



Clock-in Assessment Tool – Frequently Asked Questions

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| Q1 | What is the Clock-in Assessment Tool (CAT)? |
| | The Clock-in Assessment Tool (CAT) was developed by Elara Caring to support you in the patients' home. CAT is designed to provide an easy and effective way for you to report your patient's admission to a hospital, an ER or Urgent Care visit, or a change in the patient's condition. The system uses an interactive voice response (IVR) system, along with technology linked to our patient database and Issue Tracking Log (ITL). The aide simply responds by pressing "1" for Yes or "2" for No to each of the 9 questions. |
| Q2 | Can I view the nine (9) questions? |
| | Yes, you may visit Elara.com/cat to view the Clock-in Assessment Tool program guide for instructions and a list of questions. Elara Caring is preparing a Quick Reference Guide (QRG) for you to have on you. You may familiarize yourself with the questions and use the QRG to prepare to report. |
| Q3 | I don't see where I can report an observed change in condition for patient on the Quick Reference Guide (QRG). What should I do? |
| | The questions for the CAT program were developed to minimize the call time and to be as encompassing as possible. If you don't see a symptom in any of the questions on the Quick Reference Guide (QRG) to report a change in condition, you may respond "Yes" to question 9: <i>Do you have any other concerns related to the patient, including food supply, environmental hazards, abuse or neglect that require immediate attention?</i> |
| Q4 | How does the Clock-in Assessment Tool work? |
| | The Clock-in Assessment Tools provides the Aide a simple and effective method to report a hospital admission, ER or Urgent Care visit, or a change in condition. The IVR system is programmed to make an outbound call forty-five (45) minutes after the Aide clocks in for the shift using the EVV system. The IVR will prompt you to respond either Yes or No to a series of questions related to your patient's health. There are 9 questions to complete in total, and an Affirmative or Yes response to one or more questions will trigger an alert that is sent to an Administrator or their designee who will notify the patient's referral source of the reported change in the patient's condition. |
| Q5 | What does the Clock-in Assessment Tool do? |
| | We want to keep your patients healthy, safe, and in their home - where studies show patients do much better than being in a nursing home or hospital setting. As part of the Elara Caring team, you play an important role in alerting the team to patient health events (e.g. hospital admission, emergent visit, etc.), a change in condition (fever, dizziness, loss of appetite), a behavioral (increased forgetfulness, loneliness) or a social determinate (lack of nutritious food, safe environment, etc.) impacting your patient overall health. Once alerted, the clinical team will engage you and your patient to assist your patient in accessing the appropriate care. |
| Q6 | When will I receive the call? |
| | The CAT system is programmed to contact you by calling your cellphone on record with Elara Caring. The call will be made in 45 minutes after you clock-in using EVV for your shift. The 45 minute window provides you an opportunity to begin coordinating the ADLs for your patient and sufficient time to observe and interact with your patient. If you miss the call, or if you were assisting your patient, you may call Elara Caring at 844.515.0005 to engage the CAT system. |

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| Q7 | What happens if I miss the call? |
| <p>The important thing to remember is the notification to the Elara Caring clinical team of any change in your patient's condition, or of a hospital admission or emergency room visit. Please have your cell phone available in anticipation of the IVR call. If you missed the call, you may call Elara Caring at 844.515.0005 to engage the CAT system.</p> | |
| Q8 | What happens if my patient experiences a change in condition after I've initially reported no issues? |
| <p>This will be a common occurrence, as your patient may begin to experience symptoms after the clock-in call when your shift started. If this happens, please contact Elara Caring at 844.515.0005 .</p> | |
| Q9 | Should I only report a patient change in condition through the CAT interactive voice response system? |
| <p>If you arrive at your shift and immediately notice a change in your patient's condition, please call 844.515.0005 to engage the CAT system to report. You may also report a change in condition via the CAT system throughout your shift. Please DO NOT WAIT for the CAT system call to report a change in condition.</p> | |
| Q10 | How long does the phone call take to complete? |
| <p>The call should take only 3 to 4 minutes to complete the nine (9) questions presented as you only to need to respond by pressing "1" for Yes or "2" for No for each question. Elara Caring is preparing a quick reference guide (QRG) for you to have available when you answer the CAT IVR call.</p> | |
| Q11 | Am I expected to receive this call every day? |
| <p>Yes, the call is presented to the Aide after you clock-in for your shift. Our goal of keeping the patient safe and healthy in the home, and they experience a change in condition at any time. As an integral part of the Elara Caring team, it is important to report any changes in condition as soon as they occur in order for an Administrator or their designee to notify the patient's referral source of the reported change in the patient's condition.</p> | |
| Q12 | I already reported a change, now what? |
| <p>Once you have reported a change, your Administrator or their designee may call to speak to you and/or your client for further details regarding the change. The Administrator will document any conversation with you or your client and notify the client's referral source of the client's reported change.</p> | |
| Q13 | What if the patient gets upset that I am on the phone? |
| <p>Please don't wait for the patient to get upset. Speak with your patient and educate them on the purpose of the CAT call. You may share this CAT program guide and FAQ with your patient and ensure that they know that purpose is to keep safe and healthy at home.</p> | |