



FREQUENTLY ASKED QUESTIONS

CellTrak Technologies, Inc. is leading provider of integrated mobile solutions for the home healthcare, hospice, homecare and private duty markets. Our patent pending software-as-a-service solutions run on GPS-enabled mobile devices via a homecare technology platform which automates workflow. Data is transmitted wirelessly to an internet site making the data available real time and secure instantaneous integration is provided to the back-end clinical systems and the payer networks. Homecare aides have delivered millions of successful visits via CellTrak. Some of the most frequently asked questions about CellTrak can be found below.

How do I start a visit in CellTrak?

There are two ways to run a visit in CellTrak. Visits are either displayed in a schedule on the phone or they can be manually entered one at a time. For example, a manual visit would need to be done on an as needed basis. In this instance, the staff will simply enter the medical record ID and will then begin the visit. Starting a scheduled visit in CellTrak is easy to do. Simply highlight and select the patient from the schedule you have on your phone. Once you select the correct patient's name, the field worker can start the visit.

I tried to finish my visit but the phone beeped at me, what's wrong?

CellTrak ensures 100% compliance by the field worker. Each item on the patient's care plan has to be documented before the field worker can finish a visit. If any item on the patient's care plan remains undocumented, then CellTrak will not allow the field staff to finish the visit. The application on the phone will remind them that an item has not been documented. When all documentation has been completed on the patient's care plan, then the visit will be completed and sent to the web based console in real time.

The office administrative staff has questions on my schedule from last week.

CellTrak provides convenient and easy to use reporting capabilities from the web based console. The visit information that is sent from the field worker's phone is available for viewing in a variety of reports that are easily accessible to the appropriate office administrative staff. These reports can be exported into different file types for maximum usability. In this case, when there is a need for information from previously worked schedules, the time and mileage report nicely displays information by staff and date in a user friendly format.

What if I am not in a good coverage area?

CellTrak is designed to capture the patient documentation regardless of whether you are in or out of coverage. You can easily identify the strength of your coverage by locating the number of coverage bars on the front screen of your phone. While in coverage, the field staff visit information is transmitted to your web based console in real time. If you are out of coverage, the information is captured real time and stored on your phone until you are back in a coverage area. The stored information will then transmit to your web based console.

How do I check for schedule updates?

CellTrak provides access to your latest schedule information. The office administrative staff can send updates to your phone via the web based console, as necessary, throughout the day. A message on the phone will alert the field worker to view the update. Not only are up-to-date schedules available, you also have the ability to view future schedules. You would simply make the appropriate selection from the menu for these added value options.



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I keep getting a message that says “Patient not found” on my phone. What do I do?

CellTrak promotes accuracy by not allowing the field worker to begin a visit without the correct medical record ID. CellTrak validates the field workers input against the information in the database. If this information does not match, CellTrak will not allow you to begin the visit. Your response would be, “patient not found”. Once you have input the correct medical record ID, you can proceed with your visit.

What do I do if the patient is not home or refuses care?

CellTrak allows for correct mileage calculation and time documentation in situations like this. You will be able to choose a specific code that indicates your patient was not home or refused care. By having the option to choose this, your schedule remains intact and the time/mileage calculation is accurately handled by the CellTrak system.

Can I See My Patient’s Address?

Yes, the patient address information is available while running the application on your phone. Not only can you see your patient’s address, you can also get turn by turn directions from where you are to your next patient location.

How will my office know if/when I am seeing the patient that I am supposed to see?

CellTrak offers real time information. When you start the visit on your patient, this information is reflected in the web based console at your office in the Open Visits page. When you have completed your visit on the patient, it can be viewed in the Completed Visit page.

What happens to the phone if the staff is no longer employed?

The CellTrak device is staff autonomous. You can move the existing phone from one staff to another using a secure and simple process. This eliminates the need to purchase additional equipment and allows your new staff to use CellTrak without delay.

What if I have more questions?

You can visit our online resource center at celltrak.com/support anytime or you can call us at 1.847.240.0400 or via our 800 support number.