vWorker
User Guide

Mobile App for VisualCare

Contents

Overview of vWorker

vWorker is the mobile app for VisualCare that allows all employees of AQ/DACS to:

- See allocated shifts..

- Receive shifts and shift information online, including maps and client alerts.
- Receive reminders for upcoming shifts.
- Record client shift notes and capture client signature for each shift as it is completed.
- Access work related policies / procedures and documents as needed.
- Complete timesheets as you go for automatic processing every fortnight (no paperwork).
- Receive and accept or decline vacant shift invitations.
- Record and claim for client related KMs travelled during social visits.
- Apply for leave from mobile app.

Please note: *The screenshots in this document may differ slightly to how your mobile phone screen displays.. This is due to many different types of phones and versions.*

Setting up vWorker on your mobile phone

1. You will have received an email from Alzheimers Association Queensland Inc (as indicated below)

Dear Training Test,

Here are your login details.

Company: aaq
Username: ttrain

If this is the first time you login, please leave password blank and you will be prompted to create a new one.

Onboarding Portal: https://onboard.visualcare.com.au/login.php?c=aaq&u=ttrain

vWorker for iPhone https://itunes.apple.com/au/app/visual-care-mycareconnect/id1219959010?mt=8

vWorker for Android: https://play.google.com/store/apps/details?id=vds.mycareconnectv2&hl=en

Please do not reply to this email. If you have any queries, please contact your case manager.
If you are having difficulties logging in, please contact the office to reset your password.

2. Download App

- Download *vWorker* from the App store (for iPhone) OR Google Play (for Android).

Google Play

App Store

For Apple users select the vWorker for iPhone https://itunes.apple.com/au/app/visual-care-mycareconnect/id1219959010?mt=8

For Android (Samsung, Google Pixel, OPPO Nokia etc) select the vWorker for Android
https://play.google.com/store/apps/details?id=vds.mycareconnectv2&hl=en

Please Note: In order for the app to work your device must have the latest software installed - Android: 5.0 or above and iOS: iOS 11 or above.

See which Android version you have

1. Open your phone's *Settings* app.
2. Near the bottom, tap *About phone* > *Android version*.
3. Find your "Android version," "Android security update," and "Build number."

Get the latest Android updates available for you

1. Open your device's Settings app.
2. Tap *System* > *System update.*
3. You'll find your update status. Follow any steps on the screen.

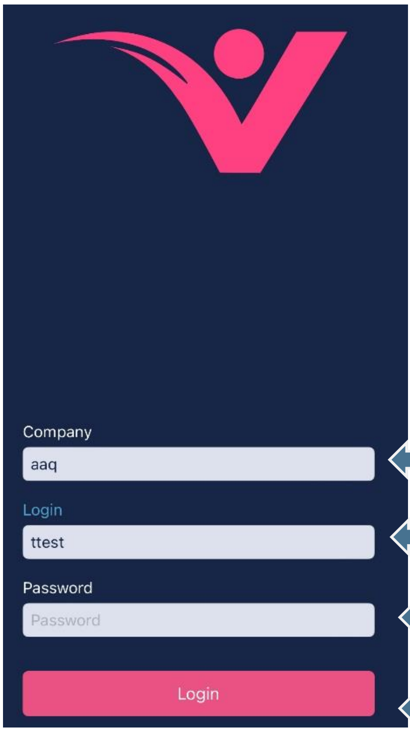
Apple iPhone

Go to *Settings* > *General* > *Software Update*.

The screen shows the currently installed version of iOS and whether an update is available.

2. Log In

- Open *vWorker* by tapping the icon on your phone. Enter login details you have been provided via email.



Enter company name – **aaq** (all lowercase)

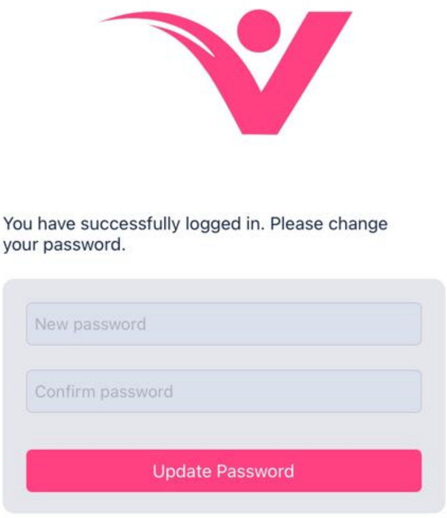
Enter your username (as advised via email).

Leave password blank - you will be prompted to create one).

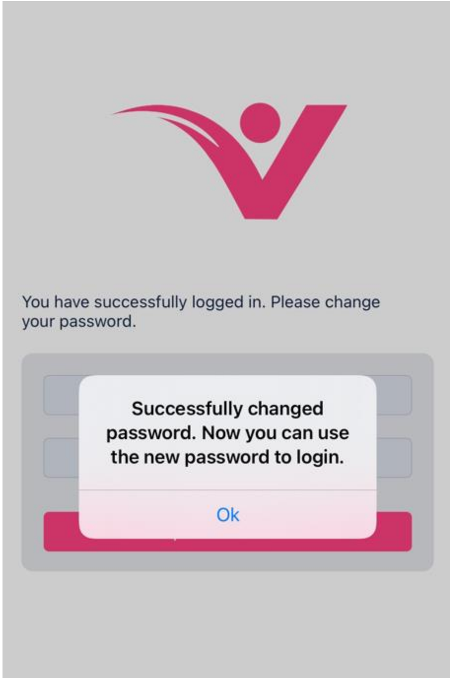
Tap login

After entering your credentials – you will be greeted with screenshot 1 where you can set your own password. Once password has been entered and confirmed select *Update Password* where you will get the pop up displayed on screenshot 2

1



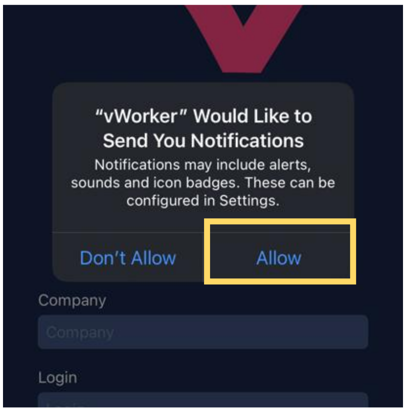
2

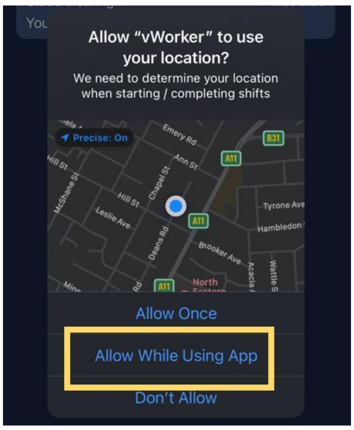


Please note: *For security and privacy purposes please ensure you have a password on your phone. If your phone is ever lost or stolen, please alert the office immediately, so your access can be disconnected.*

3. Notifications & Location Settings

- When you download and open the app for the first time, select '*Allow*' when asked for notification and location permissions. You can edit this within your mobile phone settings > notifications > vWorker app.
- ***Please note****: Ensure this function is turned on at all times, to ensure you receive important notifications and shift changes.*

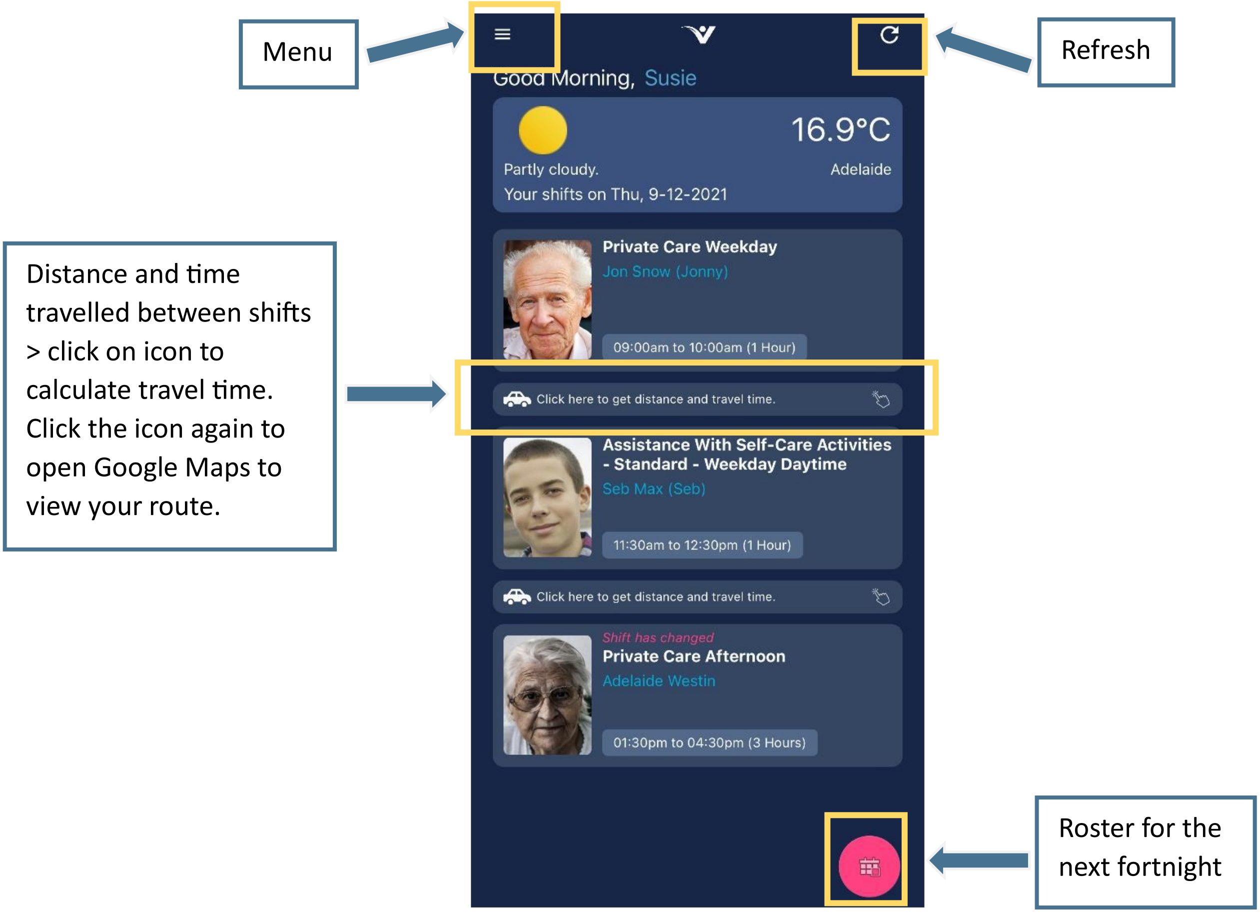




Using vWorker

Home Page

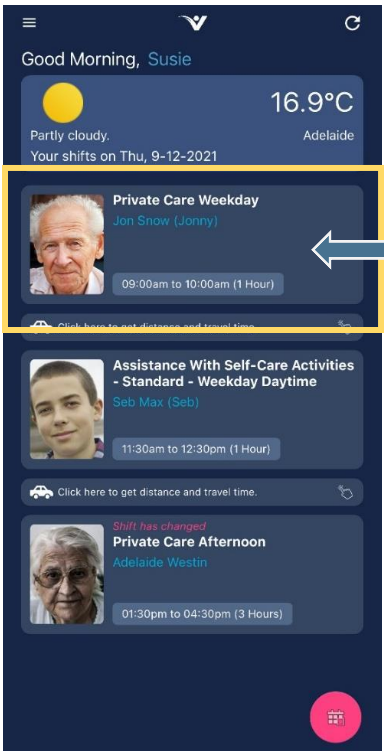
- The first page displayed to you after logging in, is your home page. From this screen you can see the weather forecast for your location, list of shifts for the day and the distance between those shifts.
- You can also access the menu, refresh button and fortnightly roster.



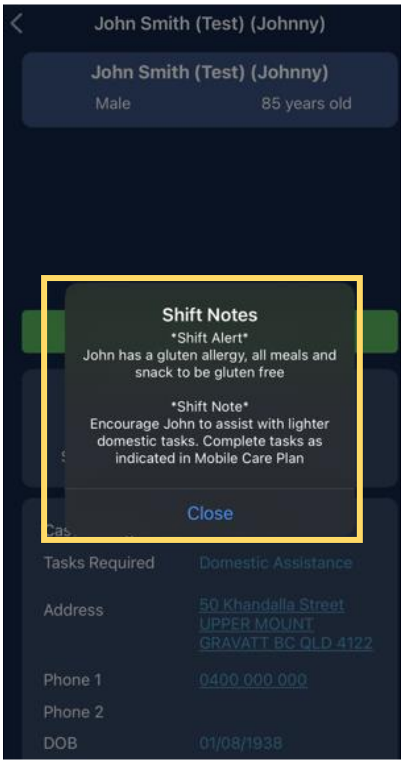
- **Menu:** The menu icon will give you access to a list of additional features that we will go through later in the document.
- **Refresh:** The app will refresh as you move from one screen to another, but you can also click refresh to see any new shift information while you are on the screen.
- **Fortnight Roster View:** When selecting the calendar located at the bottom right-hand side of the home page, the app will switch to a fortnight view of shifts scheduled. To change back to view the shifts for today only, select the calendar again.

Viewing Shift Details

- To view the details of your shift simply click on the shift.

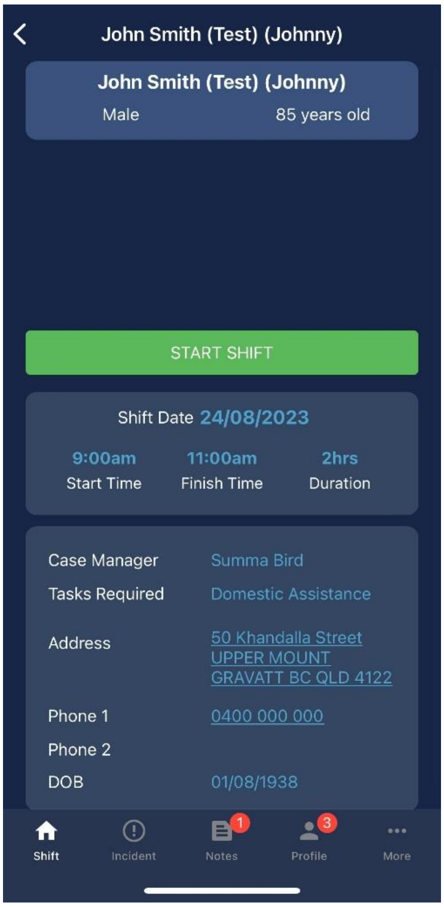


Tap on shift



Any important notes or alerts about the client/shift will pop up on the screen when the shift is opened.

Once acknowledged/closed you will be able to access additional client information



The top portion will display *client name* and in brackets their *preferred name* as well as *gender* and *age*

It will also show shift details including date, start and end time and total duration of service

The clients assigned case manager

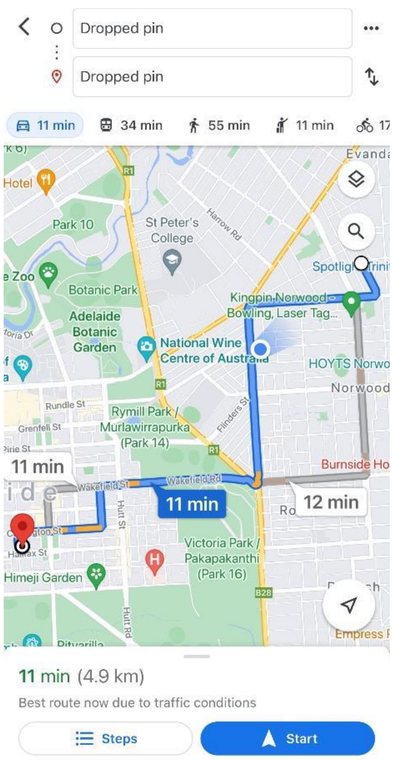
Service type

Address

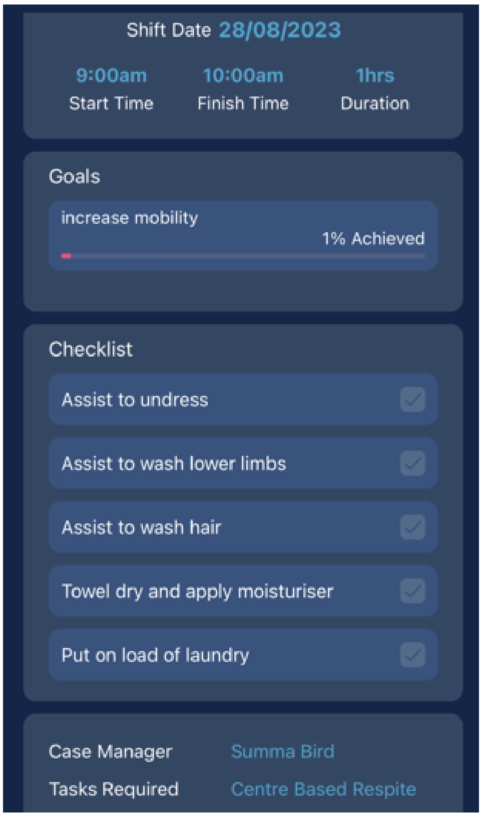
Contact details

Date of birth

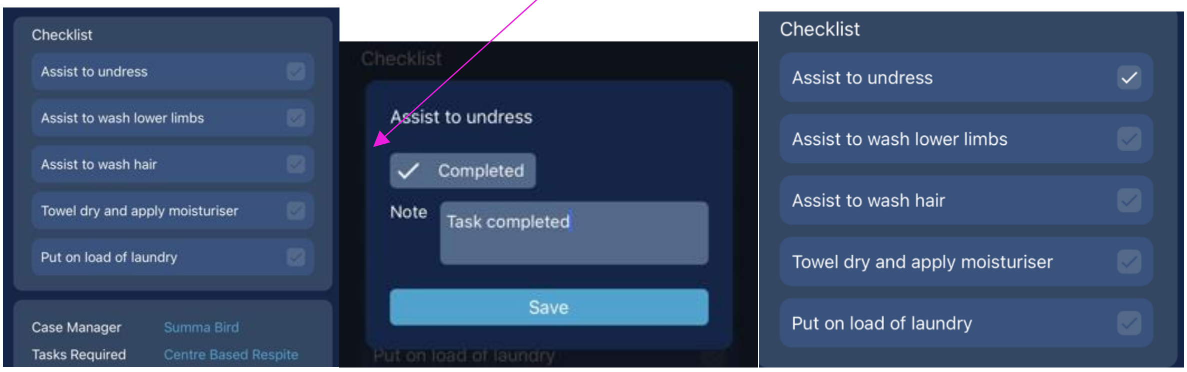
Address: Click on the client address under the shift details, this will take you to directions in Google or Apple Maps.



Checklist is a task added to the Client for a specific task that wouldn't be highlighted in the careplan or is a one off request for the client. The checklist including all items to be completed will appear within the shift home page:

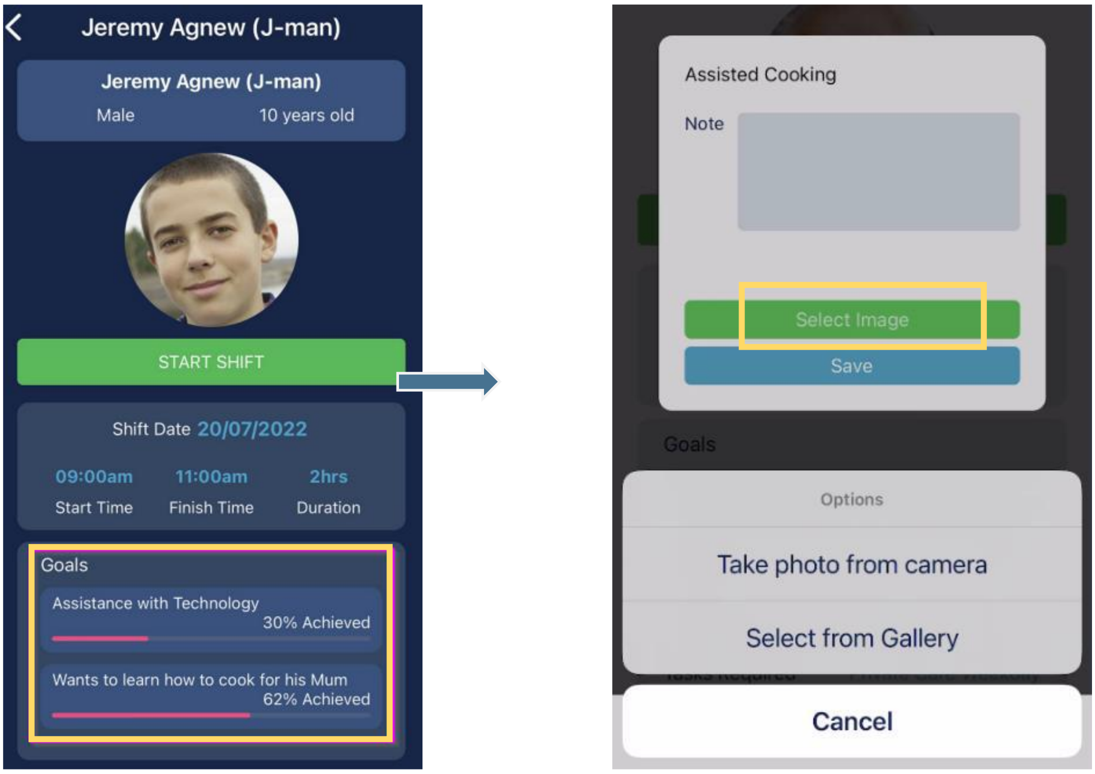


- Simply tap on the item, tap "*Completed*" to add a tick, enter any notes if required, then save.



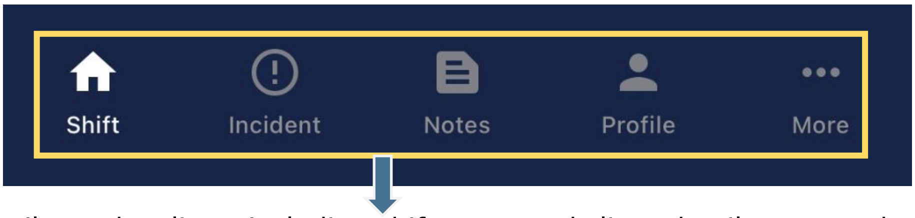
- This information will flow to the office for review. Reminder this is not the Clients Careplan.

Goals: If there are goals identified through the care plan and added to the client's profile, you will be able to view these in the visit. Tap and open the client goal to add a note or upload an image. This can be taken on the phone camera or uploaded from the gallery.



Additional details

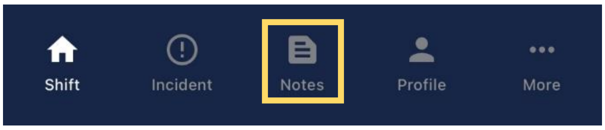
Located at the base of the client service details is additional areas to click on that will provide further details



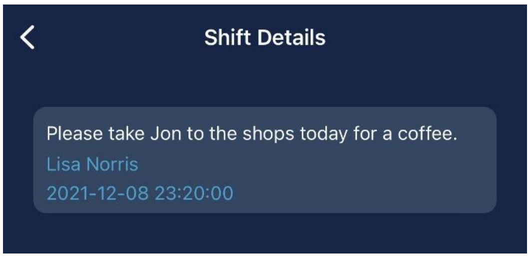
To access the details on the client, including shift notes and client details, tap on the icons at the bottom of the screen. These can be reviewed prior to the service commencing.

Notes

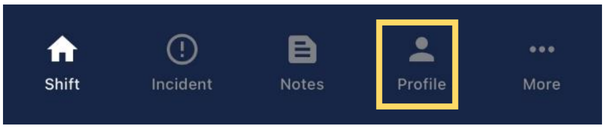
- Click on notes to view any notes relating to this client.



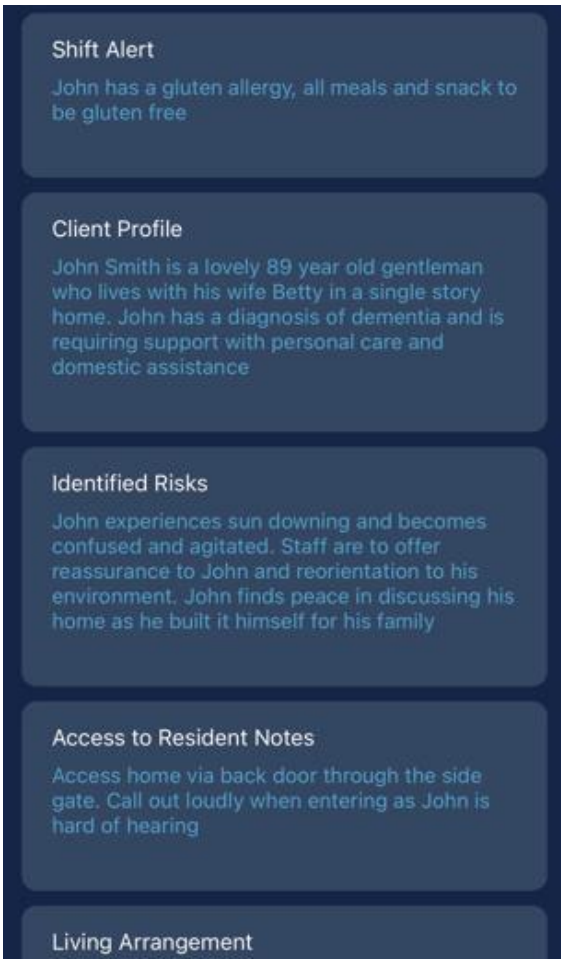
This could be specific details about the shift.



Profile

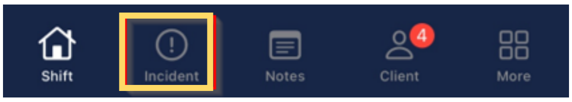


- Click on the client "Profile" icon to see details from the client profile:
  - **Client Profile:** General overview of the consumer and services we are providing.
  - **Identified Risks:** Information about identified risks relating to the client or their property. E.g. behviours or WHS concerns
  - **Access to Residence Notes:** Information on safe and appropriate access to client residence.
  - **Living Arrangement:** If the client lives with anyone or lives alone.



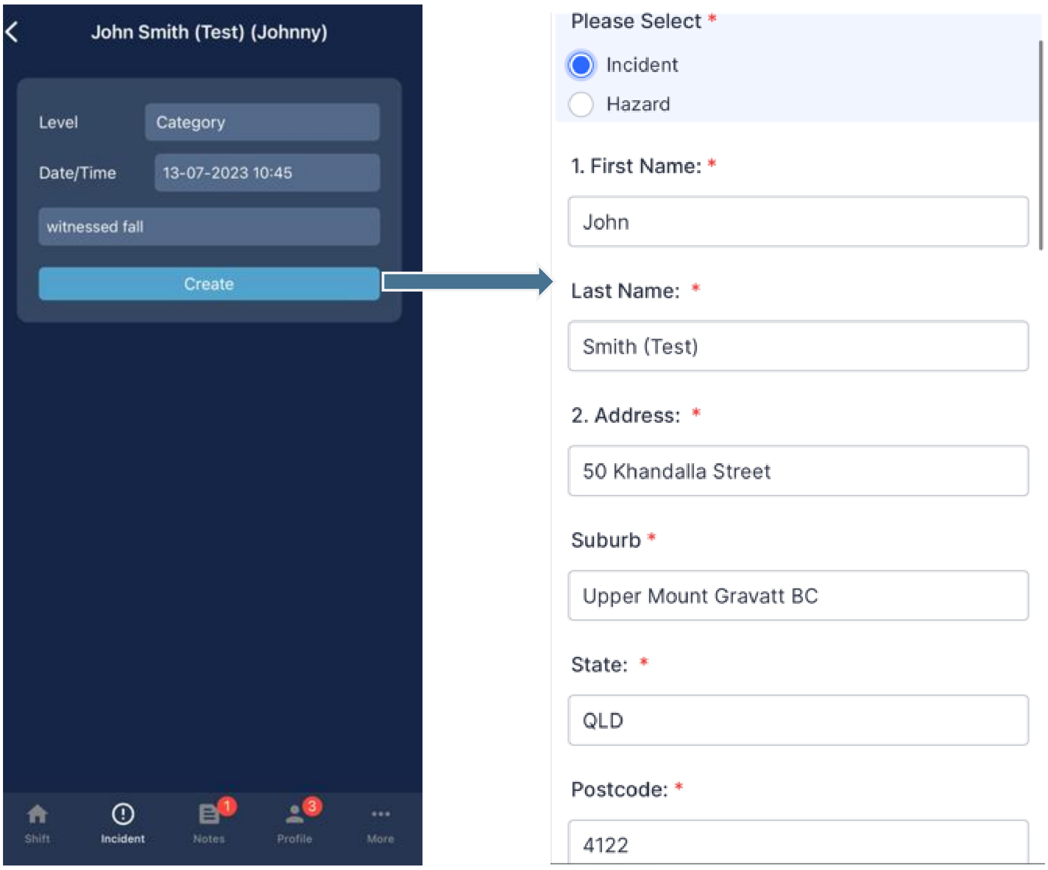
Incidents

- Incident forms are now able to be electronically completed via the vWorker app.

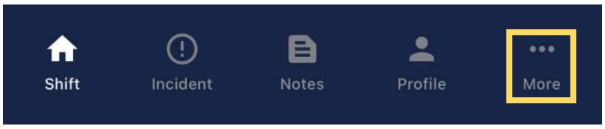


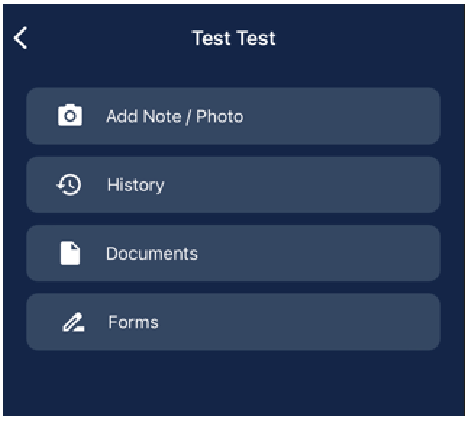
- To create an incident:
  1. Click to add an incident form.
  2. Select the category applicable to the incident that has occurred.

3. Select the date and time.
4. Add a summary of the incident and click create.
5. The incident form will then appear to complete further details.



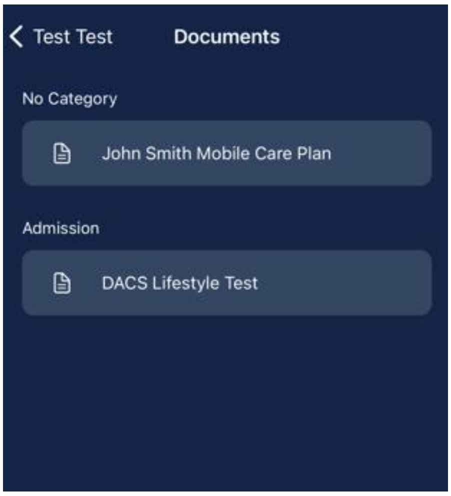
- More ...: Click on More to view additional information and features including "Add Note / Photo," "History," "Documents," and "Forms."



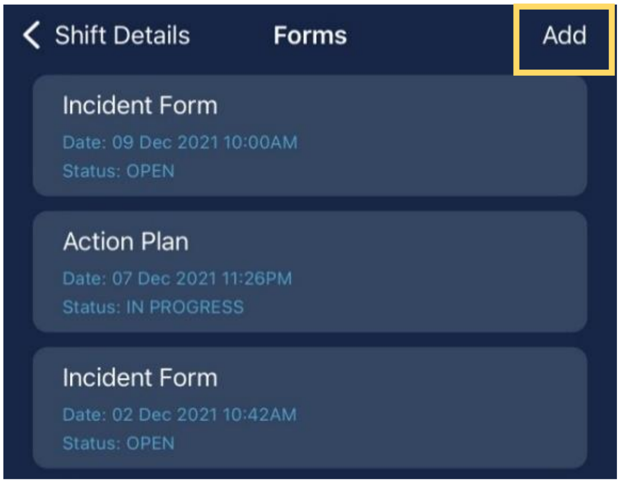


- **Add Note / Photo**
  - Add additional notes for your shift under "Add Note / Photo". These notes provide formal record or 'file note' of your shift. Notes entered here flow through to an electronic 'client file' and they are time, date and name stamped. Photos can be added where applicable e.g. To document wound care or of client performing a certain activity.
- **History**
  - This will display the last 2 notes about this client added by other attending staff members.

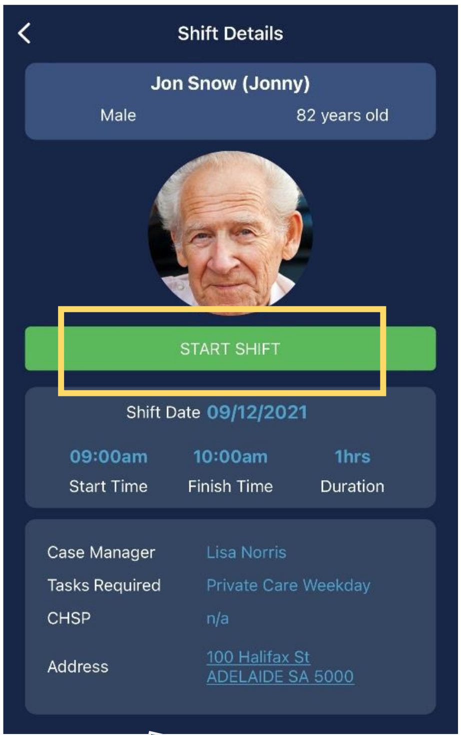
- **Documents**
  - Access specific documents relating to the client. This could be assessments, care plans or general documentation important to the clients needs and service provision.

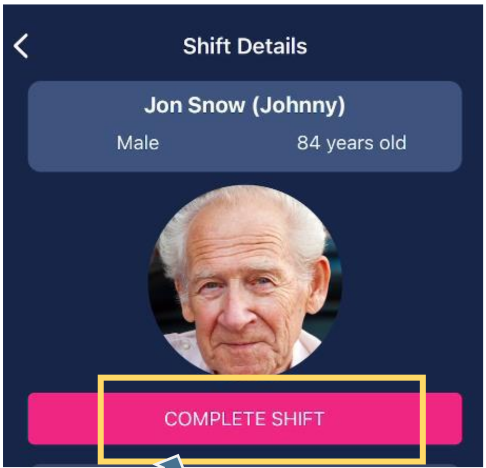


- **Forms**
- To create a new form, click "**Add**" to select the form template from the menu. Once a form is saved it will be sent to the office. This page also has a list of forms that have not been marked complete. Once they are marked as complete they will be removed from this page.



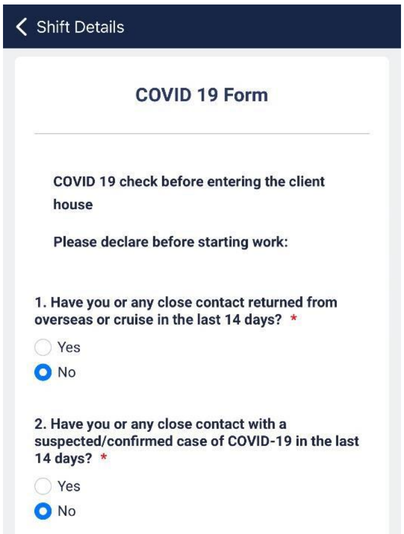
Starting and completing client services



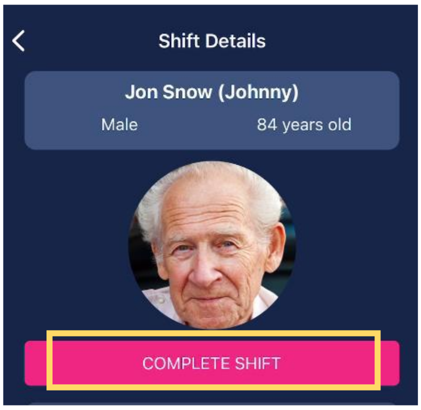


To start your shift, tap "*Start Shift*" as shown above. Once shift has been started, the green bar will change to pink, so that you can tap "*Complete Shift*"

- ***Please note:*** *Starting a shift will direct you to complete the Covid 19 Declaration Form.*
  - Ensure you have answered all the questions and tap the "*Save*" button at the bottom of the form.



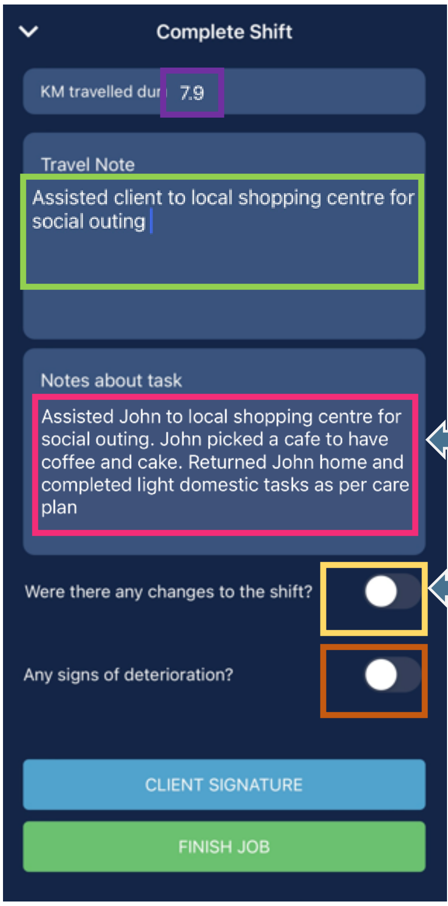
Complete your shift



- When you complete your shift, tap "*Complete Shift*." You will then be directed to enter further details about the shift.

Enter any client support related KM's travelled during your shift.

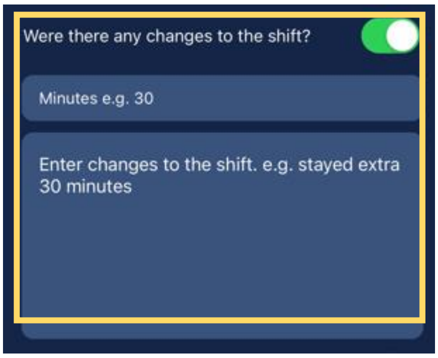
Enter any notes relating to the travel.



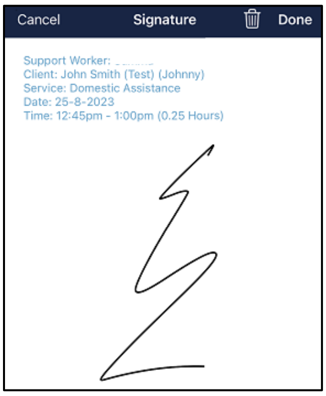
Enter progress notes about the client's wellbeing here.

If your client is showing any signs of deterioration, toggle this switch to notify the office.

If there were any changes to the shift, toggle the switch and an additional field will be created to enter details of the changes.



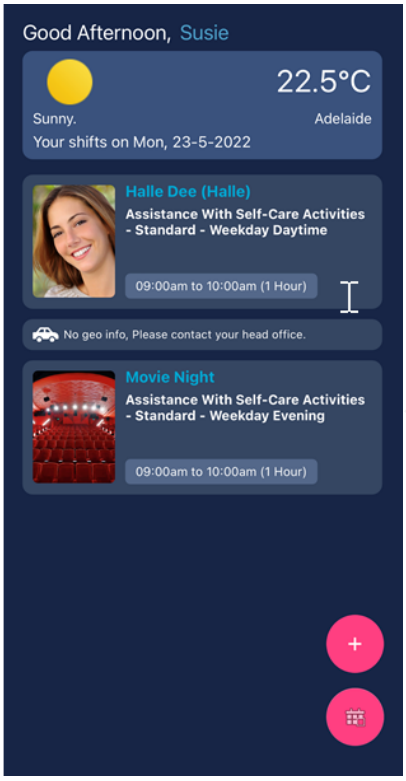
Client signatures are **required** before you *FINISH the service.*



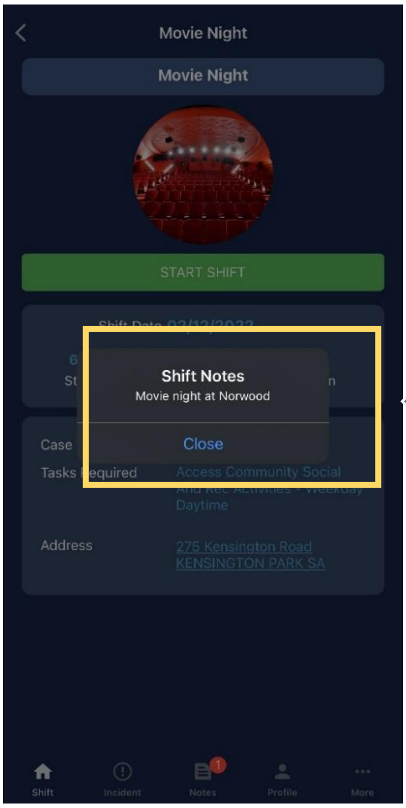
Location Roster Shifts (Centre & Groups)

Viewing Location Shift Details

- To view the details of your shift simply tap on the location shift.



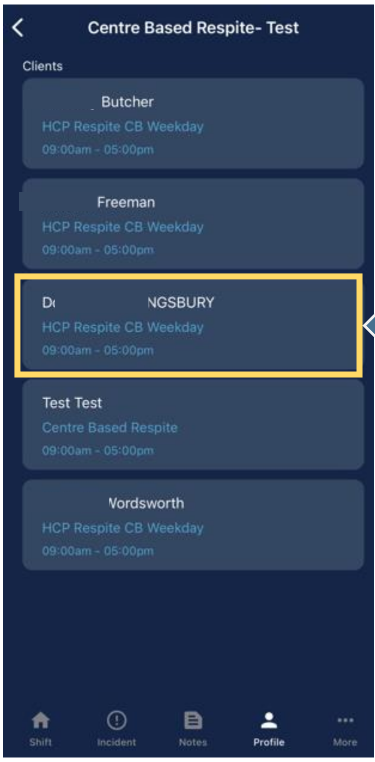
Tap on shift



Any important notes entered in by the office about the shift will pop up on the screen when the shift is opened. You can access this note again by selecting the note tab.

- Tap the "*more*" button to add a note against that location. To enter notes or lodge an incident against a specific client attending that location, you will need to tap on "client" tab and select their name.

Tap on the profile icon to see a list of clients workers within the location shift.

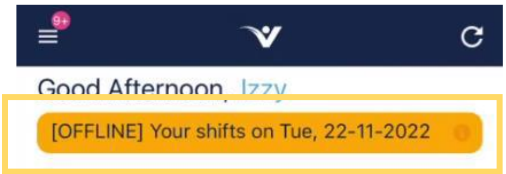


Tap on the client to view attending client information, lodge incidents, add note / photo, view client shift history and documents, or forms.

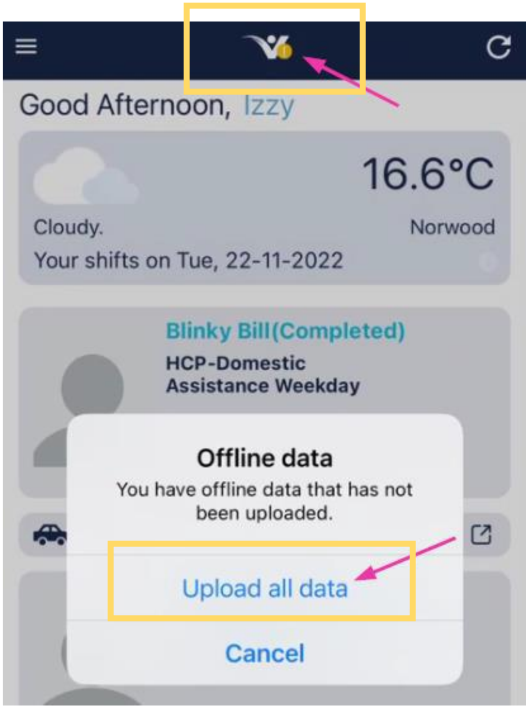
- ***Please note:*** *Clients linked to the location will appear on vWorker even when they are not assigned to a shift in the location roster (e.g. a client living in a SIL house).*

Offline Mode

- Offline mode has been added for when you have no internet access (including if Wi-Fi or mobile data is switched off). Offline mode will allow you to do the following when not connected to internet:
  - Review details about client (internet access is required to update this information before going offline).
  - Read client detail notes and shift alert notes
  - Start shift (offline mode)
  - Complete shift and add completion notes (offline mode)
  - Complete checklist
  - *Please note that all other vWorker features are not available in offline mode.*
- While in offline mode, there will be an orange bar at the top of the screen indicating that the app is offline.

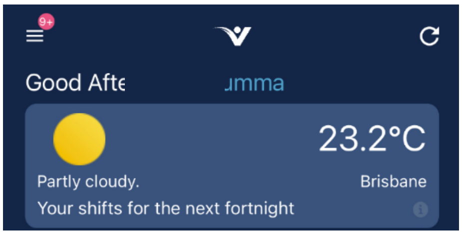


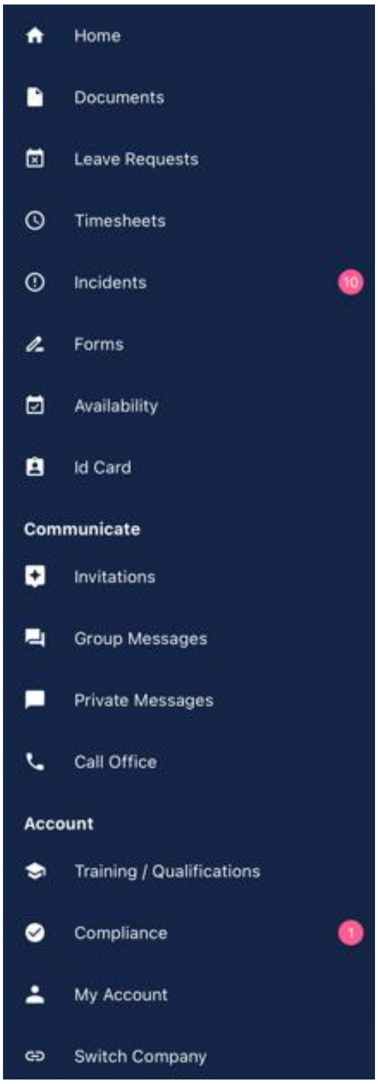
- Once online again, tap on the V logo at the top of the page with a yellow exclamation mark and select "*Upload all data*." This will upload any information relating to changes made and shift completion detail, while in offline mode.



Menu

Click on the menu to view worker related items.



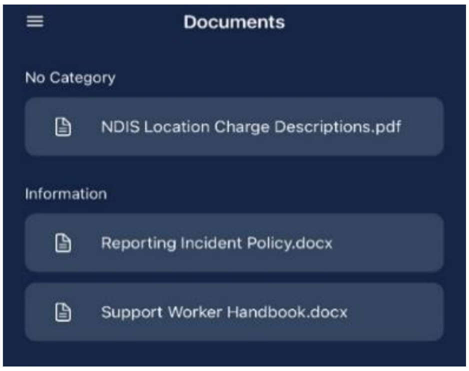


Home

- Will take you back to your list of shifts for today.

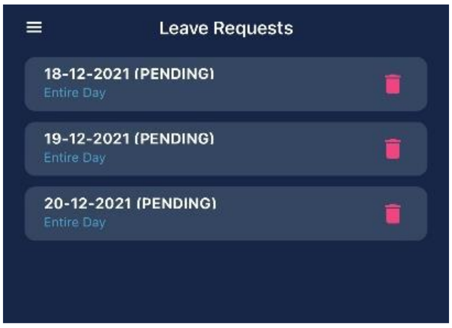
Documents

- Lists the documents and policies that have been uploaded for your viewing.

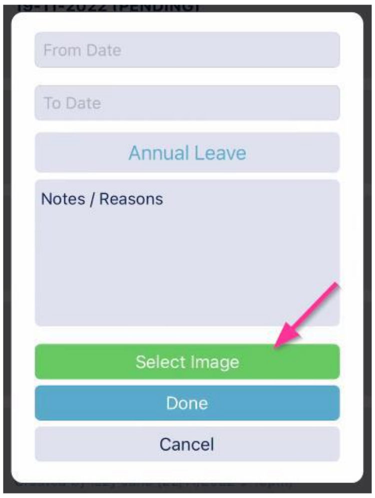


Leave Requests

- Enter your leave for approval by the office and view any pending leave requests. To submit a new leave request, select the + button at the bottom right of the page.



- Enter a date range or time range, select type of leave, add any notes / reasons, and take photo or upload an image if required (e.g. sick certificate etc). Select "*Done*" to send to the office.

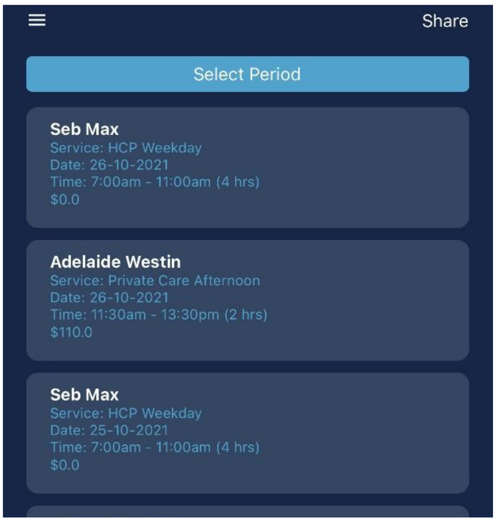


Note: The app will not accept leave request with less than 4 weeks notice.
If leave is attempted to be inputted before this range you will receive a notification to contact the office

Sick or urgent leave is to be directed to your manager to approve and enter on your behalf.

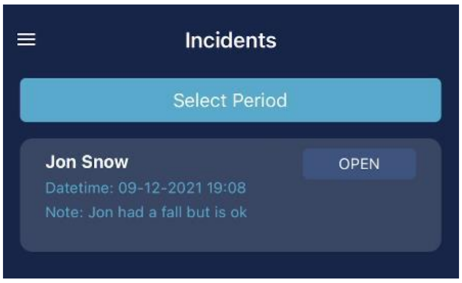
Timesheets

- This tabs shows a list of completed shifts for a certain period along with total hours. You can change the date range being viewed by clicking "*select period*".
- You can also tap on the client visits to review details



Incidents

- This tab hold all in progress or not completed incident form, all incidents should be submitted the day the incident occurred. Any incident forms in this portion of the app have not been received by the clients CSC or CM. Check daily that no incident forms are in this tab.



- To edit and complete an incident in the list, click "*open*". Then select "*edit*" and complete.

The office will not receive notification of the incident until the incident has been marked as completed.

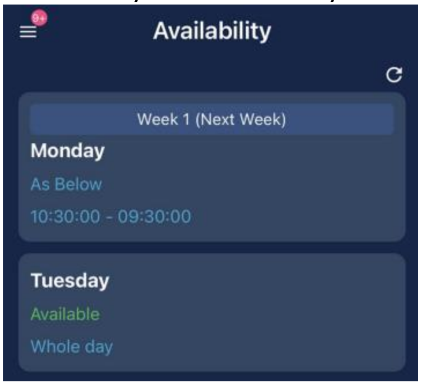
The incident will no longer be visible in the app once complete.

Forms

- Under "*Forms*" tab, you can view and edit all incomplete client forms

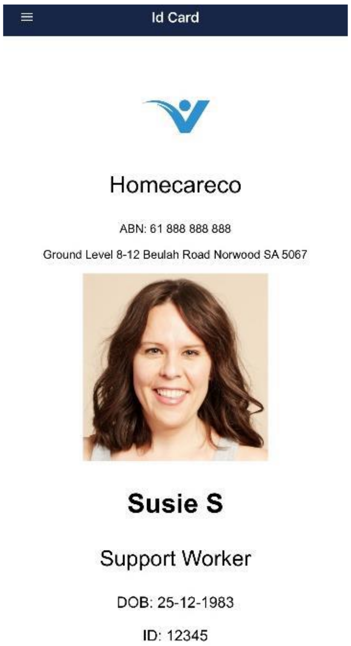
Availability

- You view your availability within vWorker.



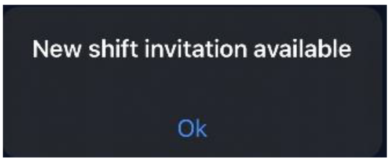
ID Card

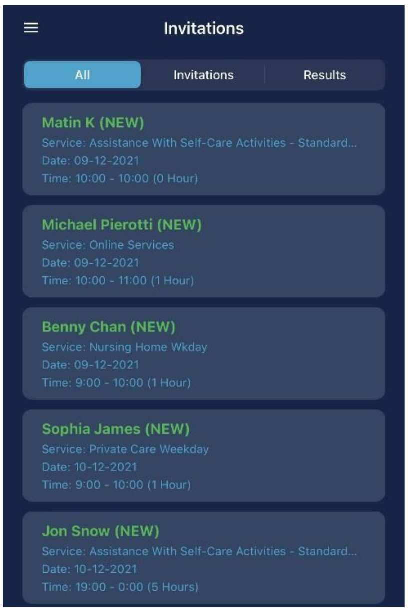
- Click on ID Card to show ID badge, wherever required.



Roster Invitations

- You will receive a notification when you have a new shift invitation.



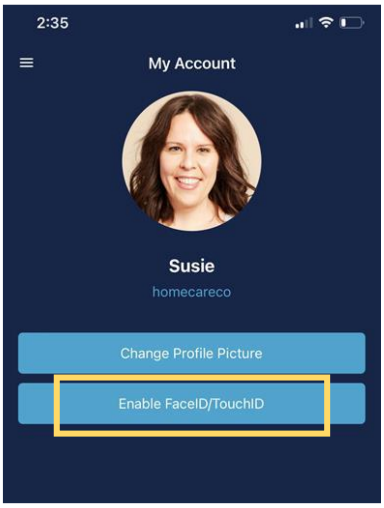


- Click on invitation to view shift details and any notes associated. Select "*ACCEPT*" if you would like to accept the shift invitation or "*DECLINE*" if you are not able to attend the shift. **NOTE:** services will assign to the worker who accepts first, other staff will receive unsuccessful notification

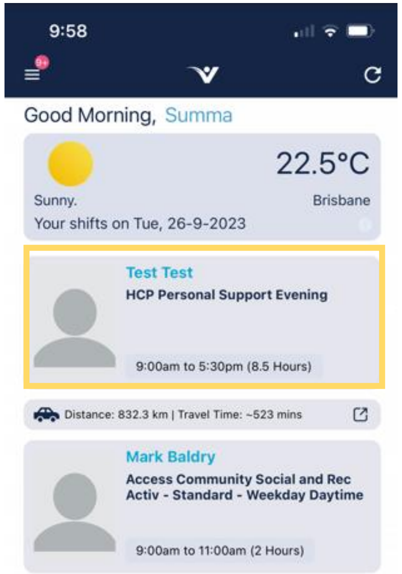
My Account – Update how you login

From within here, you can enable FaceID / TouchID.

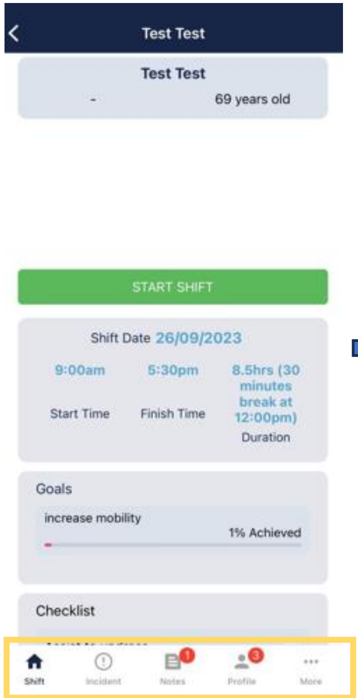
The options for either TouchID or FaceID are dependent on what is available on the phone.



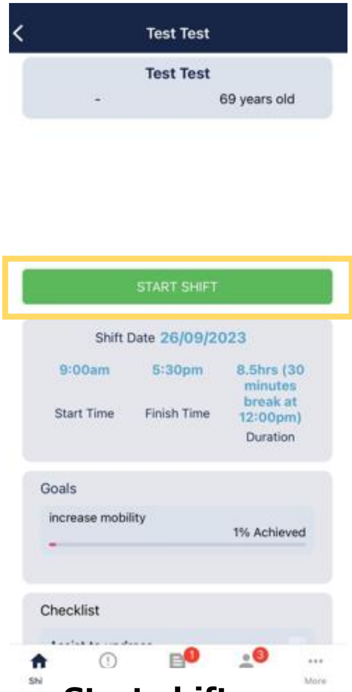
Logging in and out workflow



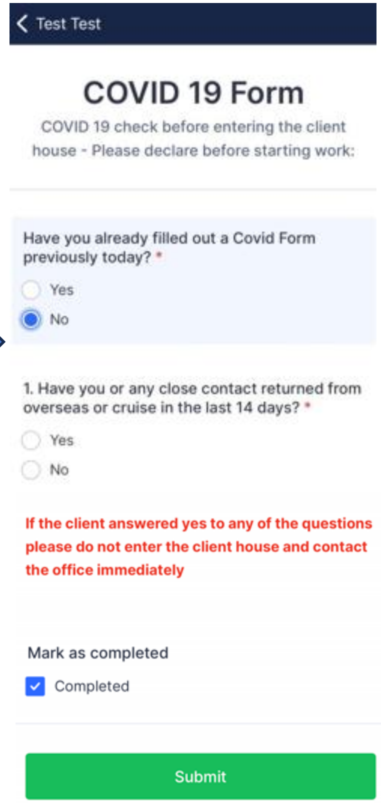
Tab on the client to open the visit



Review any profile notes. Care plan is located under …More > Document



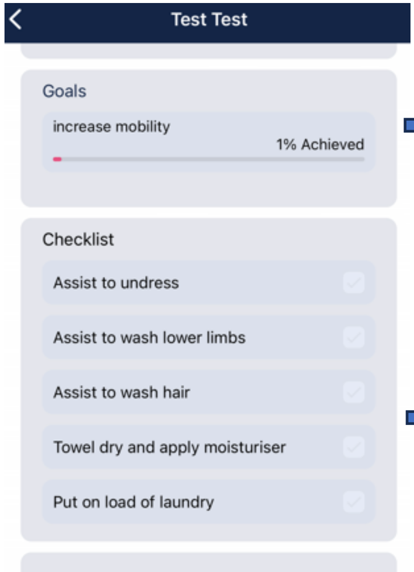
Start shift



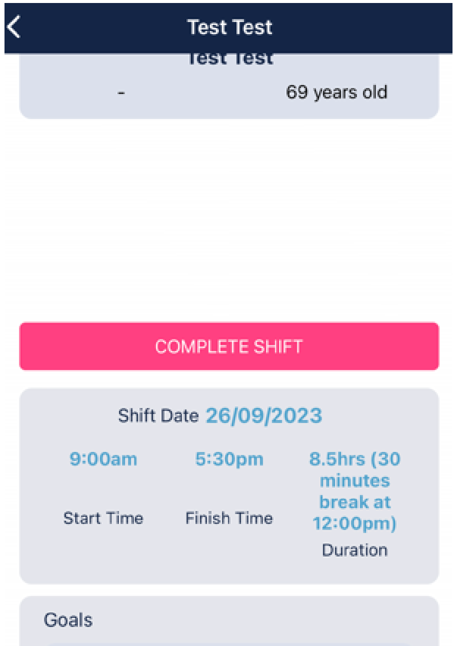
Complete COVID Screening

Deliver service

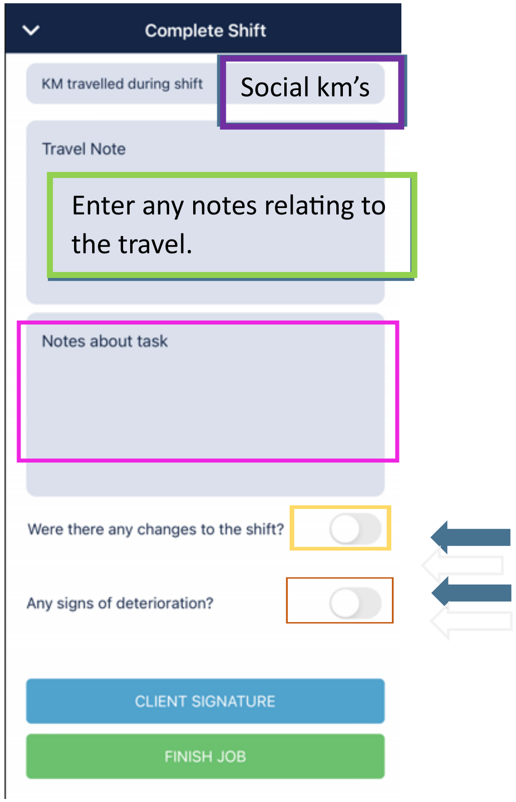
After service delivered open app and complete any goal or tasks



Complete shift

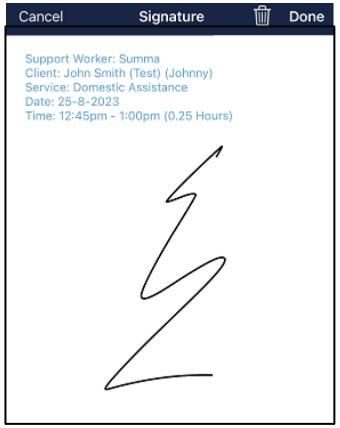


Enter Social KM's, travel and progress note



Press Finish Job

Service is now completed



Obtain client signature

If your client is showing any signs of deterioration, toggle this switch to notify the office.

If there were any changes to the shift, toggle the switch and an additional field will be created to enter details of the changes.