USING IVR/TELEPHONY

There is no need to download anything for telephony. All you need is your company's phone number, your user ID, and PIN number.

- Arrive at the location of service
- To report arrival, call the telephony line
  - o Enter your User ID and PIN
  - o Follow the prompts to report arrival
- To report departure, call the telephony line
  - o Enter your User ID and PIN
  - o Follow the prompts to report departure, including reporting care plan items
- Leave the location of service