



TELEPHONY TRAINING

"ROAD TO EXCELLENCE"

Electronic Time Verification Process
(Dial "N" Doc)



Agenda



- ▣ Introduction
- ▣ Why Telephony?
- ▣ Telephony operation –PowerPoint
- ▣ Validators
- ▣ Benefits of Telephony
- ▣ Audio demo – Playback
- ▣ Practice Demo
- ▣ Q & A
- ▣ Evaluation



What is Telephony?

Telephony is a service that documents an employee's arrival time and departure time through a call to a toll free number from your home telephone. It converts sound/audio signals to electronic data for better management and documentation.

(PS. Grace Period: 7 minutes.)



Visit Documentation Instructions

Starting a Visit

Phone #:

866-824-3741

Action

Visit Prompts for Voice Verification and Broadcast Announcement

Prompt

- 1 Welcome to Dial-N-Document. Please enter your access code, followed by the pound key.
- 2 Please enter your Agency ID, followed by the pound key. (Prompt not heard if dedicated line)
- 3 One moment please (Prompt will play if system is going to Voice Verification)
- 4 At the tone please say XXXX followed by the # sign (May play 2 to 6 times for verification)
- 5 You have 1 message. (Only heard on pending Broadcast Announcement)
- 6 To replay your message, press 1. To continue, press 2. (If no message, prompt not played)

Enter Access Code

Enter Agency ID

Repeat the numbers



-Continue.....



- 7 Please make one of the following options.
- 8 To start a new visit, press 1. To end a visit, press 2. To end this call, press 5. To repeat these options, press 0.

Please enter your mileage followed by the pound key. Use the star key as a decimal to enter mileage to the tenth of the mile. If you do not want to enter mileage press the pound key.
- 9

10 Visit started at <time is heard>.

Once the visit is complete, please call back to end the visit.
- 11 Thank you for using Dial-N-Document. Have a nice day.

Press 1

Enter
mileage
or #





Ending/Documenting a Visit

Phone #:

866-824-3741

1 Welcome to Dial-N-Document. Please enter your access code, followed by the pound key.

Enter Access Code

2 Please enter your Agency ID, followed by the pound key. (Prompt not heard if dedicated line)

Enter Agency ID

Please make one of the following options. To start a new visit, press
3 1. To end a visit, press 2. To end this call, press 5. To repeat these options, press 0.

Press 2

4 Please enter your visit types and task codes in the order they appear on your time sheet. For more than one task, enter the * key in between each code, followed by the pound key.

Enter task codes

5 To review your codes, press 1. To re-enter your codes, press 2. To add another code, press 3. To end this visit and send your documentation press 4.

6 Visit ended at <time is heard>.

7 Your documentation has been sent.

8 Thank you for using Dial-N-Document. Have a nice day.



Starting a Visit at a Two-Patient Location with Multiple Program Services



Phone #:
866-824-3741

	Prompt	Action
1	Welcome to Dial-N-Document. Please enter your access code, followed by the pound key.	Enter Access Code
2	Please enter your Agency ID, followed by the pound key. (Prompt not heard if dedicated line)	Enter Agency ID
3	Please make one of the following options. To start a new visit, press 1. To end a visit, press 2. To end this call, press 5. To repeat these options, press 0.	Press 1
4	More than one patient exists at this number. Please select a patient.	
5	Do you want to document on (Patient Name)? Press 1 for yes 2 for no.	Press desired number
6	Do you want to document on (Patient Name)? Press 1 for yes 2 for no. (If 1 st patient is not selected)	Press desired number

- Continue.....

- 7 More than one program service is provided for this patient. Are you here for: **System then lists out program service types and asks caller to press 1 for yes or 2 for no.**

**Press desired
number**

- 8 Please enter your mileage followed by the pound key. Use the star key as a decimal to enter mileage to the tenth of the mile. If you do not want to enter mileage press the pound key.

**Enter mileage
or #**

- 9 Visit started at <time is heard>.

- 10 Once the visit is complete, please call back to end the visit.

- 11 Thank you for using Dial-N-Document. Have a nice day.





Ending a Visit at a Two-Patient Location

Phone #:

866-824-3741

1 Welcome to Dial-N-Document. Please enter your access code, followed by the pound key.

Enter Access
Code

2 Please enter your Agency ID, followed by the pound key.
(Prompt not heard if dedicated line)

Enter Agency ID

3 Please make one of the following options. To start a new visit, press 1. To end a visit, press 2. To end this call, press 5. To repeat these options, press 0.

Press 2

4 More than one patient exists at this number. Please select a patient.

5 Do you want to document on (Patient Name)? Press 1 for yes
2 for no.

Press desired
number





-Continue.....

- 6 Do you want to document on (Patient Name)? Press 1 for yes 2 for no. (If 1st patient is not selected)
- 7 Please enter your visit types and task codes in the order they appear on your time sheet. For more than one task, enter the * key in between each code, followed by the pound key.
- 8 To review your codes, press 1. To re-enter your codes, press 2. To add another code, press 3. To end this visit and send your documentation press 4.
- 9 Visit ended at <time is heard>.
- 10 Your documentation has been sent.
- 11 Thank you for using Dial-N-Document. Have a nice day.

Press desired
number

Enter task codes



Starting a Visit at a Multi-Patient/Facility Location with Multiple Program Services



Phone #:

866-824-3741

Prompt

Action

1 Welcome to Dial-N-Document. Please enter your access code, followed by the pound key.

Enter Access Code

2 Please enter your Agency ID, followed by the pound key.
(Prompt not heard if dedicated line)

Enter Agency ID

Please make one of the following options. To start a new visit, press 1. To end a visit, press 2. To end this call, press 5. To repeat these options, press 0.

Press 1

4 More than one patient exists at this number. Please use the keypad and begin entering the last name of the patient.

Enter patient last name then #

5 Do you want to document on (Patient Name)? Press 1 for yes 2 for no.

Press desired number



-Continue.....

6 Do you want to document on (Patient Name)? Press 1 for yes 2 for no. (If 1st patient is not selected)

Press desired number

7 More than one program service is provided for this patient. Are you here for:
System then lists out program service types and asks caller to press 1 for yes or 2 for no.

Press desired number

8 Please enter your mileage followed by the pound key. Use the star key as a decimal to enter mileage to the tenth of the mile. If you do not want to enter mileage press the pound key.

Enter mileage or #

9 Visit started at <time is heard>.

10 Once the visit is complete, please call back to end the visit.

11 Thank you for using Dial-N-Document. Have a nice day.



Ending a Visit at a Multi-Patient/Facility Location

Phone #:

866-824-3741

1 Welcome to Dial-N-Document. Please enter your access code, followed by the pound key.

Enter Access Code

2 Please enter your Agency ID, followed by the pound key. (Prompt not heard if dedicated line)

Enter Agency ID

3 Please make one of the following options. To start a new visit, press 1. To end a visit, press 2. To end this call, press 5. To repeat these options, press 0.

Press 2

4 More than one patient exists at this number. Please use the keypad and begin entering the last name of the patient.

Enter patient last name then #

5 Do you want to document on (Patient Name)? Press 1 for yes 2 for no.

Press desired number





-Continue.....

Press desired
number

6. Do you want to document on (Patient Name)? Press 1 for yes 2 for no. (If 1st patient is not selected)

- 7 Please enter your visit types and task codes in the order they appear on your time sheet. For more than one task, enter the * key in between each code, followed by the pound key.

To review your codes, press 1. To re-enter your codes, press 2.
- 8 To add another code, press 3. To end this visit and send your documentation press 4.

- 9 Visit ended at <time is heard>.
- 10 Your documentation has been sent.

- 11 Thank you for using Dial-N-Document. Have a nice day.

Enter task codes

Validators



In event the clients do not have a home phone or a cell phone, a digital device called validator will be secured at the client's residence to enable caregivers validate their presence at the location. The validator is a small-sized digital box that randomly generates arbitrary digits that will be entered when calling from the aides phone to register their time verification process.

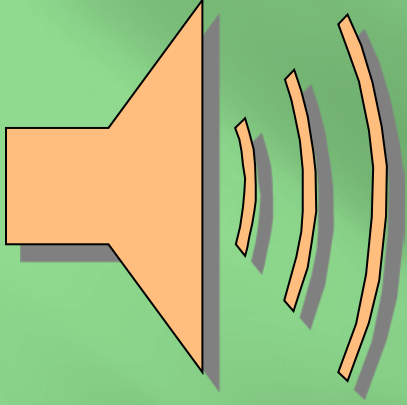




Benefits of Telephony

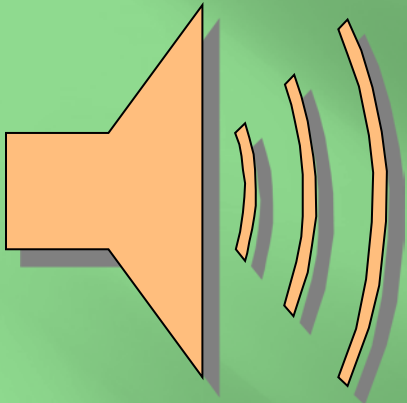
- ❑ Reduced Paperwork
- ❑ Automatic Instant Time Verification Process
- ❑ Accuracy in documentation
- ❑ Accountability
- ❑ Compliance
- ❑ Going green





Audio Demo





Sample recording with Validator



Practical Demo



Q & A



Evaluation

Test your Knowledge!!



Thank you!

