cubhub

Mobile App Guide

Table of Contents

Mobile App Overview

User Name and Password

- This is the username your company provide including the .company code
- In this example clinician Tyler Odd works for company Developing Essential Virtues. Therefore, his username is todd.dev
- If you forget your password after three failed attempts you will be locked out so use the 'forgot password' to re-set directly from the app

Biometrics:

Users can elect to use Face ID or Fingerprint to log into the CubHub App. You will need to press "Enable Face ID/Fingerprint", enter your password and login to authenticate your selection. Once it's on, you can use it for your next login.

To turn it off, go to your device settings for Face ID/Fingerprint and disable for the CubHub app.

Note: Biometrics should NOT be used on a shared device.
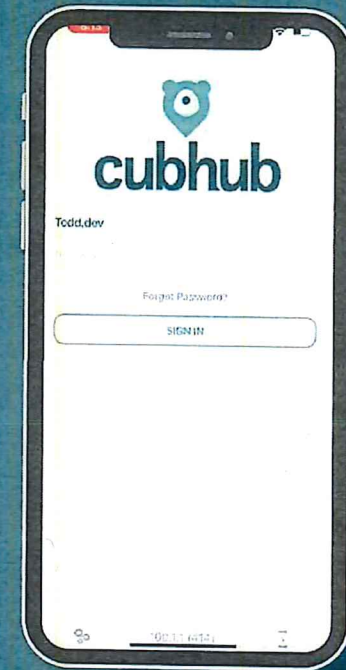
Mobile App Overview Cont.

App version
- The version of the app you are using is at the bottom of the log in screen (pictured here is 100.1.1/414)
- We recommend having automatic updates turned on so you will always be on the latest version.
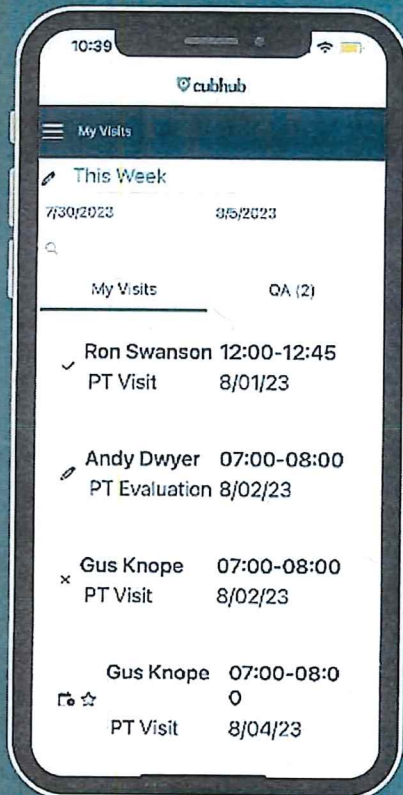
Devices
- CubHub Mobile App may be downloaded in the Google Play & Apple App stores

Diagnostics
- You may send CubHub diagnostics from the mobile app at any time by clicking the phone icon at the bottom of the log in screen. *this only sends information about the CubHub mobile app to assist developers in researching any issues

Mobile App Overview Cont.

My Visits Screen (left pic):
- When you log into the mobile app you will see your visits.
  - Each visit a clinician has been assigned to will show regardless of status– even missed.
  - My Visits will default to 'Today' and can be filtered to 'This Week', 'Next 14 Days' or specified date rage through 'Custom Dates'.

Mobile App Main Menu (right pic)
- **Inbox**
  - Sent
  - Archive
- **My Visits**: Allows user to view their current schedule
- **My Patients**: a list of all patients you are assigned
- **Sign Out**: will sign you out of the mobile app
- **Diagnostics**: Another place you can send app diagnostics to the CubHub team

3
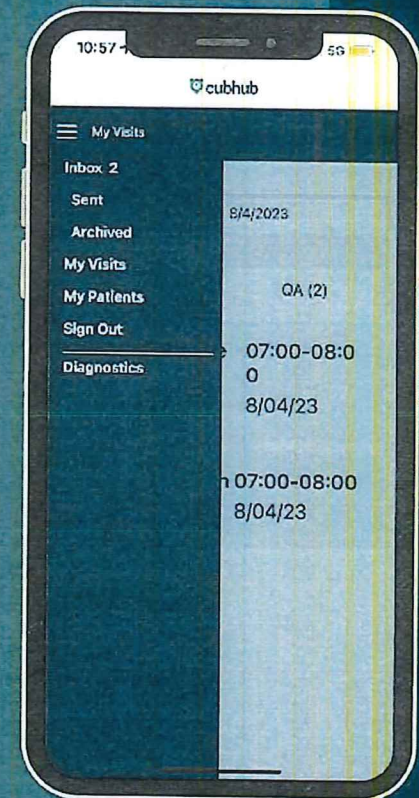
My Visits
Visits will have an icon indicating the status of the visit.

- **Scheduled:** Calendar Icon
  - Today's visit that is ready for you to clock in and start

- **Submitted:** Check Mark
  - A visit you have submitted to the office. You may click on this and delete from your app
  - CubHub recommends limiting submitted visits to no more than 1 week of visits

- **Working:** Pencil
  - These are visits that you have clocked in to but have not signed and submitted
  - CubHub recommends completing your visit and submitting the same day

- **Pending Correction:** ?
  - these are visits that have been reviewed by QA and sent back to you for corrections.
  - Click on the visit and it will allow you to make adjustments and re-submit the visit to QA

- **Make Up:** Star

- **Missed:** X
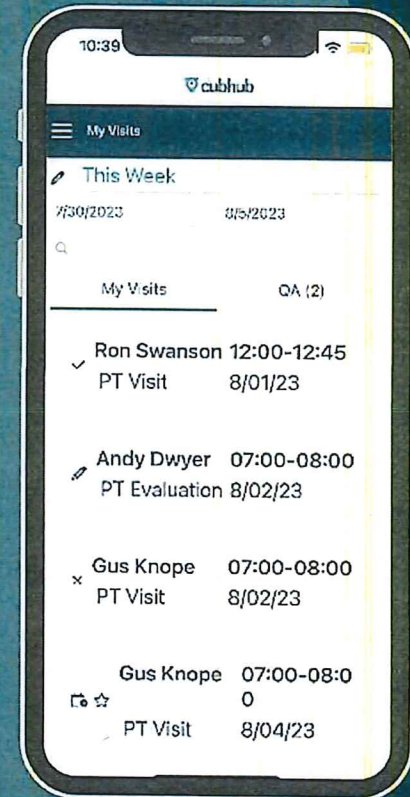
My Visits: QA Tab

'QA' is now a separate tab that can be accessed by selecting 'My Visits' on the menu.

- The QA tab will show all pending corrections regardless of the date filter for the page.

- When a clinician clicks on a visit to correct, the app will open the visit for the clinician to correct and resubmit.
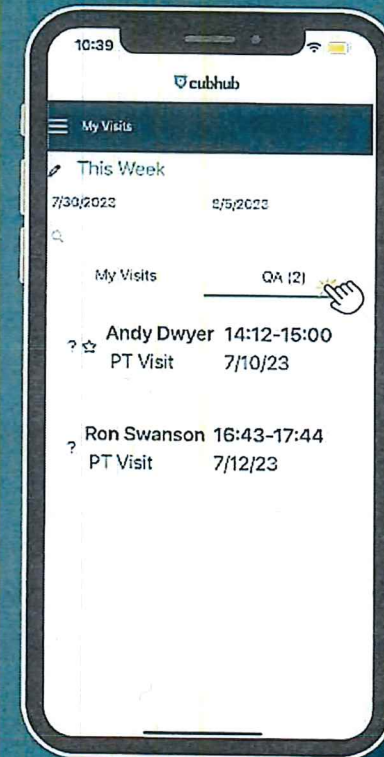
My Patients

'My Patients' will list all clients a clinician has access to. When a clinician clicks on a client, they will be taken to a page with patient specific information. From here, the patient's contact information also serves as quick access to call, email or get directions.
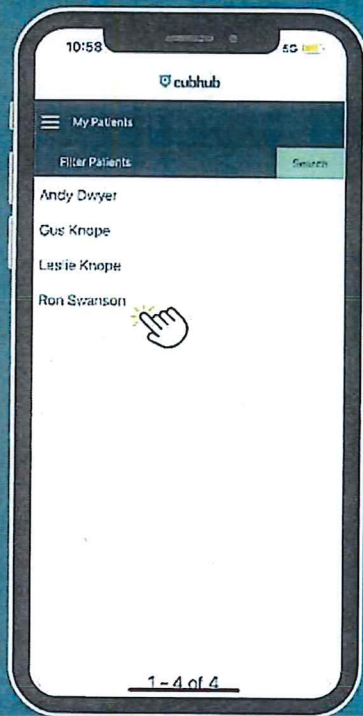
There are two options available for selection:

- **Schedule:** Click to view the entire schedule for the client
    - This includes that client's visits with other clinicians and name of clinician on the assignment (the page defaults to 'This Week')
    - Clinicians may clock into their visit from this location, as well (if visit is clock in eligible)

- **Plan of Care:**
    - Clinicians can click to view the patients Plan of Care/485
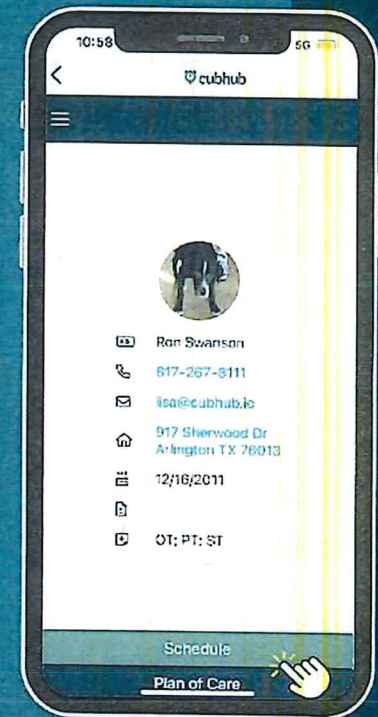
Clocking In to My Visit

When a clinician clicks on a visit that is eligible to be clocked into, the green 'Clock In' button will appear at the bottom.
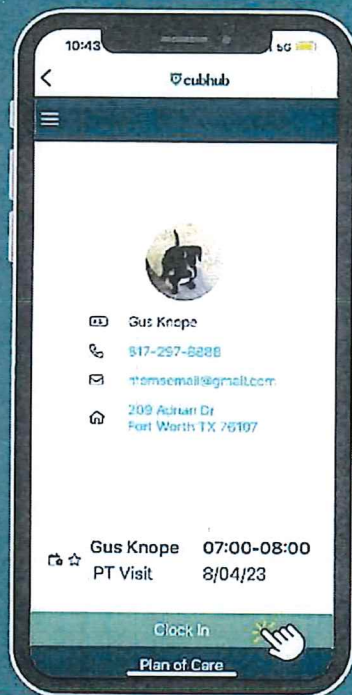
If the visit is not eligible for clock in, the clinician can still access to view the patient's POC/485.

Clocking In to My Visit

Verify Patient

Do you have a fever or any signs and sympto of respiratory infection such as: cough, shortness of breath or sore throat?

No

In the last 14 days have you traveled outside the state or country, been in contact with someone that has confirmed COVID-19, is un investigation for COVID-19 or someone who with respiratory illness?

No

Is the patient or anyone residing in the home running a fever or showing any signs of respiratory infection such as, cough, shortne of breath or sore throat?

No

In the last 14 days has the patient or anyone residing in the home, traveled outside of the state or country, been in contact with someo that has confirmed COVID-19, is under investigation for COVID-19 or someone who with respiratory illness?

No

How to Clock in
- From My Patients screen on the desired patient
- From My Visits screen click on today's scheduled visit
- The clock in screen will appear.
- COVID screening questions will appear and default to 'No.' If you change the answer to 'Yes,' contact your supervisor immediately.
- Select a Service Location
- Select at least 2 patient identifiers & click green Clock In
- You are now clocked in to today's visit

Verify Patient

Is this a Make Up Visit?

No   Yes

Service Location

Member Home

Verify Name:

Verify MRN

Verify Birthday:

Clocking In to My Visit FAQ

Q: What is the first thing I should do when I clock in?
A: Review your intervention tab to ensure it matches the hours you are working today – if not use edit visit times to adjust.

Q: What if I got to work on time but couldn't clock in right then?
A: That is okay, the PCG will confirm your start and end time at the end of the visit when they sign your note and this will be the official record for payroll & billing

Q: What if I clock in but don't have time to start charting because I'm caring for my patient?
A: That is okay, the visit is now in working status and you will be able to chart when it's convenient and not take time away from patient care!

Working in My Visit

The menu will emphasize menu items made available when a clinician is charting a visit. This will be indicated by two horizontal lines as pictured to the left.

- **Med Profile:** shows all current and discontinued meds including history & suggested times

- **Initial Assess:** head to toe assessment you complete at beginning of your visit

- **Interventions:** includes all ordered interventions & meds; including PRN (see page 11)

- **Completed:** a running list of all completed work; includes Input/Output record totals

- **Orders:** all current patient orders; where new patient orders are taken during your visit

- **Sign & Submit:** where PCG & clinician sign & submit visit

- **Edit Visit Times:** updates start an/or end time if visit they were sent does not match actual
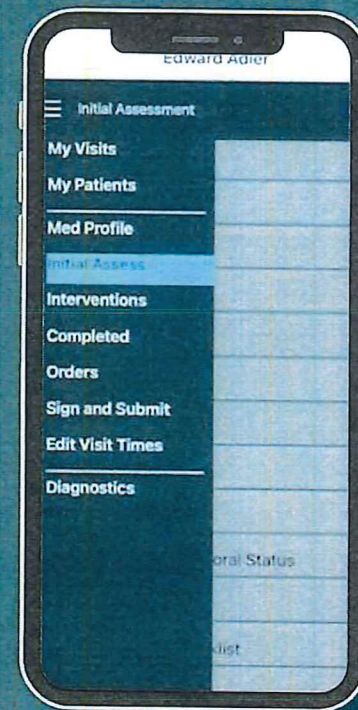
Intervention Overview

Scheduled

- **Daily To Do**: orders that must be addressed during visit but not at a specified time or interval; includes blank narrative note & DME cleaning which never drop off the list
- **Periodic Task**: orders that do not happen every day and are being prompted due to their frequency of either: every [#] days or every week but on a specific day ***you will not see periodic tasks if none fall on your visit that day
- **Time windows**: set on the hour starting at scheduled start time of your visit up until the end time
- **(#) next to each group**: a count of items that still need to be addressed; count decreases as work is completed

PRN Section

- **Input/Output**: a 'freestanding' input/out for any PRN recording
- **PRN Medications**: all non-routine medications
- **PRN Interventions**: all non-routine interventions

11
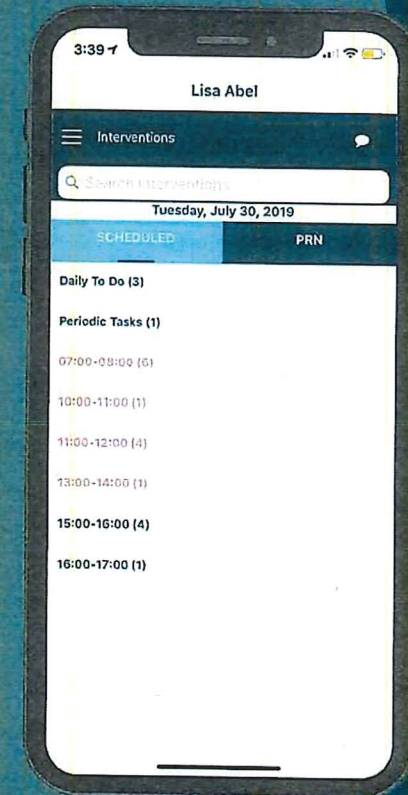
Intervention FAQ

Q: What if my blocks of time do not match what I'm working?
A: The office has scheduled for you a specific time and if you are starting earlier/later or leaving earlier/later you must first go the main menu and edit visit times BEFORE CHARTING

Q: What if something is not appearing under scheduled interventions that should be?
A: If it is not a PRN intervention or medication contact your clinical supervisor & they can adjust

Q: What if something is appearing under scheduled and it is only PRN?
A: Contact your clinical supervisor and they can adjust

Q: Why are some time windows red?
A: There are still task that need to be completed and it is an hour past that time window
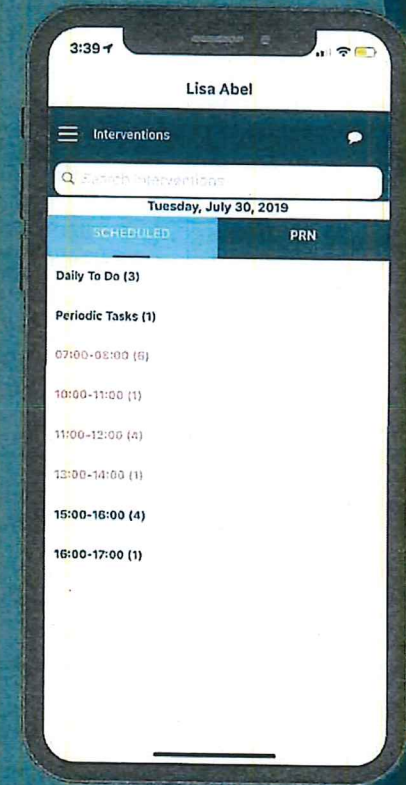
Intervention & Medication Fields

All interventions and meds have some common functionality

Time: you will indicate the time you completed the intervention/med

Order: The order is displayed exactly as written by MD

Did you follow MD order: defaults to yes; if you did not follow the order select no but did perform or no did NOT perform; will require additional details & alert QA

Additional Details: field to include narrative note regarding the medication or intervention

**PCG Button:** to be used when something was done by the PCG; will highlight this in QA; will require additional details to submit

Flag: a way to notify QA about this specific intervention/ med; will highlight in QA; will require additional details

Cancel: will take you back to the main intervention screen
Submit: saves this intervention as completed
History: shows the history for this intervention/ med
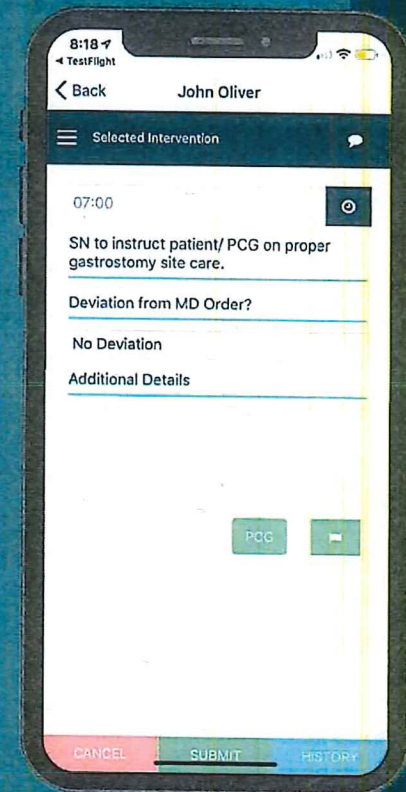
Deviation from MD Order Acknowledgement

Every single intervention and medication includes Deviation from MD Order: Yes or No

Defaults to No indicating order followed as written
Selecting Yes you deviated shows two additional options and is required:
Performed/Admin or **NOT Performed/Admin**

If you did **perform/admin** but did not follow order exactly:
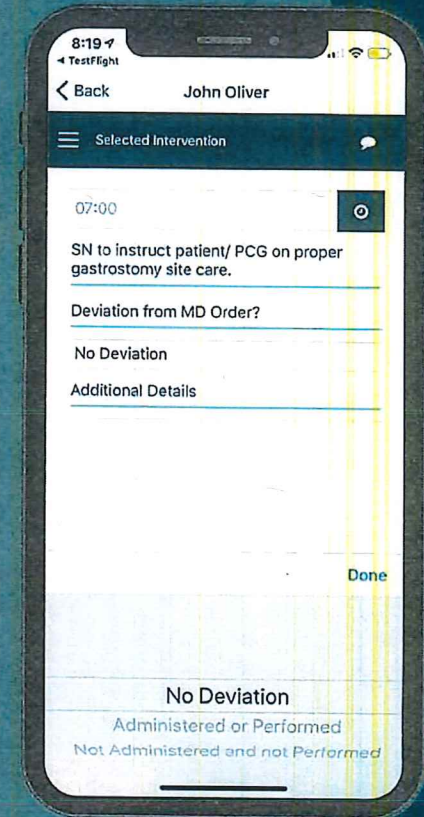- select performed/admin & include details as to why you deviated when completing this intervention/ med

If you did **NOT perform/admin** (ex. Med not available to be admin)
- select NOT performed/admin & include details as to why you deviated & did not complete this intervention/ med

If deviated = yes additional details are required
If deviated = yes will highlight in QA

Interventions & Medications with Special Function

Interventions

- Interventions that record input/output values require amount or count to be recorded

- Interventions that are tube feedings require feed amount & flush amount; prompts for tolerance & residual

- Interventions that are vent settings show read-only view of settings & prompts for readings

- Interventions that are seizure precautions prompt 'Did Seizure Occur?' If yes, prompts all seizure record fields

- Interventions that include vitals prompt vital signs fields

- Interventions with min/max liquid amounts: if liquid amount falls below or exceeds the ordered min/max values user is warned that submitting will show deviation from MD order and send to QA *see also Deviation from MD Order

Medications

- Medications that are liquid requires liquid volume of med to be recorded

- Medications that are controlled substances requires med count prior to admin to be recorded

- Medications with connected Interventions when a med may also be admin with a connected order. Examples include flushes after meds & CPT with treatments

- PRN Medications: requires PRN Effective/Reaction & Re-Assess Time be recorded

- Medications w/ min/max liquid amounts if liquid amount falls below or exceeds the ordered min/max values user is warned that submitting will show deviation from MD order and send to QA *see also Deviation from MD Order

Taking Orders in My Visit

Orders page shows all current patient orders
Orders are created from the Orders page within your visit

- To create an order click the green +
- Select the ordering physician
- Select the order type (see below)
- Click Create

Order Types

- **New:** a new medication for the patient
- **Clarification:** Changes to an existing medication
- **Discontinue:** Discontinuing an existing medication
- **Non-Med/Communication:** new/change/dc for non-med orders

NOTE: when you start an order in the app it will need to be completed and signed or cancelled before you may submit your visit
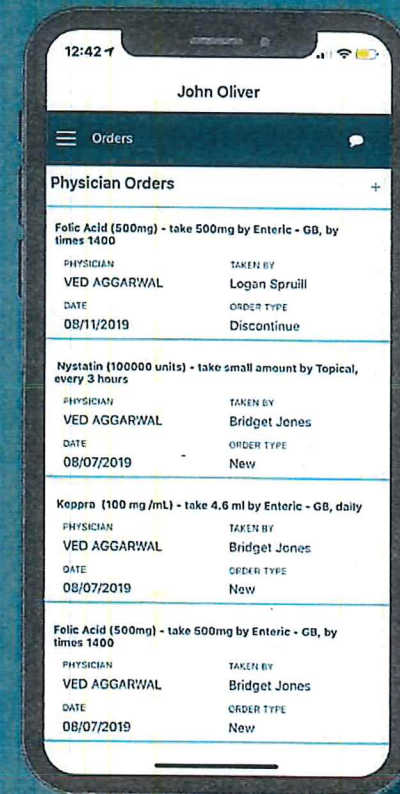
Order Fields & Frequency Types

Order Fields

- **Medication:** required; select from database list or add custom
- **Strength:** required
- **Route:** required
- **Dosage:** required
- **Indication:** optional
- **Instructions:** optional
- **Frequency Type:** required; sets prompt for med admin
- **Order Date:** defaults to today can be edited
- **Scheduled End Date:** If yes end date is required
- **Controlled Substance:** Yes will require count prior to admin
- **Is Med a Fluid:** Will allow for liquid min/max to be set
- **Treating an Infection?:** If yes reason is required
- **Verbal Order:** Select yes if order is in hand; taken over phone or Rx exists
  - If Yes, the two fields below are also required:
  - Order Received Date:
  - Order Received From:

Setting the Medication Frequency Type

- **PRN:** will be listed under PRN medications
- **By Times:** will prompt at specific time(s)
- **Daily:** will be listed under daily to do
- **Weekly:** will appear on day selected
- **Every [x] days:** will appear every [x] days from order date
- **Every [x] hours:** will appear every [x] hours

FAQ: Medication & Orders

Q: What if I sign an order but made a mistake?
A: Simply go to the orders, click on the order and click edit. You may edit and re-sign the order

Q: What if I took an order but don't see the medication in my scheduled or PRN list?
A: You may have selected the wrong frequency type (see previous page); click edit to review your selection
A: You may have left Verbal Order = No & the med will not be available until after the office has approved the order

Q: What do I do if I took an order by mistake?
A: Simply go to the order, click on. The order and click delete.

Q: What is the difference between Verbal Order NO and Verbal Order YES
A: Verbal Order NO: you do not have the prescription; the actual order or a verbal order
A: Verbal Order YES: the order for this medication, verbal or in writing exists and you are ordered to administer

FAQ: Medication & Orders Cont.

Q: What if I took an order but haven't submitted my visit yet?
A: The nurse after you cannot see the order so it is important to submit your visit that day

Q: How do I know if an order was taken since my last visit?
A: You will receive a notice at clock in and you should then review the Orders

Q: I know the nurse before me took an order, why can't I see the med?
A: If the prior nurse did not submit their visit you will not see the order

Q: What are non-med/comm orders for?
A: Changes to orders that are not medications;(i.e feeds) or communication notes

CLOCKING OUT & PCG SIGNATURE

- From the main menu, clinician will select **Sign & Submit**
- The PCG Acknowledgement Screen will appear.
- The PCG may review & then check box to accept acknowledgement, unlocking the PCG Signature Button and time-stamping clinician's clock out time.
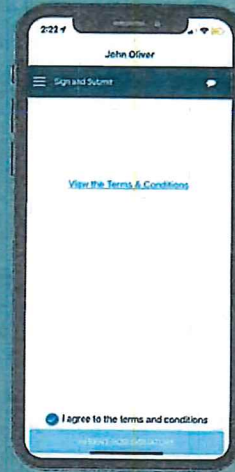
- The signature page will load, and you will confirm your visit times & PCG will **PRINT & SIGN** name.

- Visit times will default to your actual Clock In/Out times.
  NOTE: Clock In is captured when you click 'Clock In,' as pictured on page 4. Clock Out is captured when PCG Signature page is accessed, as pictured here.

- If PCG fails to print **or** sign their name, one of the following errors will appear.
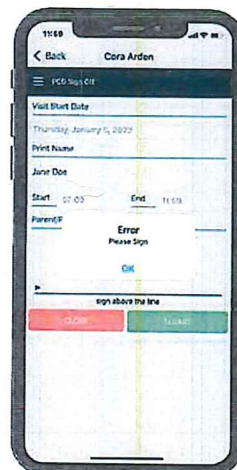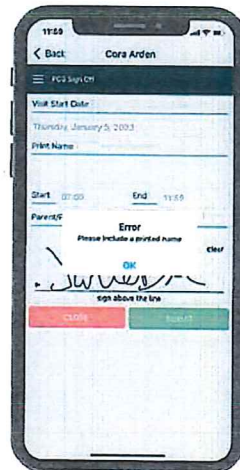
- If PCG signature is received for times that differ from scheduled shift times, a reason for the difference is required to be entered.

PCG Signature Alerts & Warnings Example

8:30
< Back   Luke Abbas

☰ PCG Sign Off

Visit Start Date

Tuesday, February 9, 2021

Start   08:30   **End**   16:45

Parent/PCG Signature

X
_____
Sign here.

CLOSE   SUBMIT

This assignment was scheduled at 0700-1700 **BUT** the employee did not actually click Clock In until 0830 and the PCG signature page was accessed at 1645, so the time pickers on PCG signature page look like this.

At this point the PCG can correct it to 0700-1700.

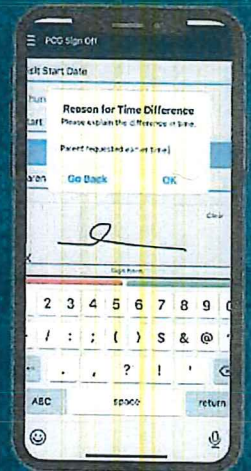If the PCG signs and clicks Submit (remember this assignment was scheduled 0700-1700), this warning pops up.

At this point, the user can click YES or NO.

8:33
< Back   Luke Abbas

☰ PCG Sign Off

Visit

Confirm

WARNING: You are changing this visit from (Scheduled Time):

Tue 02/09 0700-02/09 1700
(10 hours | 0 minutes)

To

Tue 02/09 0830-02/09 1645
(8 hours | 15 minutes)

Do you wish to confirm this new clock in and clock out time?
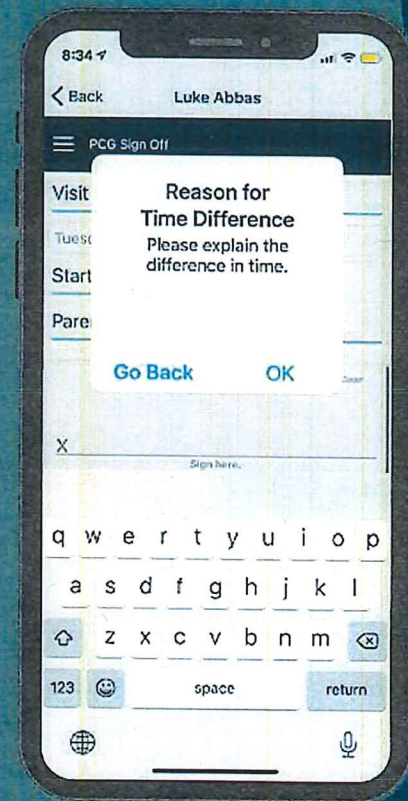
NO   **YES**

Alerts & Warnings Example

If the user clicks YES, insinuating that 'yes, I know the shift was scheduled 0700-1700, but it was actually 0830 to 1645,' the user will be required to explain why.

However, the hope is that at this point they realize the nurse was here 0700-1700.

At which point, they can click **GO BACK** and edit the times to 0700-1700.

Remove PCG Signature Tool

If PCG Signature is submitted for incorrect times, you will need to contact your supervisor.

- Admin can remove the PCG signature that was submitted, allowing you to obtain it for the correct times.

- Once admin has removed PCG signature from your shift, you receive a warning in the app. Click 'OK.' (left)

- You will then be logged out of the app and need to log back in to the app. (right)

- PCG Signature page will be accessible once again and can be submitted for the correct times.

Left phone screen:

11:02

Jake Bruley

Interventions

My Schedule
Plan Of Care   uary 21, 2021
Med Profile   PRN
Initial Assess

Instruction

You have been instructed to update data on your device from CubHub support, you will be logged out. Hit OK to continue

Cancel   OK

Right phone screen:

10:57

cubhub

Karen.mo

Confirm

Instructions have been sent via web server and user must log back in.

OK

3.4.6 (326)

Clocking Out FAQ

Q: What if my shift is over and I need to get PCG to sign but I'm not done charting?
A: The PCG confirming visit times and signing does not submit your visit – it only confirms they have acknowledged company policy & locks your clock in/out time for payroll & billing. You may still finish any charting before submitting

Q: What if the PCG is unavailable to sign?
A: At the end of your visit the patient must be left in the care of someone & a signature is required. Signature cannot be obtained any earlier than fifteen minutes prior to end of shift.

Q: What if PCG signs for the wrong times?
A: Contact your supervisor to have PCG removed, allowing you to obtain it again for the correct times. See previous page for details of this process.

Q: After the PCG signed why do I have more interventions to do even though I already did them?
A: Please see page 4 Clocking In FAQ

Submitting My Visit
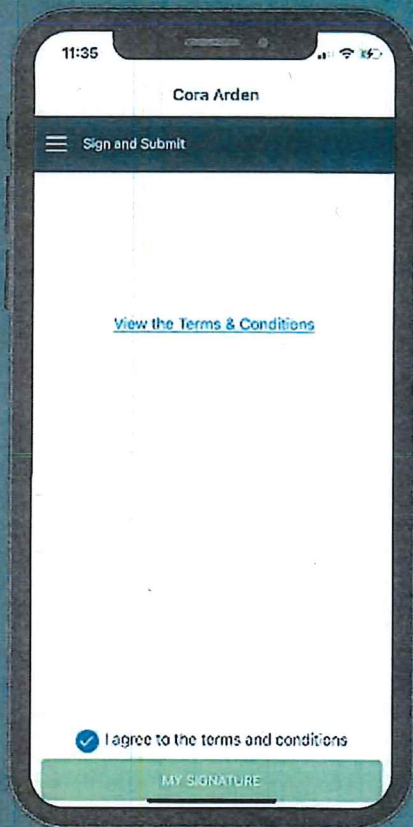
- After the PCG signs the My Signature page will appear (left)

- Once you check that you accept terms & conditions the My Signature button will unlock the signature page

- Your signature page will load and you will sign, select a service location, indicate who you left the patient in the care of & click sign & submit (right)

- PCG Signature times can be viewed at the top of your Sign & Submit page. Your visit start and end time will need to match the start and end times for which PGG signed.
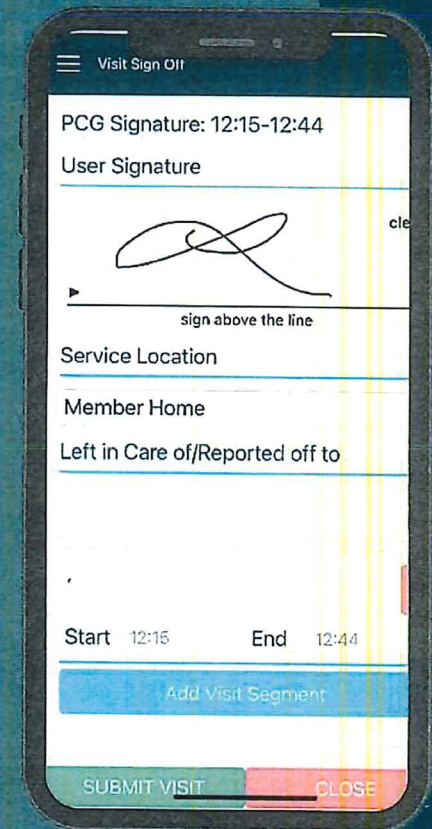
Submitting FAQ

Q: What if I got the PCG Signature but still have charting to do?
A: You may still finish charting but please submit asap so the family & incoming clinicians can see the most up to date info

Q: What if I get a timeout error when I click submit?
A: When you sign and submit the app has to connect to the web to send your visit data, a time out error indicates a connection was lost, confirm wi-fi or cellular signal and try again

Q: When I tried to submit why did I get an error about completed task being outside visit times
A: Please see Alerts & Errors pages 18-20

Alerts & Warnings

There are several checks along the way and you may receive one of these warnings

Confirm?
You are indicating that this was performed by the PCG. Click OK to proceed.

Cancel   OK

PCG: You are confirming that the PCG completed this and not you

Warning
Medication liquid amount exceeds the ordered range value Selecting OK will mark this as deviated from MD Order

Cancel   OK

Med Liquid: The order for this med has an upper limit which you have exceeded. Clicking okay will notify QA & mark as deviated

Confirm?
A notification will be sent to supervising nurse. Click OK to proceed.

Cancel   OK

FLAG: You have flagged an item to be sent to QA for review

Warning
Medication liquid amount is below the ordered range value Selecting OK will mark this as deviated from MD Order

Cancel   OK

Med Liquid: The order for this med has a lower limit & you are indicating a value lower than that. Clicking okay will notify QA & mark as deviated

Alerts & Warnings Cont.

Error
The additional details field cannot be empty

OK

Additional Details: This task requires additional details to save and they have not been entered

Warning
Amount exceeds the ordered range value Selecting OK will mark this as deviated from MD Order

Cancel   **OK**

Liquid Amount: This order has an upper limit which you have exceeded. Clicking okay will notify QA & mark as deviated

Alert
You have indicated deviation from MD order and details are required to save.

OK

Deviated: You have indicated you did not follow the order and have not entered required additional details

Warning
Amount is below the ordered range value Selecting OK will mark this as deviated from MD Order

Cancel   **OK**

Liquid Amount: This order has a lower limit & you are indicating a value lower than that. Clicking okay will notify QA & mark as deviated

Alerts & Warnings Cont.

Warning

You already have a completed task at this exact time. Continue?

Cancel   OK

Task Times: You have saved a task with the exact same time as another; which is sometimes appropriate however the app will ask you to confirm.

Error

You still have 5 remaining tasks before you can submit this visit. Please go to the interventions page and ensure all of your scheduled interventions are completed.

OK

Remaining Tasks: You are attempting to submit your visit to QA without completing all required tasks; go back to the interventions tasks to complete all work and then submit

Error

You have 1 tasks that are marked as being completed before 08/06/2019 07:00, or after 08/06/2019 19:00, please correct these before submitting.

OK

Task Times: You are attempting to submit a visit with completed tasks that fall outside of the clock in/ clock out the PCG confirmed. Go to the completed tab and edit any times that do not fall within your clock in and clock out times.

New Order

The patient has had new order since the last visit

OK

Patient Has New Orders: A new order has been taken for this patient since your last visit. Please review patient orders.

Alerts & Warnings Cont.

New Order

The patient has had new order since the last visit

OK

Unsigned Orders: You are attempting to submit a visit where an order was started & not signed. Return to the orders page and sign or delete started orders.

Error

This clinician has 1 completed tasks currently outside 01/21/2021 08:00-01/21/2021 11:00 and needs to be corrected to allow signing.

OK

PCG Sign: You are attempting to get PCG signature for a time frame that does not cover the time in which a task(s) has been charted.

Error

PCG signature must happen within 15 minutes of the end of the assignment to be valid

OK

PCG Sign: You are attempting to get PCG signature for a time earlier than 15mins prior to end of shift. This is hard stop. There are no restrictions for how long after end of shift PCG signature can be obtained.

Warning

This clinician has an assignment that overlaps with these times. Click cancel to adjust times or click skip to ignore.

Cancel   **Skip Warnings**

Clinician Overlap: PCG will be warned when the times they are signing for overlap with the clinician's other scheduled shifts. This warning can by bypassed.

30

Support FAQ

Q: What if I am having an issue logging in to the app?
A: Your username is not case sensitive but your password is; the temp password that was assigned to you must be updated, along with your security questions prior before using the mobile app to ensure you can re-set your password on the app if needed

Q: What if I forgot my password?
A: Use the 'forgot password'; you will need your user name and be prompted to answer a security question and will be provided a temp password to log in and re-set

Q: What if I get locked out
A: If you try to log in the with an incorrect password three times you will be locked out (see above) and must contact your administrator to be unlocked

Q: What if I'm getting an error when clocking out?
A: Please review alerts page 18-20, if it's a standard alert there is something you need to correct before you may submit your visit. However if you receive an alert not shown in this manual please notify your administrator.

Q: What info does my administrator need to report my issue to CubHub?
A: user name; password; date of visit; exact error message (a screenshot is preferred) and what time you sent diagnostics to CubHub