

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 Visits directly from the app
- Receive notifications when a visit becomes available
- 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 visit, and another staff member picking up the visit directly from the app.

Cancel - Marking a Scheduled Visit Up For Grabs

A scheduled visit canceled by the aide - usually due to availability (e.g., Aide not available, Holiday, Weather, or Other) ., making the shift available for other staff to take.

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

Unassign

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

Available Visit (Shift)

A scheduled visit that currently has no assigned staff. Internally, it is coded as “Available Shift” in Barnestorm. Also shows up in the app as 'Available Visits'.

Take Visit

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

Knowledgebase

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