

24/7 MEMBER SUPPORT TABLET UPDATE

UPDATES, FAQs, AND TROUBLESHOOTING TIPS



New tablets are being sent to the homes of Members who have new services available to them. Those new services will support their medical conditions at home using telemedicine and video conferencing. The tablets, which can be identified by their blue case, are available to Caregivers for checking in and out of appointments and for the Member to easily access their new services. These services, which we call **24/7 Member Support**, are available from CareBridge. CareBridge is a company whose mission is to *improve the lives of people receiving home and community-based services*. Through this new tablet Caregivers and Members have access to a team of doctors, nurses and social workers that can help.

HOW DO CAREGIVERS GET THEIR USERNAME AND COMPANY ID NUMBER?

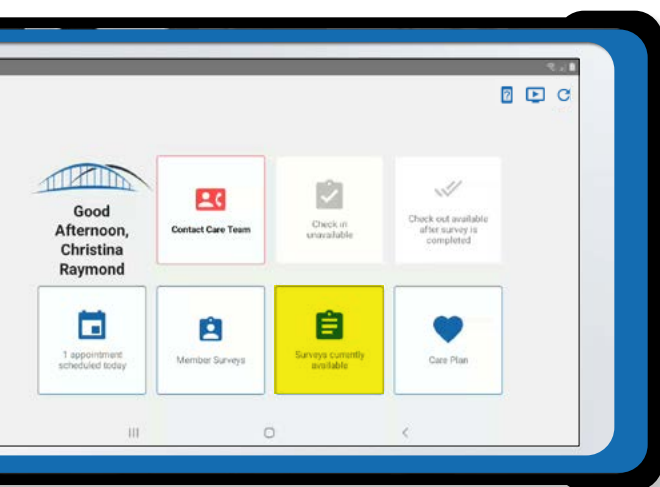
The username and company ID will be the same username and company ID that was used on the HealthStar tablet, as well as the mobile app that some Caregivers use on their phones.

WHERE DO CAREGIVERS GET THE MEMBER PIN?

On occasion, you may see this screen asking you to enter the Member's PIN number. This is for security purposes. Typically, the number is the Member's birth year. If you're having trouble, contact the CareBridge Support Center.

TECH TIP

When not in use, **keep the tablet plugged-in and fully charged**. Software updates will be pushed to the tablet from CareBridge on a regular basis. These updates cannot happen unless the tablet is plugged-in and charged.

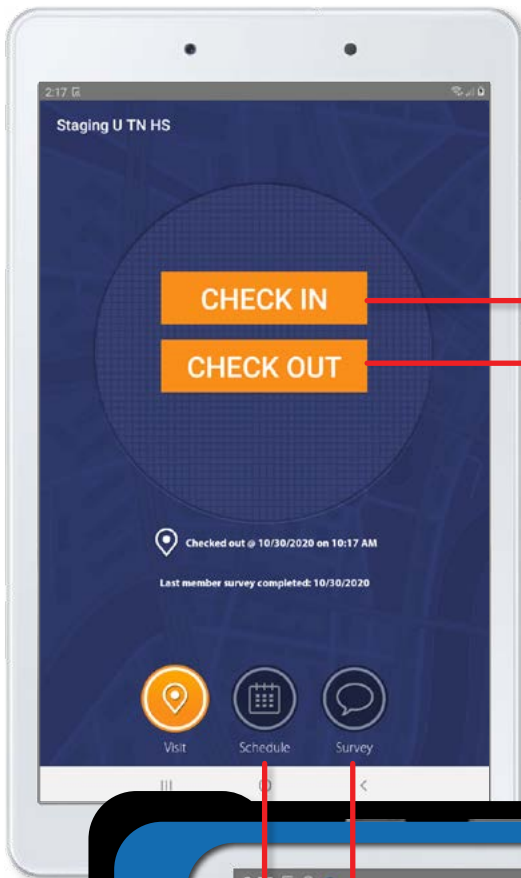


IS THE CAREGIVER SURVEY REQUIRED?

Yes, the survey is required to Check-Out.

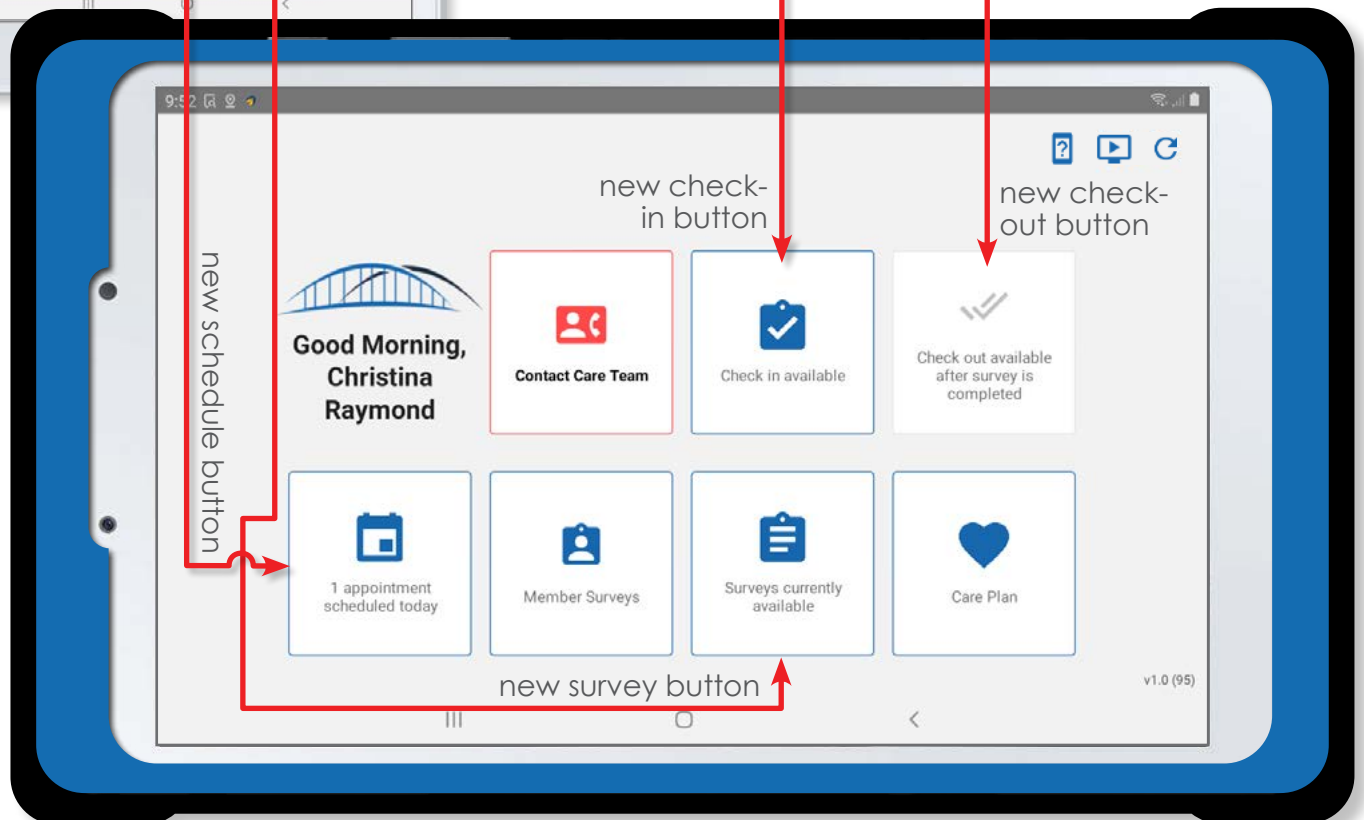
After the Caregiver has checked into the appointment and finished the tasks, they must select **Surveys Currently Available** to complete their task documentation and a survey about the Member. This survey is available at any point throughout the appointment and *must be completed prior to Check-Out*. This survey provides CareBridge important information about how the Member is doing. It is important that the Caregiver respond to these questions with their best information.

OLD SCREEN VS NEW SCREEN



OLD SCREEN
HEALTHSTAR
MEMBER TABLET

NEW SCREEN
CAREBRIDGE
24-7 MEMBER TABLET



WHAT DOES THIS MEAN?

'Bad Request': This error message means that the Caregiver has entered in the incorrect login credentials. To correct that, the Caregiver needs to be sure that they have entered their username, password, and company ID correctly. If the Caregiver is not familiar with that information, they can contact their provider agency's administrator.

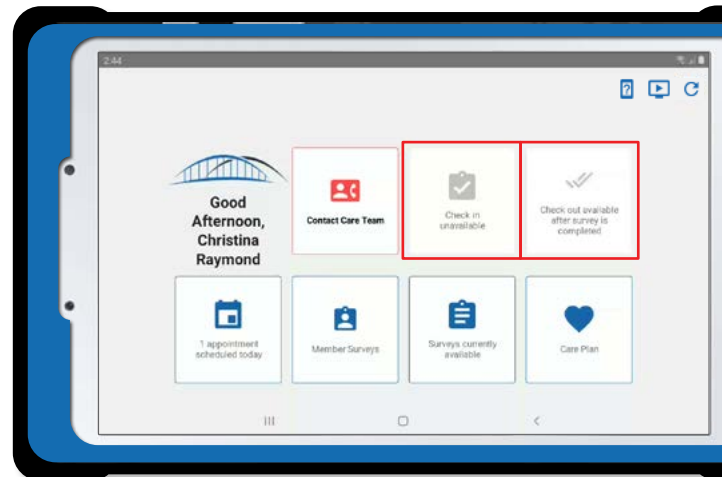
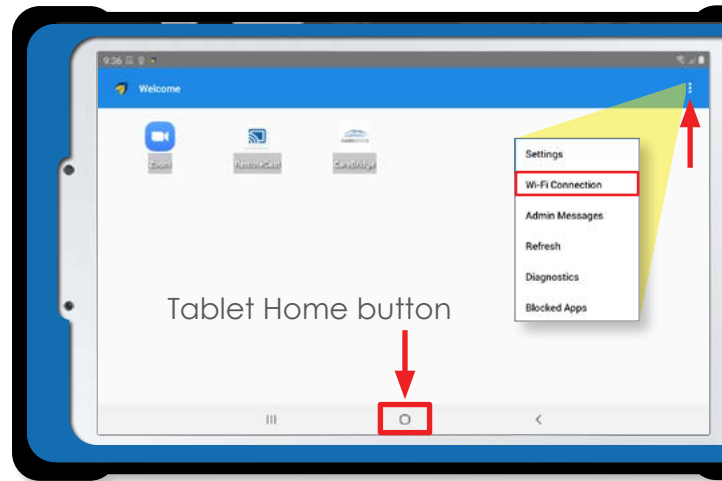
'No internet/No network': This error message means that the connection or signal is weak. If the Member has Wi-Fi, the Caregiver and/or Member should click the **Home** button at the bottom center of the screen. Then they can click on the **three dots menu** at the top right corner of the tablet home screen. Click **Wi-fi connection**. Find the network, click on it and enter the network password.

Check in/Check out button 'grayed-out': If the **Check in** button is grayed-out it means the Caregiver is not in an available check in time window for a scheduled appointment or has already checked in by using IVR or the mobile app. If an appointment is not scheduled, the Caregiver should call their provider agency's administrator.

If the **Check out** button is grayed-out it means a caregiver survey has not been completed or the Caregiver is not in an available check out time window (they may be trying to check out too late). If the Caregiver forgets to check in, when it is time to check out they will need to click the **Check in** button and select **I WISH TO SKIP CHECK IN** (if this occurs, the Caregiver must let their provider agency's administrator know to add in their start time). The Caregiver will then be prompted to complete the surveys. Once the surveys are complete, they will be able to complete checking out.

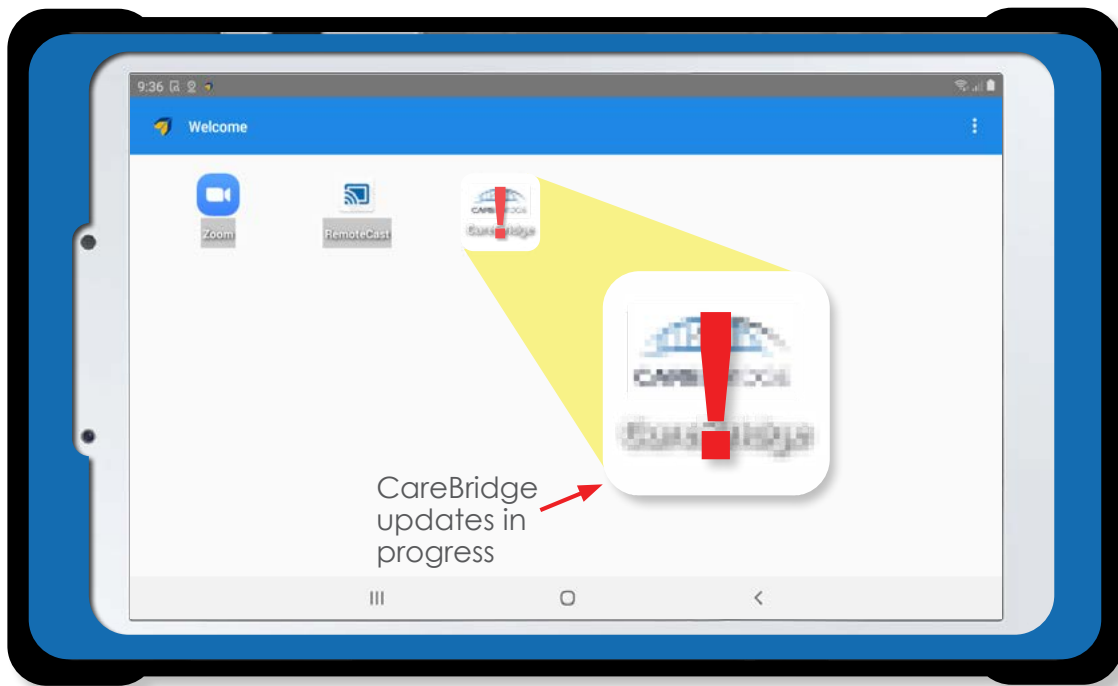
Tablet 'won't respond': When the battery is empty, the tablet must be charged briefly before it can be used. To avoid this issue, keep the tablet plugged-in and charged as much as possible.

When the tablet is being charged, a charging icon that resembles a battery with a lightning bolt, a triangle with an exclamation point, or something similar should be visible - remember, every tablet is different.



The CareBridge app looks blurry and has a red exclamation point on it: This means that software updates are being pushed to the tablet by CareBridge, and the tablet must be plugged-in and charged to at least 20%. When this happens, plug in the tablet, let it fully charge and let all updates finish. – *Do not use the tablet until the battery is fully charged and all updates are complete.*

If the updates are slow or not completing, try moving the tablet to a windowsill to get more cellular coverage. If the updates do not complete with cellular coverage, you may want to connect to WIFI.



TROUBLESHOOTING

- Make sure the Member's tablet is fully charged and restarted before each new shift/check in.
 - Recommendation is to power the tablet off and plug the charger into the tablet after checking out of the previous day/shift.
 - Tablets tend to work best when they are placed near a window.
- If the **Check in** button appears to be unavailable, click the **Appointments Scheduled** button.
 - This will bring up a list of all current and upcoming appointments for the Member.
 - The Caregiver can then get to the Check in screen by clicking on the **appointment** for the correct day and time of service.
 - If the appointment status is "In Progress" and the Caregiver has *NOT* checked in on the tablet or through a backup method (such as the mobile app or the Member's phone), they will need to contact their provider agency's administrator to remove the Check in from the appointment. That will enable the Caregiver to check in.
- The tablets are very case sensitive. **Make sure all information is typed correctly, including using capital and lowercase letters where needed.**
- If any Caregiver survey question is unanswered, it may give an error once submitting the survey. **Make sure all Caregiver survey questions are answered.**