CareChampPro Overview

CareChampPro is an upgraded version of the original CareChamp app. The pro version includes all of the same core features you rely on, plus several new features designed to improve the functionality and communication between field staff and office staff. It allows field staff to:

- Mark visits as Up for Grabs so other staff can fill in
- Take Available Shifts directly from the app
- Receive notifications on their mobile device
- Use tools to resolve schedule and visit issues on their own

New Terms and Definitions

Shift Exchange

The process of one staff member canceling a scheduled visit, making it an available shift, and another staff member picking up the visit directly from the app.

Cancel

A scheduled visit that has been released by an aide and made available for other staff to pick up—based on the cancel reason selected (e.g., Aide not available, Holiday, Weather, or Other).

Note: This is different from canceling a visit that will not occur, such as when the patient is not home or refuses services.

Up for Grabs

A scheduled visit canceled by the aide (usually due to availability),

making the shift available for other staff to take.

Unassign

When office staff removes an assigned aide from a visit, marking it as an Available Shift in CareChampPro.

Available Shift

A scheduled visit that currently has no assigned staff. Internally, it is coded as "Available Shift" in Barnestorm.

Take Visit

The action within the app that lets a staff member claim an Available Shift (Scheduled Visit). Once taken, the visit is assigned in Barnestorm Office automatically.

Knowledgebase

http://kb.barnestorm.biz/KnowledgebaseArticle51742.aspx