



Dial-n-Document Telephony Training Guide

PCA Program
Revised: 02/10/2016

What is Dial-N-Document (DnD) Telephony?:

Dial-N-Document is the method used by DSPs to document a PCA or Homemaker visit.

- DSPs document visits from the recipient's designated phone number only.
- Upon arrival to the recipient's home, DSP will call the telephony phone number to begin the visit.
- Calling from the recipient's phone will automatically link the documentation to the recipient ID number. If there are two recipients living in the same home, the system will ask which recipient the DSP is documenting for.
- When finished with visit, call the telephony phone number to end the visit and complete the documentation. When the DSP enters the pass codes and approves the call, the end time of the visit is recorded.

Frequently asked questions...

I failed to document my start time, end time, or fail to document the visit all together?

- ***Call your PCA Program Scheduler immediately during normal business hours and they will instruct you what to do. After normal business hours, call the following business day.***

The phone system is down or the PCA Recipient's phone gets disconnected?

- ***Call your PCA Program Scheduler immediately during normal business hours.***

Please note:

- The on-call staff will not be able to assist you with DnD issues.
- It is your responsibility, as a DSP, to ensure that you are calling in the hours work/services provided according to the established DnD protocol.

SEMCIL

2200 2nd ST SW | Rochester, MN 55902

Office Hours:

Monday through Friday 8:00 a.m. – 4:30 p.m.

Schedulers:

Loy Ashton – PCA Program Coordinator
507-285-3921 or 888-460-1815 Ext. 3921

Dawn Anderson-PCA Administrative Assistant
507-285-3938 or 888-460-1815 Ext. 3938

Southeastern Minnesota Center for Independent Living, Inc. (SEMCIL)

Subject: Late or Inaccurate Documentation Policy

Effective Date: October 2006

Reviewed/Revised: January 2016

It is the responsibility of each DSP to completely and accurately document hours of work and cares provided each time he/she works.

For DSPs using DnD Telephony, hours of work and the cares provided are to be called in accurately on the day the DSP works. For DSPs using Intervention timesheets, the documentation is to be completed on the day the DSP works and submitted weekly as outlined in the Payroll Schedule.

DSPs who routinely fail to document completely, accurately and on time will result in a reduction to minimum wage for the affected hours.

SEMCIL will use a three (3) strike rule before implementing the reduction to minimum wage. This means that once an DSP has failed to document per protocol more than three (3) times, his/her wage will be automatically reduced to minimum wage beginning with the fourth (4th) failure to follow this protocol and for each failure thereafter. No action will be taken the first three times of failure to document completely, accurately or on-time.

At the beginning of each calendar year, each DSP who has been subject to the reduced wage will have his/her slate wiped clean, and the three strike rule will begin again.

DSPs who continuously fail to follow this protocol and have an extensive history of inaccurate, incomplete or late submission of documentation will be subject to disciplinary action.

For any documentation concerns please report immediately to your PCA Program Scheduler.

Starting a Time and Attendance Visit

Dial: 1-877-236-7891 Agency ID: 692

Step	Prompt	Action
1	Welcome to Dial-N-Document. Please enter your access code, followed by the pound key.	Enter Employee ID then #
2	Please enter your agency ID, followed by the pound sign.	Enter "692" then #
3	Please select the type of visit you are performing. Are you here as a <visit types are listed>? Press 1 for yes, 2 for no.	Enter the visit type
4	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"
*5	Please enter your mileage followed by the pound key.	Enter the number of miles then #
*6	To review a code, press 1. To add a code, press 2. To redo all your codes, press 3. To delete a code, press 4. To modify code, press 5.(not available at this time) To <u>approve</u> your intervention codes and send your documentation, <u>press 6</u>.	Press desired number Note: If you choose options 1, 2, 3 or 4 you will go through the process of that step, and then loop back to options 1-6. Pressing 6 will send your documentation
7	Visit started at <time is heard>.	
8	Make sure you call back to end your visit.	
9	Thank you for using Dial-N-Document.	
10	Call will hang-up automatically	PLEASE WAIT UNTIL CALL DISCONNECTS

***Steps 5 and 6 will only be prompted for employees that qualify for mileage reimbursement. Please refer to mileage policy for questions.**

Note: Please listen very carefully to each prompt, as the selection order may change from time to time.

Ending a Time and Attendance Visit

Dial: 1-877-236-7891 Agency ID: 692

Step	Prompt	Action
1	Welcome to Dial-N-Document. Please enter your access code, followed by the pound key.	Enter Employee ID, #
2	Please enter your agency ID, followed by the pound sign.	Enter "692" then #
3	Please select the type of visit you are performing. Are you here as a <visit types are listed>? Press 1 for yes, 2 for no.	Enter the visit type
4	Press 1 to start a visit Press 2 to end a visit Or press 5 to hang up this call To repeat these options, press 0.	Press "1"
6	Please enter your pass codes, followed by the pound key. Use the star key to separate multiple pass codes. Example: 0001*0002*0003#	Enter pass codes, using the * key to separate them and the # key when finished.
7	To review a code, press 1 . To add a code, press 2 . To redo all your codes, press 3 . To delete a code, press 4 . To modify code, press 5.(not available at this time) To approve your intervention codes and send your documentation, press 6.	Press desired number Note: If you choose options 1, 2, 3 or 4 you will go through the process of that step, and then loop back to options 1-6. Pressing 6 will send your documentation
9	Visit start time, visit end time, and length of visit is heard.	
10	Your documentation has been sent.	
11	Thank you for using Dial-N-Document.	PLEASE WAIT UNTIL THE CALL DISCONNECTS

Note: Please listen very carefully to each prompt, as the selection order may change from time to time.

PCA PASS CODES

SPECIAL PROCEDURES	CODE
Dressing Changed	3000
Reminded to take medications	3001
Ace wraps applied/removed	3002
Support hose applied/removed	3003
Incentive Spirometer	3004
Advanced Skill	3006
Assist/Manage finances	3007
Essential shopping	3008
Assist with medical appts	3009
Community participation	3010
Behavioral intervention	3011
Other	3005
BATHING	CODE
Shower	3100
Tub bath	3101
Partial sponge bath	3102
Complete sponge bath	3103
Shampoo hair	3104
Other	3105
BOWEL CARE	CODE
Assisted to/emptied bedpan	3200
Assisted to/emptied commode	3201
Emptied ostomy appliance	3202
Performed perineal care	3203
Tube feeding	3204
Other	3205
SKIN CARE	CODE
Lotioned	3300
Massaged	3301
Soaked	3302
Non-diabetic fingernails trimmed	3303
Non-diabetic toenails trimmed	3304
Incontinence skin care	3305
Other	3306

BLADDER CARE	CODE
Emptied foley catheter bag/urinal	3400
Washed skin around catheter	3401
Performed incontinence care	3402
Other	3403
ORAL HYGIENE	CODE
Teeth brushed	3500
Dentures cleaned	3501
Mouth brushed w/toothettes	3502
Other	3503
GROOMING	CODE
Clothes selected	3600
Assisted with dressing	3601
Hair brushed/combed	3602
Shaved	3603
Other	3604
AMBULATION ASSISTANCE	CODE
Walked w/cane	3700
Walked w/walker	3701
Walked w/crutches	3702
Walked w/cane w/transfer belt	3703
Walked w/walker w/transfer belt	3704
Walked w/crutched w/transfer belt	3705
Did not get out of bed/chair	3706
Other	3707

TRANSFERS PERFORMED	CODE
Standby	3800
Pivot Transfer	3801
Sliding Board	3802
Standby w/transfer belt	3803
Pivot Transfer w/transfer belt	3804
Sliding Board w/transfer belt	3805
Lift transfer (1aide)	3806
Lift transfer (2 aides)	3807
Carried	3808
Other	3809
EXERCISES	CODE
Passive Range of Motion	3900
Active Range of Motion	3901
Prescribed exercises	3902
MEAL PREPERATION	CODE
Meal Prepared	4000
Meal Served	4001
Next meal prepared	4002
Assisted with feeding	4003
Extra fluids prepared/encouraged	4004
Other	4005
HOUSEKEEPING	CODE
Bathroom cleaned	4100
Dishes washed	4101
Linens changed	4102
Laundry	4103
Trash emptied	4104
Other	4105
CONDITION CODES	CODE
Mental Status Change	4200
Pain	4201
Redness/Swelling	4202
Bruising/Discoloration	4203
Skin Breakdown	4204
Decreased Mobility	4205
Diminished Appetite	4206
Contacted Agency For	4207

HOMEMAKER PASS CODES

VACUUM	CODE
Bathroom(s)	5000
Bedroom(s)	5001
Dining Room	5002
Family/Living Room	5003
Kitchen	5004
Other	5005
KITCHEN	CODE
Cleaned/Scoured Sink	5100
Washed/Dried Dishes	5101
Loaded/Unloaded Dishwasher	5102
Cleaned Countertops	5103
Cleaned dining table	5104
Cleaned stove/oven	5105
Other	5106
SWEPT AREA	CODE
Entry/Hallway	5200
Other	5201
BEDROOM CARE	CODE
Changed bed linens	5202
Other	5203
MOPPED AREA	CODE
Warm water utilized	5300
Cleaning solution utilized	5301
Bathroom(s)	5302
Bedroom(s)	5303
Dining Room	5304
Family/Living Room	5305
Kitchen	5306
Other	5307
BATHROOM CARE	CODE
Cleaned/Scoured Sink	5400
Cleaned/Scoured tub/shower	5401
Cleaned tub floor mat	5402
Cleaned toilet/commode	5403
Cleaned Countertops	5404
Other	5405

DUSTED AREA	CODE
Feather duster utilized	5500
Furniture polish/Cloth utilized	5501
Bathroom(s)	5502
Bedroom(s)	5503
Dining Room	5504
Family/Living Room	5505
Kitchen	5506
Other	5507
LAUNDRY CARE	CODE
Laundry detergent utilized	5600
Washed and dried clothes	5601
Washed and dried linens	5602
Washed and dried towels	5603
Other	5604
MEAL PREPARATION	CODE
Breakfast	5700
Lunch	5701
Dinner	5702
Snack	5703
Special Diet	5704
Fluid restrictions	5705
TRASH REMOVAL AREA	CODE
Bathroom(s)	5800
Bedroom(s)	5801
Dining Room	5802
Family/Living Room	5803
Kitchen	5804
Other	5805
Garbage bagged and placed in outside trash can	5806
Garbage bagged and placed in other area	5807
GROCERY SHOPPING	CODE
Shopping list obtained from client	5900
Amount of money for grocery shopping received from client	5901
Amount of money for grocery shopping returned to client (change)	5902

DOCUMENTING MILEAGE FOR DSPS THAT WORK FOR PCA RECIPIENTS

POLICY

Effective July 15, 2015 the mileage reimbursement for DSPs and Homemakers who also work as a DSP will be .57/mile. Only mileage from one visit to the next consecutive visit, in the same day, will be reimbursed. Reimbursement will not occur for what constitutes traveling to work or going home at the end of the work day.

SEMCIL must verify the automobile insurance and motor vehicle record of each DSP before the DSP is eligible for mileage reimbursement. Please submit to SEMCIL Human Resources:

- Proper verification that the vehicle is insured at a minimum of \$100,000 per person, \$300,000 per incident and \$50,000 property damage.
- Valid and current driver's license
- Completed and signed MVR Form

Any change to the status of an DSP's driver's license (i.e., renewal, revocation or suspension) and/or auto insurance (i.e., renewal or carrier change) is to be immediately reported to Human Resources. Violations to this policy that may result in the DSP not being allowed to use their personal vehicle for agency business include, but are not limited to:

- Reckless or careless driving
- Failure to wear seat belt
- Driving under the influence of drugs or alcohol

INSTRUCTIONS

The most accurate means of calculating mileage is by using the start and end trip meter/odometer readings, or through a mileage –calculating software, such as Google Maps. Mileage is to be calculated to the nearest mile. Example: if the odometer reading ends in .1 to .4, round down; .5 and above, round up.

Documenting Mileage for OMR Sheets

- Track your mileage from the last PCA Recipients house.
- Write in the mileage in the "Mileage Miles to visit" or "Miles Driven TO Patient's Residence" box on the front of the timesheet.
- Bubble in the corresponding bubble(s).
- Do not enter anything in for drive time.

Documenting Mileage for Dial-n-Documents (DnD) Telephony system

- Track your mileage from the last PCA Recipients house
- Continue through the telephony prompts.
- After it asks you the type of visit, it will ask you the mileage.
- Enter your mileage and then press '#'.
- Continue through telephony prompts.