SD – Brevity Care Mobile App – Participants

Content

The Brevity care mobile app is available for the 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.

Client Features

The Brevity Care mobile app available to the client is configured with different function that allows the client too:

- See the particulars of their Service Schedule
- Request a new service
- Review their category budgets if they are Plan Managed by Headway Gippsland
- Review and approve invoices if they are Plan Managed by Headway Gippsland
- Review documents
- Register an incident that occurred either outside or during their scheduled service

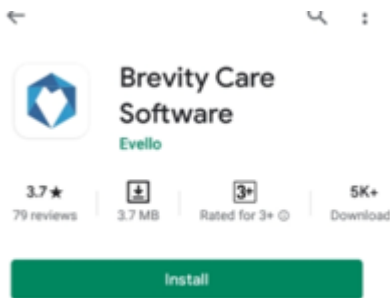**Brevity Care Android Application Download**

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 App

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

Client Dashboard

The dashboard is the default page that the client sees once they have logged into the Brevity Care mobile application. The information listed within the Dashboard will depend upon whether the client is Plan Managed or in receipt of direct services.

- For clients that Plan Managed by Headway Gippsland the dashboard will display information related with the asat values of the individuals plan category budget as well as invoices prepared against the plan that are awaiting approval or have been approved or rejected.
- For clients that are Direct Services the dashboard will display information related to the client's services of support (current, upcoming, unconfirmed and completed). Date of their agreement, the services being delivered and associated budget and the asat state of the client funding.

Reviewing Documentation via the Documentation 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 client can observe the following steps:
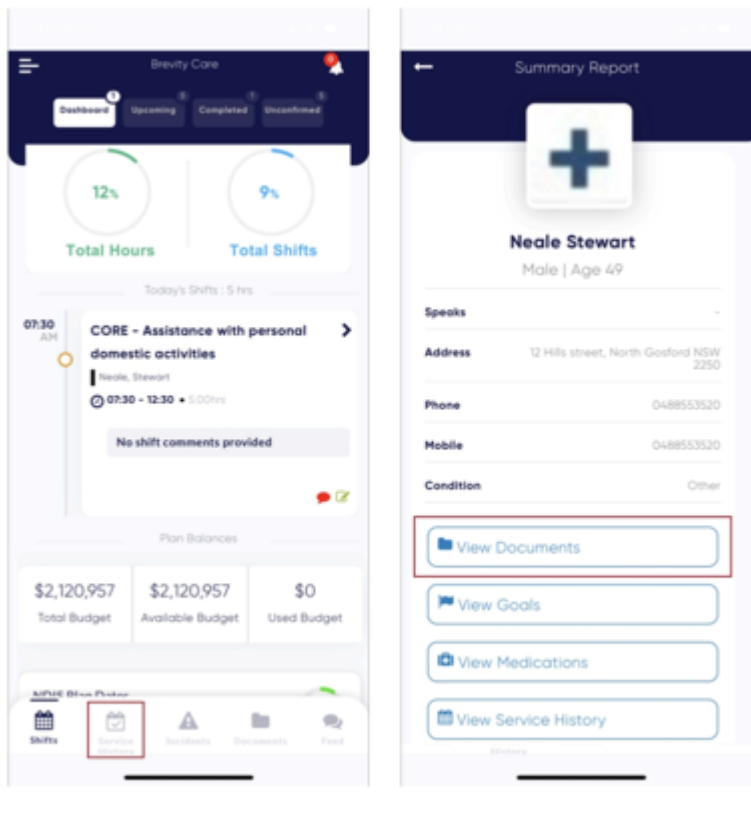
1. Log into the Brevity Care mobile app with their credentials
2. Click the **Documents** tab located in the bottom navigation bar to open the page listing the documents that the client has access to
3. Tap on the applicable document to open it and view its content
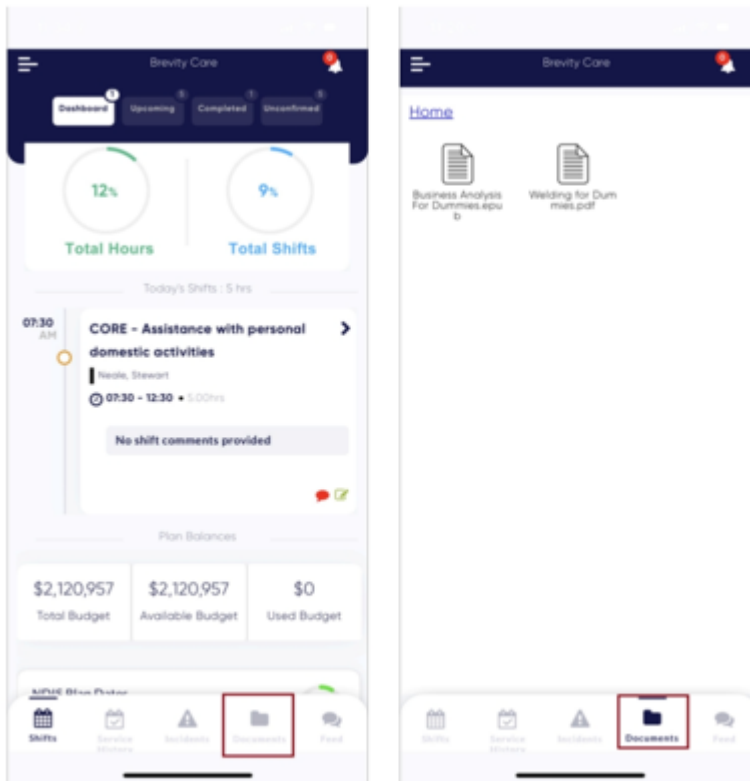
Reviewing Documentation via the Service History Tab

The Client documents which are accessed through the Service History tab lists documentation that has been updated to the document panel within the client record. To access and preview the available documents the client can observe the following steps:

1. Log into the Brevity Care mobile app with their credentials
2. Click the **Service History** tab located in the bottom navigation bar to open the page listing the summary report
3. Select the **View Documents** button to open the Client Documents page
4. Tap on the applicable document, to open it and view its content

Client Community Feeds

The Feeds tab within the Brevity Care Mobile application enables clients to check via their mobile device News and Events, that have been published from the Brevity Care web application. Clients can view the feed as well interact by acknowledging they have read it, liked 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 client 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** tab if required

Client Community Messages

The Feed 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 of communities via their mobile device that the client is a member off. Community messaging allows the client to participant to 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 client login credentials
2. Tap the **Feeds** tab in the bottom navigation bar
3. Click on the message 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 icon to add the comment into chat. Sent message can be edited and deleted by clicking the **Edit/Delete** links associated with that particular message
6. To reply to message, use the reply button and refer to step 5.
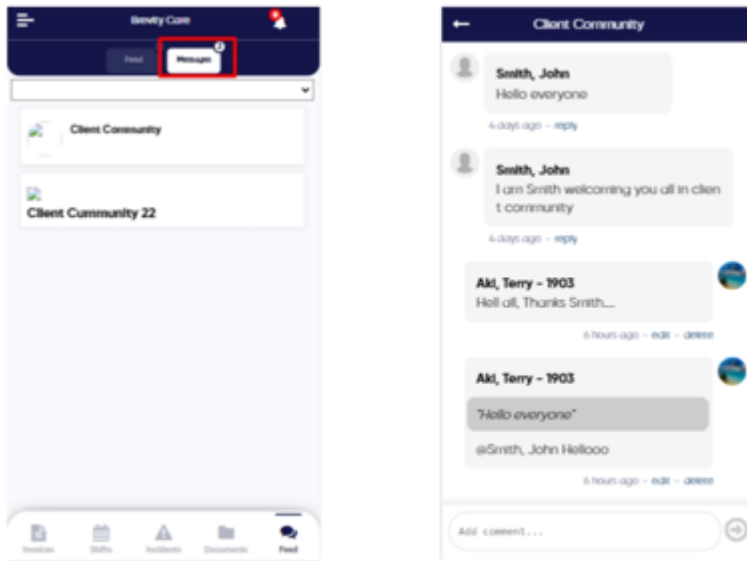
Client Incidents

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

Incidents related with a client 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 Life Skill Officer on behalf of the client using the Brevity Care mobile app
- Created through the Incident module within the Brevity Car web application

Viewing an Existing Incident

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

1. Access the Brevity Care mobile app using your client login credentials
2. Tab 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
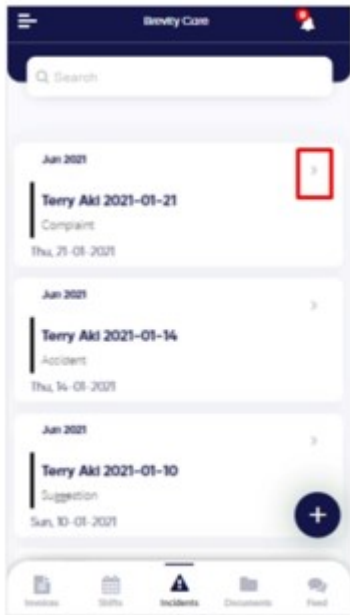
Resolved Incidents

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 incidents revert to view only

Closed and Completed Incidents

Once the incident investigation has been concluded the record will be closed by selecting the **Complete 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.

Incident Types

The following is a summary of record types that can be used to categorise the record

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 incident, may include for example reporting the occurrence of medication abuse, some form of abuse, hospitalisation or the contraction of the communicable disease

Medication Refusal – This is refusal of the client to take scheduled medication

Registering an Incident

When registering a new record observe the following steps:

1. From the incident tab tap the **Add** button to add a new record
2. Within the data 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

Type*	---Select--- ⌄
Severity*	---Select--- ⌄
Client Name	🔍 Adams, Ted - 1165
Employee	🔍
upport Coordination Service Provider	🔍
Reported by*	
Phone	
Date Received*	📅 ⌚

6. Within the description field input the 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 events that occurred during the event, this information can be typed or dictated

9. Within the events after field input a narrative of events that occurred after the event, this information can be typed or dictated

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 record

11. Within the Reporter phone field input the phone number of the individual that is completing the event record

12. Within the witness's field specify the names of any witnesses that observed the event

Client Invoices

The invoice tab within the Brevity Care mobile application is available to plan management clients and allows them to review and approve or reject provider invoices for supports and services that where received. In navigating the invoice panel there are three tab and these relate with invoices awaiting approval, invoices approved and invoices rejected.

Invoice Approval

To approve an invoice through the Brevity Care mobile app the client will need to observe the following steps:

1. Login with their client credentials
2. Select the **For Approval** tab
3. Tap on the arrow button from the right most side of invoice, to open the invoice page
4. To review the invoice, tap the invoice file name
5. If your satisfied within the invoice tap on the **Approve** button
6. Please note that the Brevity Care mobile app will ask you to confirm the approve action

Click **Ok** to approve the invoice.

Please note approve invoices will move into the approved invoices tab within the app.

Invoice Rejection

To reject an invoice through the Brevity Care mobile app the client will need to observe the following steps:

1. Login with their client's credentials
2. Select the **For Approval** tab
3. Tap on the arrow button from the right most side of invoice, to open the invoice page
4. To review the invoice, tap the invoice file name
5. If you don't agree with the invoice tap on the **Reject** button
6. Please note that the Brevity Care mobile app will ask you to confirm the rejection action

Click **Ok** to reject the invoice

Please note that rejected invoices will move into the rejected invoice tab within the app.

Client Service History

The shift tab allows the client to review upcoming, have completed, unconfirmed or are scheduled for that day. 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 services, 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
- To review the particulars of any unconfirmed service (not yet assigned a support worker) tap the **Unconfirmed** tab and slide the screen to the relevant shift and tap the arrow icon to open the shift summary screen
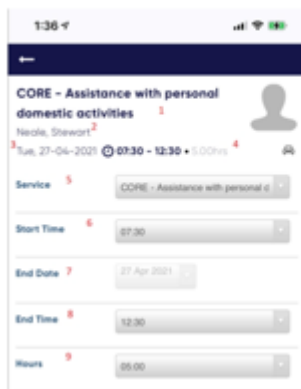
Client Service Request

The Brevity Care mobile app allows the client o make service requests. Requesting a new service will generate a shift which the client will be able to see within the Brevity Care mobile app, however there will not be an employee assigned immediately. Assigning an employee against that particular shift, is something that is managed through the Brevity Care application by Service Engagement Coordinator.

Registering a New Service Request

To register a new service request through the Brevity Care mobile app, observe the following steps:

1. Select the **Shift** tab in the bottom navigation bar to open the shift panel
2. Tap the **Add** button to add a new service through the New Service page
3. Within the date of service field use the date picker to set the required date for the service
4. Within the service field, select from the drop down list the appropriate service type as covered by the clients funding
5. Within the start time field use the time picker to set the start time of the requested service
6. Within the end time field use the time picker to set the end time of the requested service
7. Specify the particulars of the service, for example the tasks and activities that are required to be undertaken
8. Tap the **Save** link
9. Return back to the shift page

Unconfirmed Client Service Requests

The Brevity Care mobile app allows the client to register new service requests. Those requests are not assigned an LSO at registration and can be found under the Unconfirmed tab within the shift panel. Once the request has been assigned to an LSO they will be removed from the queue within the Unconfirmed tab into the Upcoming tab.