

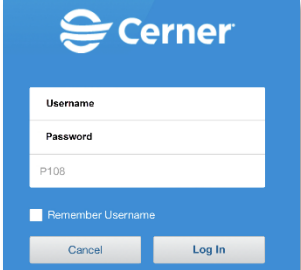
Staff who are employed within the Environmental Services or Transport Services departments will have mobile devices to assist with completing tasks.

Working with The Mobile Device

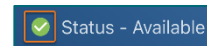
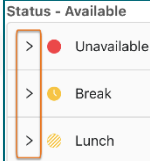
At the beginning of the shift, sign-in to the device to update the status to **Available**. This will allow requests to route to the end user. Once jobs populate, the end user will have the ability to Accept, Delay, Start, and Complete tasks.

➤ Login to Device

- End users will be prompted to enter their network sign on and password.
- Once the application opens, the status can be updated to **Available**.
 - Click the **Status** button to select from a list of options.



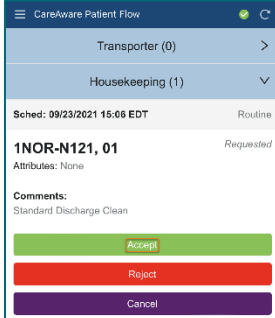
Cerner login screen with fields for Username, Password, and P108. There is a 'Remember Username' checkbox and 'Cancel' and 'Log In' buttons.

A dropdown menu titled 'Status - Available' with options: Unavailable (red dot), Break (yellow dot), and Lunch (orange dot).

➤ Working with Requests

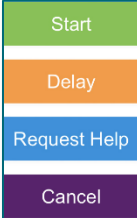
- Once the end user is in an **Available** status, requested jobs will populate based on zone coverage, which is pre-assigned by management.
 - Review the details of requested jobs, such as location, attributes, and comments. Select the green **Accept** to take the job.
 - Once the job has been accepted, the status will change from *Requested* to *Accepted*. The staff member should report to the origin after accepting the job.



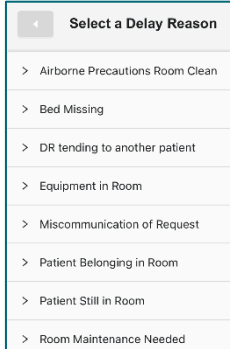
CareAware Patient Flow job details for 'Housekeeping (1)'. It shows a scheduled time of 09/23/2021 15:00 EDT, routine type, and job ID 1NOR-N121, 01. There are 'Accept', 'Reject', and 'Cancel' buttons.

NOTE: Staff may “Reject the job” by selecting the red **Reject** button. Once rejected, the staff member will have to select a **Reject** reason.

- When the end user arrives at the origin, click the job to open options.
 - Transporters will have the ability to **Request Help** if needed and the task will be sent to the next available staff member.
 - If there is a need to delay the start, click **Delay** and select a reason.
 - The list of options will be different for EVS than Transport staff.
 - When the job is ready to begin, click **Start**.
- When the job is **Complete**, it will disappear from the mobile device, as well as from Capacity Management, and the next job will populate.



A vertical stack of four buttons: Start (green), Delay (orange), Request Help (blue), and Cancel (purple).

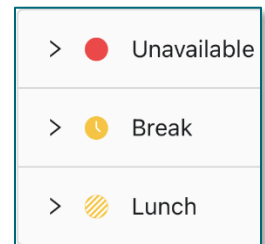


A dropdown menu titled 'Select a Delay Reason' with a list of reasons: Airborne Precautions Room Clean, Bed Missing, DR tending to another patient, Equipment in Room, Miscommunication of Request, Patient Belonging in Room, Patient Still in Room, and Room Maintenance Needed.

NOTE: Each of these options will interact with Capacity Management to track patient flow throughout the facility.

➤ **Changing Status**

- When staff is on break, at lunch, or off shift, it is important to update the status to prevent jobs firing to the mobile device.
 - Click the **Status** icon and select the appropriate status.
 - If **Unavailable** is selected, the end user will need to specify if a job is being completed or if the shift has ended.



NOTE: At the end of the shift, end users will need to change the status to Unavailable before Logging Out. This will stop jobs from being assigned.