN** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_
5. **Enter Job PIN** (Consumer PIN)\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. System MAY perform a random voice recognition check by saying : This is an employee security identification check, please speak your name & employee number clearly and press # to finish)
7. System will say “Press 1 to Clock In or 2 to Clock Out or O for other options”
8. **Press 0**
9. System will say Press 1 for hours worked or Press 2 for recent clock ins and clock outs
10. **Press 2**
11. System will repeat clock in/out times for one week (Saturday – Friday). The system stores this information for one week at a time and resets itself on Saturdays. It is best to check your time each day to verify that both calls were complete.
12. Verify the times and authorized tasks the system repeats with your written log (Calendar or Notebook). After all calls are verified **Hang Up.**
13. **If a call is missing information, you will need to immediately call the Access II In Home Director to advise them of the problem and to let them know a timesheet will be sent in with all the required information. ALL timesheets are due at Access II by 10:00am on Monday following the end of the payroll period.**