
SD – Brevity Care Mobile App – Life Skill Officers

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Introduction to Brevity Care Mobile App

The Brevity Care mobile app is available for users of Android and ISO devices. Whether the Brevity Care mobile app user is a Life Skills Officer (LSO) or a participant the app can be downloaded either from the **Google Play Store** for Android devices or the **App Store** for ISO devices.

Life Skill Officer Features

- Review the details of the client's profile
- Receive notifications related with the delivery of supports and services to the client
- Review and complete shifts as well as review past and upcoming shifts
- Register new service requests
- Prepare progress notes related with the service
- Register periods of leave requests in full or partial days
- Register periods either as days or hours of availability or unavailability
- Review Clients documentation subject to LSO access rights as determined on the client's profile within the Brevity Care application
- Review organizational documentation
- Register an incident that occurred on shift
- Update the password used to access the mobile application
- Attach images and files to a client shift

Brevity Care Android Application Download

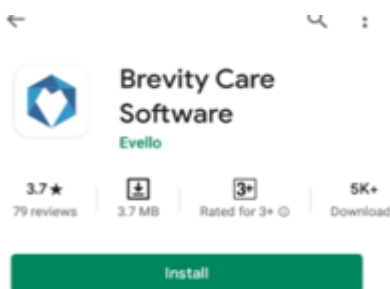
The minimum Android operating environment required to operate the Brevity Care Mobile application is Jelly Bean (Version 4.1). To determine the version of Android that your mobile device is running observe the following steps:

1. Open your devices settings
2. Tap **About Phone** or **About Device**
3. Tap **Android Version** to display your version information

Downloading the Brevity Care Mobile Application – Google Play Store

To download the Brevity Care mobile app, observe the following steps

1. Open the Google Play Store from your mobile device
2. Search for Brevity Care Software
3. Download and install the application
4. Ensure your system administrator has provided you with a login



Brevity Care ISO Application Download

The minimum iPhone operating environment required to operate the Brevity Care Mobile application is ISO version 9. The Brevity mobile app is compatible with iPhone, iPad, and iPod touch devices. To determine the version of ISO that your mobile device is running observe the following steps:

1. Locate and open the Settings app
2. Tap **General**
3. Tap **About**
4. Note the current **ISO version** is listed by Version

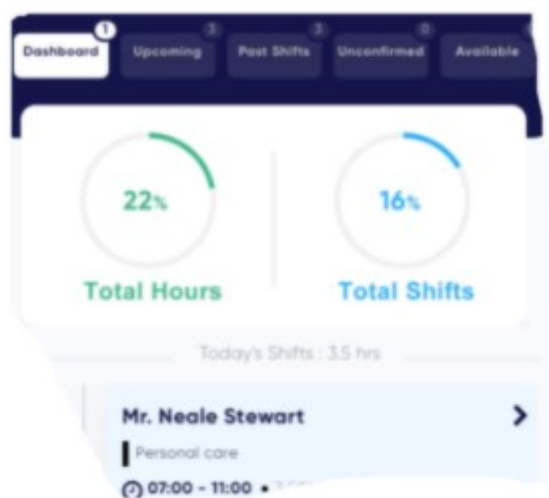
Downloading the Brevity Care Mobile Application – App Store

To download the Brevity Care mobile app, observe the following steps:

1. Open the App Store app on your iPhone device
2. Search for Brevity Care Software
3. Download and install the application
4. Ensure your system administrator has provided you with a login

Shift History

The shift tab allows the LSO to review client services scheduled for that day, upcoming and having been completed. These shift categories can be accessed by selecting the applicable shift tab within the dashboard.



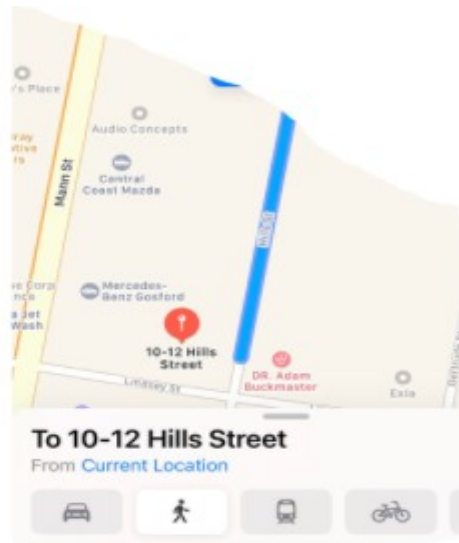
Reviewing Shifts

Please observe that scheduled services for the day are reported under the dashboard tab. To review the particulars of a completed or scheduled client service observe the following steps:

- To review the particulars of an upcoming service, tap the **Upcoming** tab, slide the screen to the relevant shift and tap the arrow icon to open the shift summary screen.
- To review the particulars of a completed service, tap the **Completed** tab and slide the screen to the relevant shift and tap the arrow icon to open the shift summary screen.

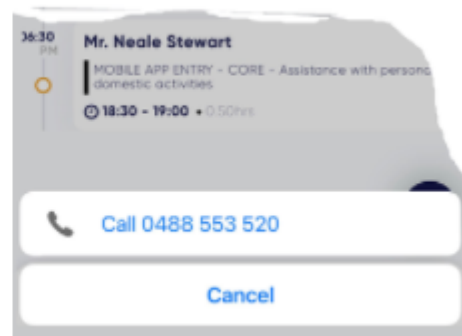
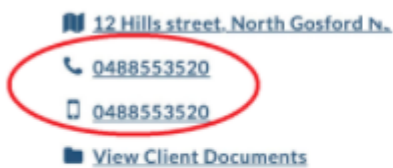
Reviewing the Clients Location

Brevity utilises your mobile devices default navigation app to provide you with details and directions for the address at which the clients service is being delivered. To access your default navigation app, tap the **Client Address** link with the service panel.



Contacting the Client

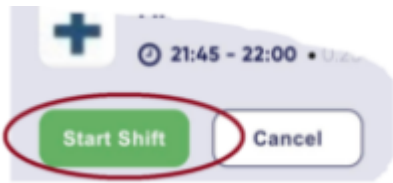
Brevity utilises your mobile devices phone app to allow you to ring the client on the numbers that are listed if these have been configured to be shown in the shift panel. To connect with the client, tap either the **Home Phone** or **Mobile Phone** links.



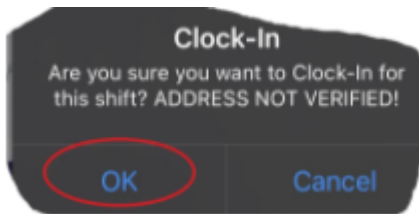
Complete Shift

To complete a client service, observe the following steps:

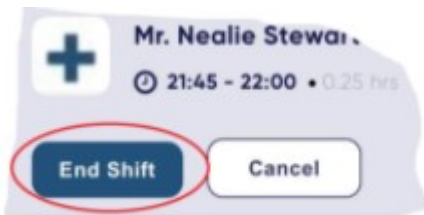
1. Access the Brevity Care mobile app using your LSO login credentials.
2. To start the shift, select the **Start shift** button.



3. To allow location access click **Ok** on the prompt.



4. To end the shift, select the **End shift** button. Once done the Shift page will be presented.

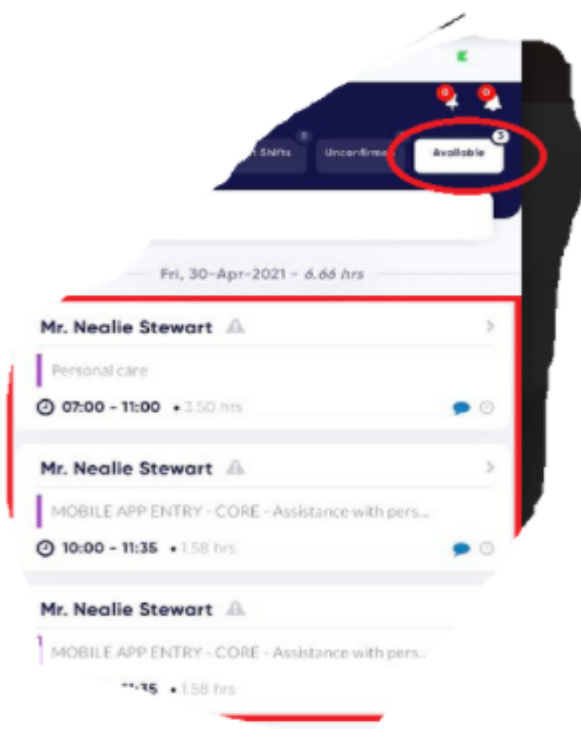


5. Within the Travel Time field input the travel time you taken to reach at shift location.
6. Within the Travel Time field input the travel time you taken to reach at shift location.
7. Within the Vehicle field select from the drop down whether you used your own vehicle or Company vehicle.
8. Within the vehicle registration enter vehicle registration number if a company vehicle was used.
9. Within the Odometer Start input the odometer start count.
10. Within the Odometer End input the odometer end count.
11. Within the Timesheet Comments field input timesheet comments, if there has been a change to the shift start or end times.
12. Within the Notes field enter progress notes related with the activities performed during the service.

13. Obtain the Client Signature by tapping on the add client signature label. Client can draw their signature with the finger.
14. If configured the client can rate the service.
15. Click on **Submit** button.
16. Tap the **Save** link to create the service record.
17. Tap the left arrow icon to return to the Dashboard.

Available Shifts

Within the Brevity Care mobile application an available shift is one that has not yet been assigned to an LSO. The activity of reporting available shifts out to the user community is by publishing the selected shifts through the schedule board.



Accepting a Shift

To accept a shift listed with the Available shifts panel observe the following steps:

1. Tap the **Available** tab.
2. Select the **Arrow** icon opposite to the shift that you would like to pick up
3. Select the **Pickup** option.

Mr. Neale Stewart

CORE - Assistance with personal domestic activities - Personal care

Fri, 30-04-2021

🕒 07:00 - 11:00 • 3.50hrs @

📞 0488553520

📞 0488553520

Pickup

Cancel

4. Select **Yes** to accept. The selected shift will move into either the shift queues in the Dashboard or Upcoming tabs

Are you sure?

Yes

No

Cancel

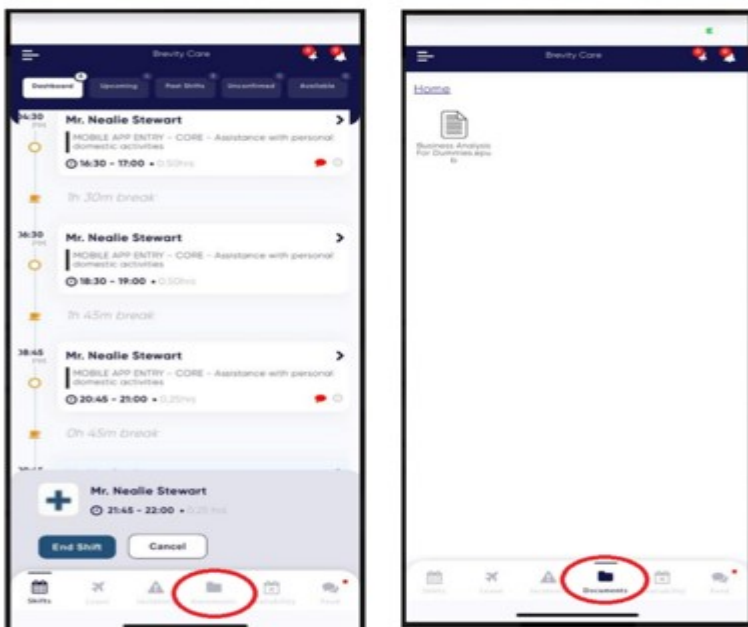
Documentation

Documentation shared with the LSO within the Brevity Care mobile app can be accessed from two locations. These locations are the documentation tab and the view documents page direct from the shift panel.

Reviewing Documents via the Documents Tab

The documentation tab lists documentation that has been uploaded to the document panel within the branch record. To access and preview available documents the LSO can observe the following steps:

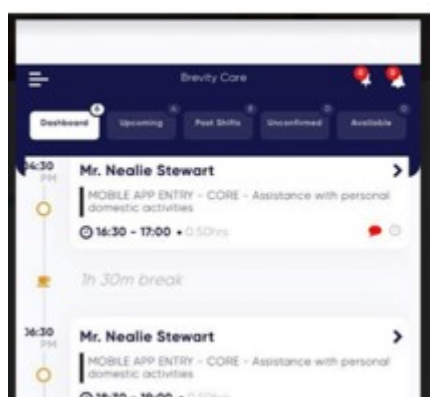
1. Log into the Brevity Care mobile app within their credentials
2. Click the **Documents** tab located in the bottom navigation bar to open the page listing the documents that the LSO has access to
3. Tap on the applicable document to open it and view its content



Reviewing Documents via the Service History Tab

The Client Documents which are accessed through the shift panel lists documentation that has been uploaded to the document panel within the client record. To access and preview the available documents the LSO can observe the following steps:

1. Log into the Brevity Care mobile app within their credentials
2. From the Dashboard select and open a shift
3. Tap the **Summary Report** link to open the Summary Report page
4. Select the **View Documents** button to open the Clients Documents page
5. Tap on the applicable document, to open it and view its content



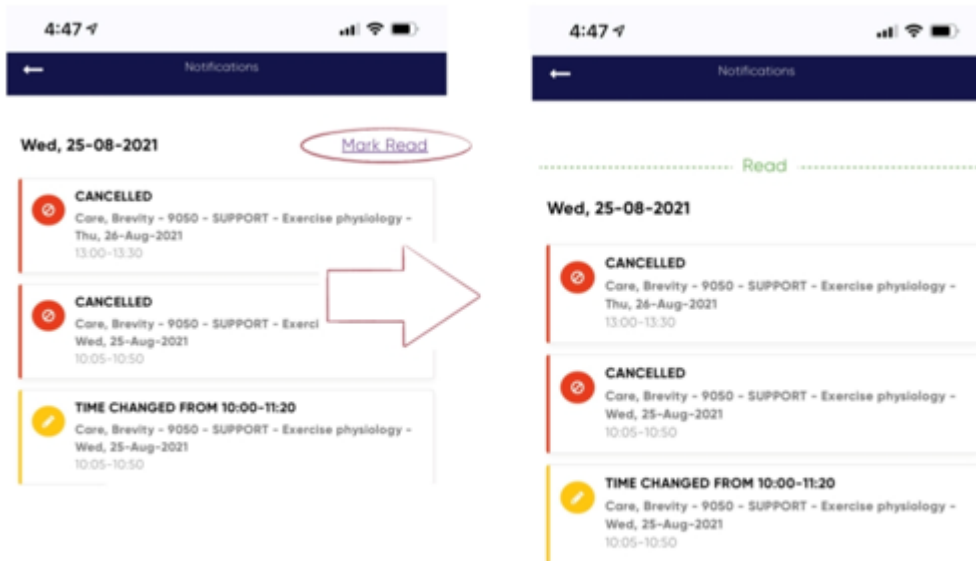
Life Skill Officer Notifications

The notifications panel can be accessed by LSO's by selecting the **Notifications** icon, located in the right of the dashboard. The notifications panel will list any changes related with a client service that has been made by the Service Engagement Coordinator through the schedule board. The notifications listed within the panel can relate with either:

- Changes in the time and date of a client service
- Cancellation of the client service
- LSO being rostered onto a client service

Acknowledging a Notification

LSO's will need to click the **Mark as Read** link on the notification to acknowledge that they have reviewed the notifications listed on the notification panel.




Life Skill Officer Tasks

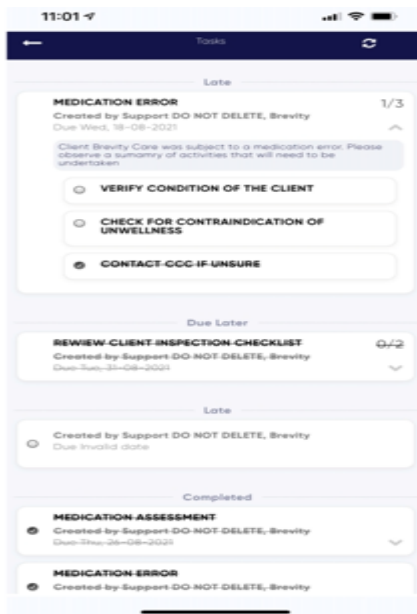
The task panel can be accessed by selecting the **Task** icon, located in the top right of the dashboard. The panel lists all tasks that have been assigned to the LSO for information and action. The icon will list the number of active tasks that have been reviewed and completed.

Acknowledging a Task

LSO's will need to acknowledge that they have reviewed and actioned assigned tasks which can be done by observing the following comments:

- To acknowledge completion of a task that does not have any associated actions, select the **Radio** button located on the individual task panel. This action will list the task under the complete section within the task panel.
- For a task that has a number of actions associated with it, click the  icon to expand the task panel, as you can see below for the medication error task selected actions **Radio** button to acknowledge completion of the action listed against the task. Once all

actions have been completed the task will be struck through and listed under the completed section within the task panel.



Leave Requests

The Brevity Care mobile app enables the LSOs to apply for leave, to see a history of leave that has been approved and taken or not approved.

Checking Leave Status

Leave requests registered through the Brevity Care mobile app are identified with one of two statuses as follows. If a status is not listed against a request for leave this will mean it is awaiting approval:

- Approved Leave: This icon will indicate that the request for leave has been approved.
- Napproved Leave: This icon will indicate that the request for leave has been rejected.

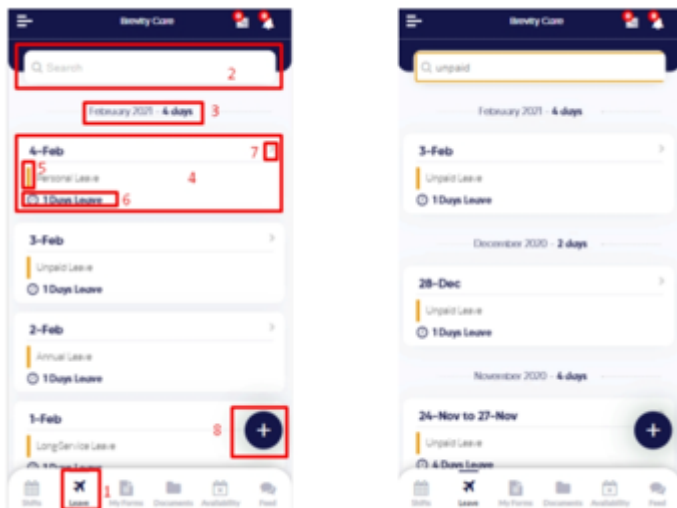
To check the status of a leave application through the Brevity Care mobile app observed as follows:

1. Login to the mobile app using LSO's credentials
2. Selected the leave tab listed within the bottom navigation panel.

Requesting for Leave

To register a leave request, observe the following steps:

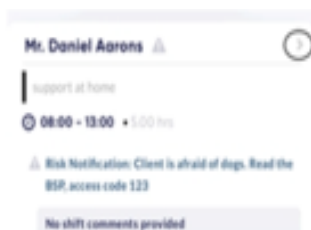
1. Click on the **Add** button located at the bottom right of the leave tab
2. If the leave application is a part day request, select the checkbox
3. Select the leave date or the leave period (specifying the start and end dates to set the period) from the calendar.
4. Select leave type from the dropdown box
5. For a partial leave period input a value into the time from and Time to fields.
6. Enter the comments
7. Click **Save** to create the leave record and be returned to the leave panel.



Registering a Shift Note

To register a progress, note against a client shift observe the following steps:

1. From the shift pane select the > icon to open the client shift.



2. Scroll down to the notes field to input the progress note. If additional space is required click the **Arrow** icon to open the notes field. Click the **Arrow** icon to revert the field back to its original size.



3. To update the shift with the progress, note and to exit back to the dashboard select the **Save** button located at the top right of the shift screen. You will observe on the shift panel a thought icon that confirm the presence of a note on the client shift

Voice Recording shift notes

Brevity allows for progress notes to be recorded against the client shift using the voice recording features of the mobile device. If for some reason the voice record icon does not work on the mobile device, you can utilise the voice icon on your mobile device keyboard. Depending on the mobile device being used you may be prompted to grant brevity access to your microphone. To record a voice, note, observe the following steps:

1. Clicking on the **Voice Record** icon to open your phones recognition software. You can now speak so the voice recognition could convert your speech to text. Brevity will prompt you that voice recognition has been enabled.



Start talking and
click button to stop.

2. To conclude your dictation, select the **Voice Record** icon. The notes field will be updated with the content of your speech
3. To update the shift with the progress, note and to exit back to the dashboard select the **Save** button located at the top right of the shift screen. You will observe on the shift panel a thought icon that confirm the presence of a note on the client shift.

Incidents

The Incident tab allows the LSOs to both check the particulars of incidents raised that relates to them and to register new incident records. Brevity categories an incident record as either an incident, accident, complaint, suggestion, near miss, medical incident or medication refusal.

Incidents related with the LSO can be viewed through the Incident tab if they have been either:

- Created by the client using the Brevity Care mobile app.
- Created by the LSO on behalf of the client using the Brevity Care mobile app.
- Created through the incident module within the Brevity Care web application.

Incident Categories

Incident – This is an unexpected occurrence or event that does not result in either injury, illness or harm to the client or damage to the client's property.

Accident – This is an unexpected event that results in either injury, illness or harm to the client or damage to the client's property.

Near – Miss – This is a narrowly avoided accident

Complaint – This is a grievance from the client in relation to a particular aspect of the service that they have received.

Suggestion – This is a recommendation or pitch from the client about enhancing a particular aspect of the service that they have received.

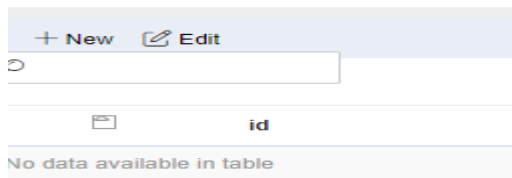
Medical Incident – This is a broad definition that may be treated in the same fashion as an accident, may include for example reporting the occurrence of medication abuse, some form of abuse, hospitalisation or the contraction of a communication disease.

Medication Refusal - This is a refusal of the client to take scheduled medications

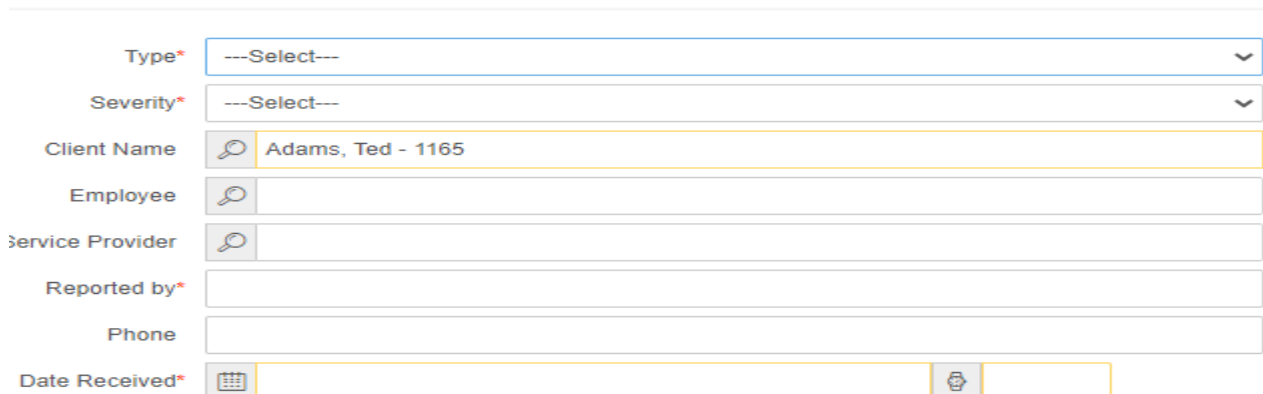
Registering an Incident

When registering a new record observe the following steps:

1. From the incident tab click the **Add** button to add a new record



2. Within the date field, use the date picker select the occurrence date of the event
3. Within the time field use the time picker specify the occurrence time of the event
4. Within the type field, select the appropriate record type from the drop-down list that will classify the event
5. Within the severity field either accept the default value or select the appropriate rating from the drop-down list



6. Within the description field input a narrative of the event, this information can be typed or dictated.

7. Within the events before field input a narrative of the events that occurred prior to the event, this information can be typed or dictated
8. Within the events during field input a narrative of the events that occurred during the event, this information can be typed or dictated
9. Within the events after field input a narrative of the events that occurred after the event, this information can be typed or dictated

Events

What Happened Before?

What Happened After?

What Happened During?

10. Within the reported by field input the name of the individual that is completing the event report
11. Within the reporter phone field input the phone number of the individual that is completing the event report
12. Within the witnesses' field specify the names of any witnesses that observed the event
13. Within the location field, input where the event occurred
14. Attach any required files or images to the incident record
15. Complete notified section

Notified

Notified Management* Yes No

Notified Staff* Yes No

Notified Guardian* Yes No

Notified Police* Yes No

Notified Insurance* Yes No

Witnesses

Other

Examined By Doctor?* Yes No

Hospitalised

Hospitalised?* Yes No

16. Complete action taken section

Action Taken

Action Taken

Action Date



Further Action Required (MOBILE APP)

Further Action Required* Yes No

Follow up Action Response ⓘ

Ongoing Incident Actions

17. Click on the **Save** button

18. Return back to the incident page, you should observe the incident record listed within the tab.

19. When signing out of the shift on Brevity Care Mobile app select **Add Concern** button and type in a note to inform Service Engagement Coordinator there has been an incident form completed on the shift.

Viewing an Existing Incident

To view an incident record through the Brevity Care mobile app the LSO will need to observe the following steps:

1. Access the Brevity Care mobile app using your LSO login credentials
2. Tap the **Incident** tab in the bottom navigation bar
3. Depending on the number of incidents registered slide the screen till you come to the incident that you wish to inquire upon. Incidents are listed in order of their registration
4. Tap the arrow icon to open the selected incident and view the particulars of the record.

An incident that has been registered through the mobile app will always be managed through the Brevity Care web application.

Resolved Incidents

Incidents that have been resolved within the Brevity Care web application Incident module will be identified with a padlock icon within the incident panel. Resolved incident revert to view only.



Closed and Completed Incidents

Once the incident investigation has been concluded the record will be closed by selecting the **Completed and Lock** icon within the Brevity Care web application incident module. This action will remove the record from the incident tab within the Brevity Care mobile application.

News Feeds

The news feed tab within the Brevity Care mobile application enables LSOs to check via their mobile device News and Events, that have been published from the Brevity Care web application. LSO's can view the feed as well interact by acknowledging they have read it, reviewed attachments or assigned comments to the feed.

Reviewing a Feed

To review a feed, observe the following steps:

1. Access the Brevity Care mobile app using your LSO login credentials
2. Tap the **Feed** tab in the bottom navigation bar
3. Click on the **Feed tab**, to display a list of active feeds
4. Review the feed and any attached documents and select the **Confirm Read** button if required.



Community Messaging

The feeds tab within the Brevity Care mobile application enables clients to check and respond to one or more Community messages across either an individual or multiple number or communities via their mobile device that the LSO is a member of. Community messaging allows the LSO to participate in chat within the group. Messages sent will be displayed to all members within that community.

Participating in Community Messaging

To review community messages and to participate in chat observe the following steps:

1. Access the Brevity Care mobile app using your LSOs login credentials
2. Tap the **Feed** tab in the bottom navigation bar

3. Click on the **Messages** tab to be presented with a list of all communities that you are a member of
4. Tap on the community to check the chat specific to that particular community
5. To participate in the chat thread, input the particulars of your comments in the comment field and click the **Arrow Chat** icon to add the comment into the chat. Sent messages can be edited and deleted by clicking the **Edit/Delete** links associated with that particular message.
6. To reply to messages, use the **Reply** button and refer to step 5.

