Care Coordination Notes

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Overview

Care Coordination Notes are a way for people in the caregivers network to exchanges messages and notes about your loved one. These notes are designed to be seen by caregivers, and not by the resident, for those situations in which the notes include sensitive information that would be better not to be seen by the resident. (Other features of the system, Messages and Letters, are designed for communication between the caregivers and the resident.)

Adding a Care Coordination Note

There are several different ways to add a Care Coordination Note.
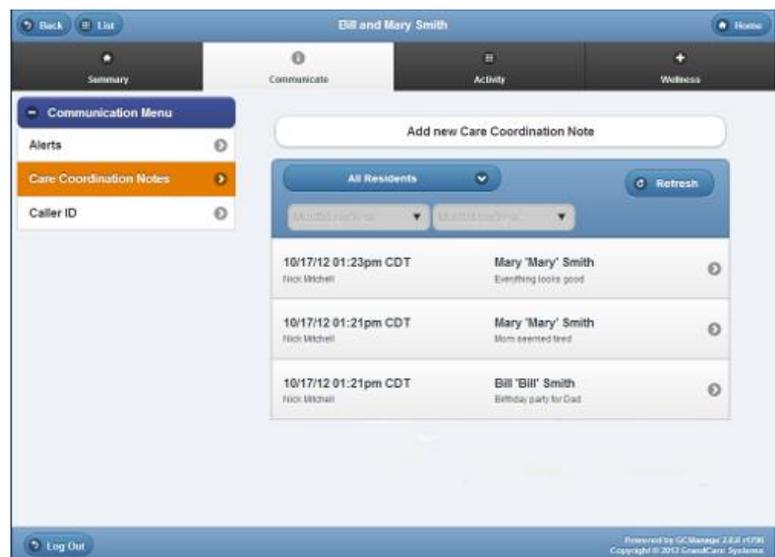
In the online Care Portal, on the Account Screen:
- Click the Communicate Tab
- Click the Care Coordination Notes button
- Click the Add New Care Coordination Note button

From the Calendar in the Care Menu:
- Login to the Online Care Portal
- Open the Care Menu
- Click the Calendar icon
- Click the current date
- Click the Add Care Note link

At the Touchscreen:
- On interactive systems, you can enter a Care Note right on the system
- Press the Caregiving button
- Enter the System PIN
- Press the Care Notes button
- Press the Add Note button

Viewing a Care Coordination Note

There are 4 different ways to see Care Coordination Notes.

- In the Online Care Portal, on the Account Dashboard
- From the Calendar, in the Care Menu, by clicking the note icon on the date of the note you want to see
- On interactive systems, right on the Touchscreen, by pressing the Caregiving button on the Main Menu, and then Care Notes. (Note that the Touchscreen display is limited to Care Notes created in the last 14 days.)
- In email - at the end of every day, all the care notes written that day will be sent out as email to all the Caregivers who have been set up with email addresses
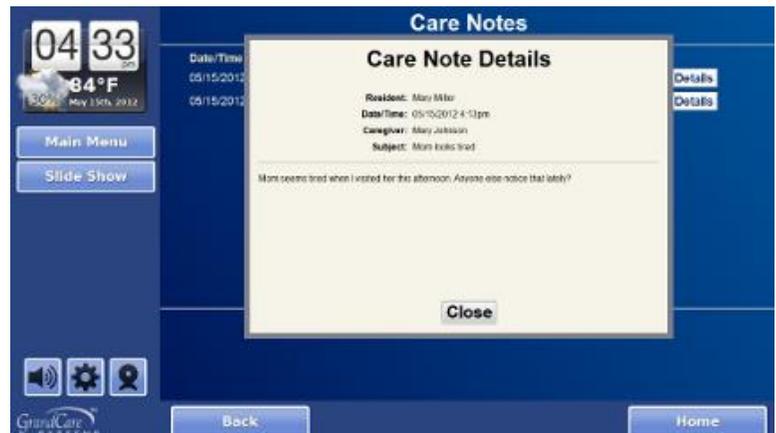
Care Coordination Notes Reports

You can generate a printable report of Care Coordination Notes.
- Login to Online Care Portal
- Click the Generate Care Coordination Note Reports link on the Account Dashboard
- Choose to generate a report for a single loved one, or for all loved ones, a feature that is useful when the system is shared by multiple residents
- Choose the date range for the notes
- The report that is generated is a pdf document that you can print or save

Changing and Deleting Notes

Care Coordination Notes can be added and viewed, but once they have been saved, they cannot be changed or deleted. This is a security feature included to comply with regulations protecting health information from being accidentally changed or deleted.

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