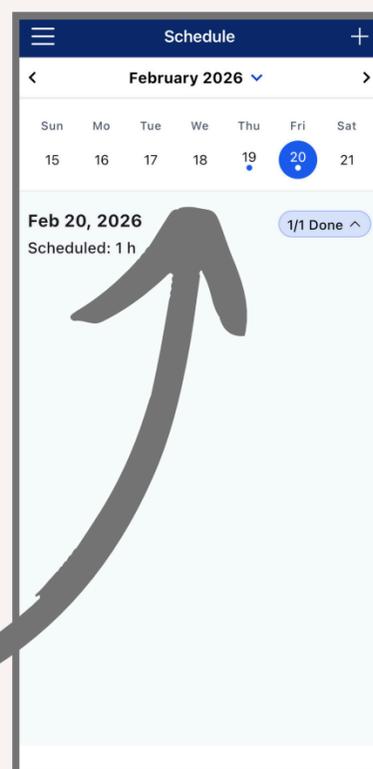
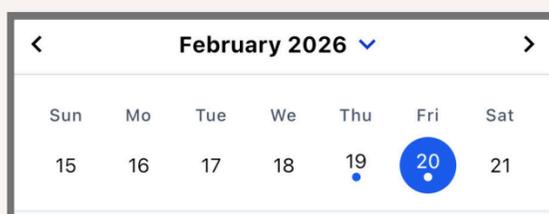


WHAT IS A VISIT NOTE AND HOW DO I CREATE ONE?

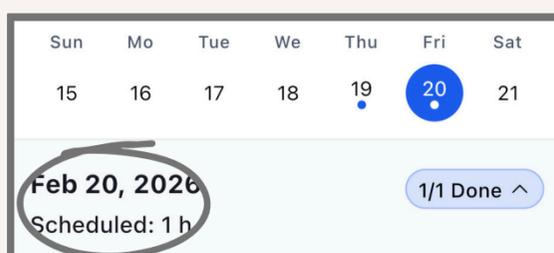
A visit note is an AlayaCare feature that allows you to leave information about a shift for office staff. This is really helpful if you work a shift outside of the client's home of record, or if you make an error clocking in or out of a shift.*

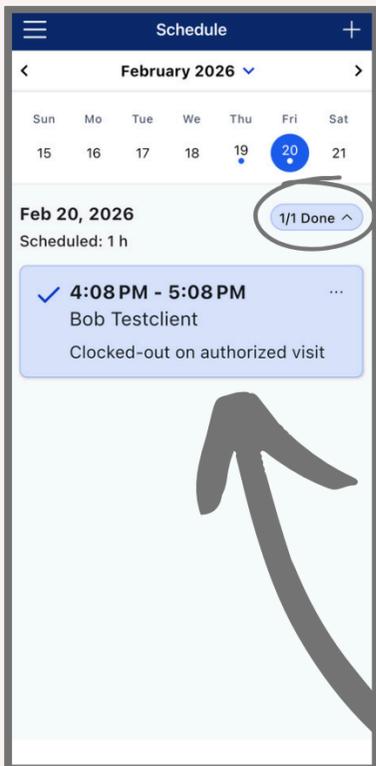
**Note: This feature does NOT replace clocking in or out. Timely submission of visit notes is important.*

To create a visit note on your shift, click on the date corresponding to the shift from the weekly calendar located at the top of the scheduling screen.

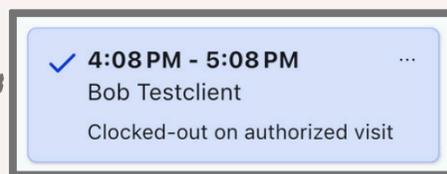


The selected date will appear in a blue bubble (20), and be displayed above any worked shifts.

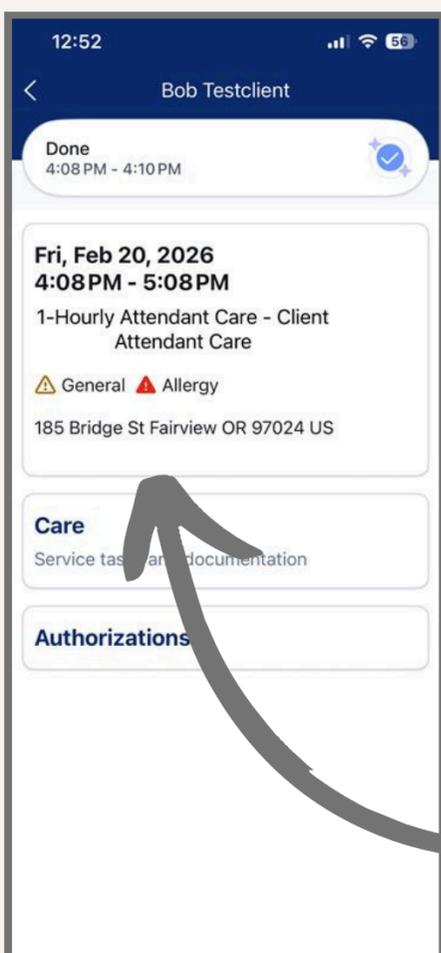
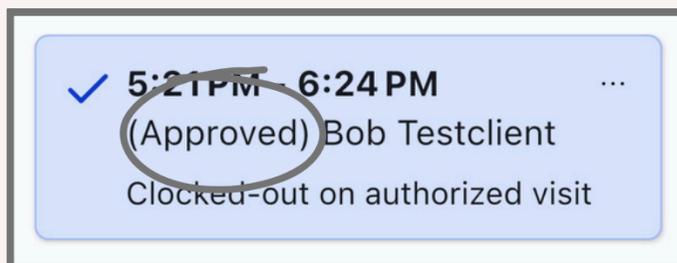




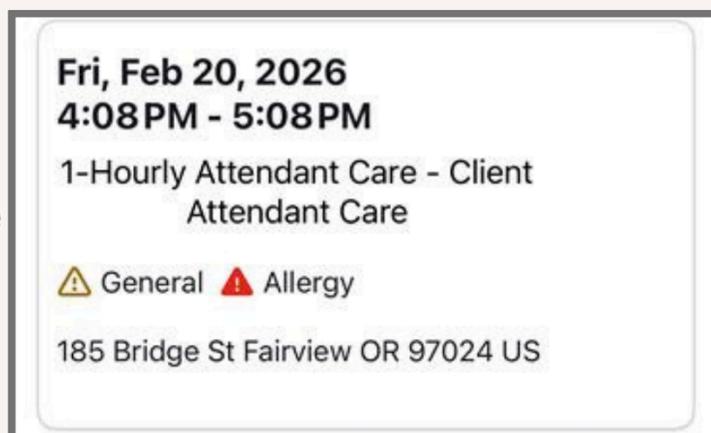
Once you have arrived at the correct date, you will find the shifts completed that day under the Done dropdown. Open the shift by clicking on the blue rectangle. *



****Note: If the shift displays “(Approved)” in the blue rectangle, please contact the office directly, as a visit note will no longer fulfill its intended purpose.***



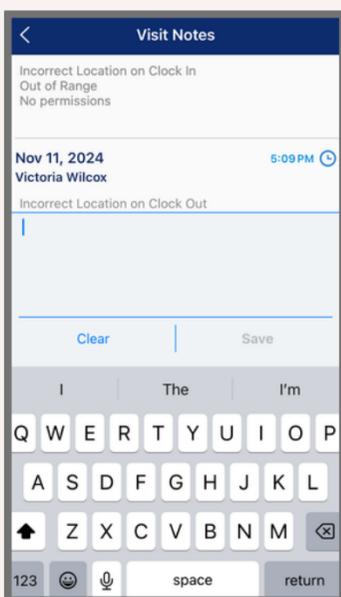
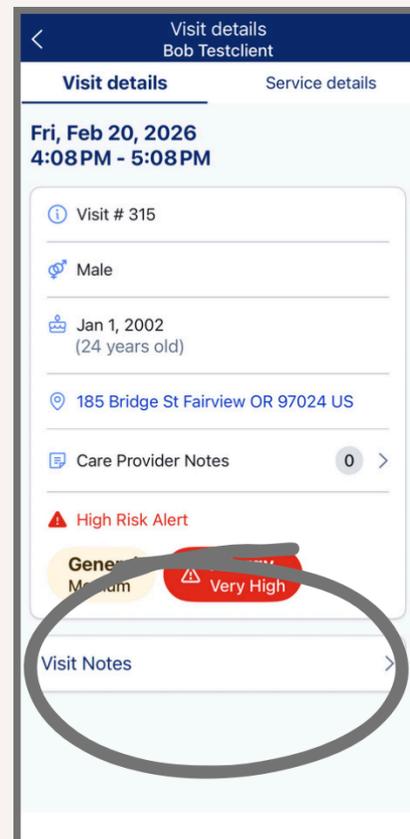
After you have opened the shift, you will click on the top most rectangle that details the shift date, time, and service



Once you have arrived at this page, you will hit the white box that says

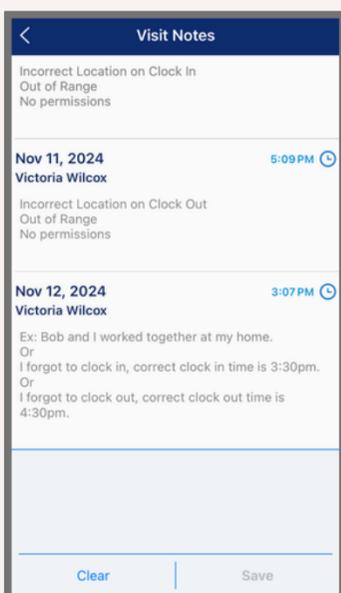
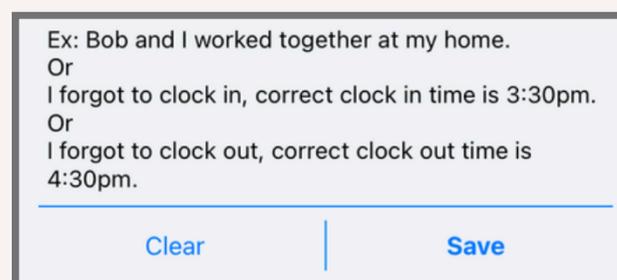


at the bottom of the page.



A box and keyboard will automatically appear, and you can type a note about the shift for office staff.

After you type your note, hit "Save"

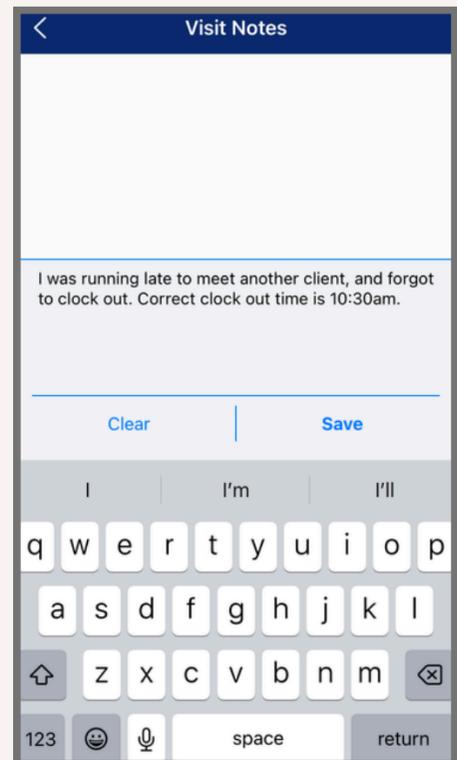


At this point, you have successfully created a visit note and you can hit the "<" in the top left.

Now that you know how to leave a visit note, let's go over instances in which you should leave a visit note and what they would look like

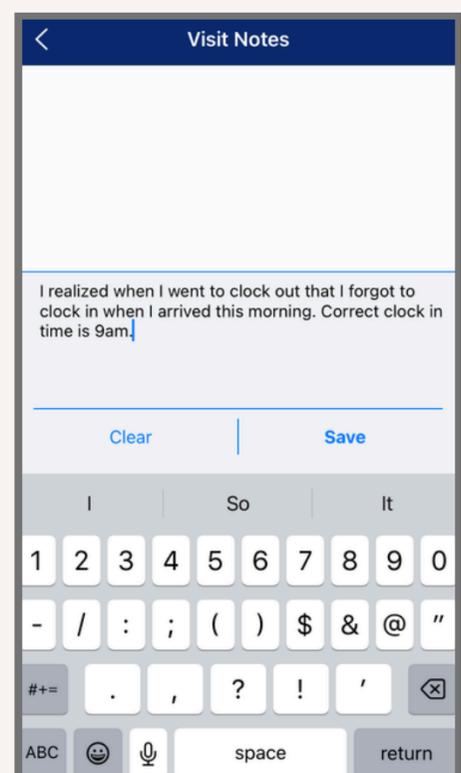
1. *When you clocked in to your shift but did not clock out when work ended.*

Clock out as soon as possible, complete the progress notes and leave a visit note explaining why you didn't clock out correctly, and what the correct clock out time is.



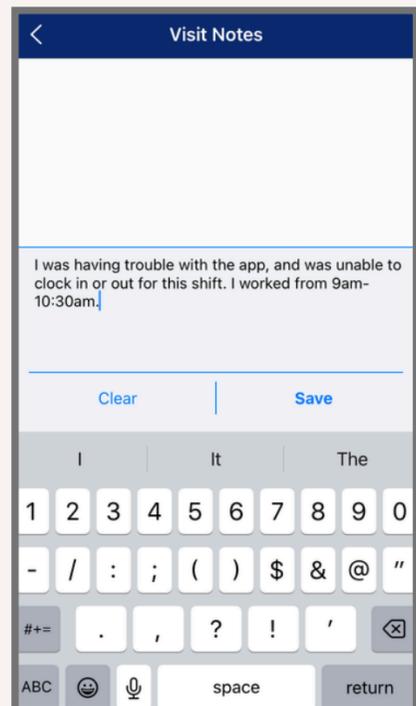
2. *When you do not clock in before starting work.*

Clock in for your shift as soon as possible. Proceed to clock out and complete the progress note as normal. Then, leave a visit note detailing why you didn't clock in correctly, and what the correct clock in time is.



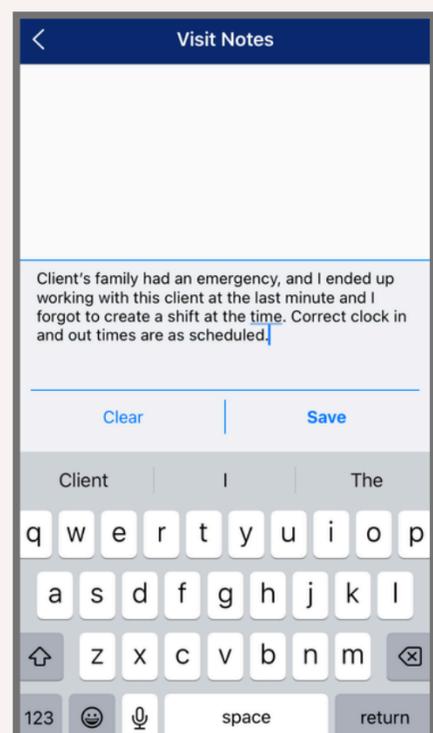
3. When you do not clock in AND out for a scheduled shift that you worked.

You can still leave visit notes for scheduled shifts that were not clocked in for. In your note, explain the reason for not clocking in or out, and the correct clock in and out times for the shift. After that, make sure to send your progress note for that shift to your client's Support Manager.



4. When you worked a shift without a created schedule to clock in to.

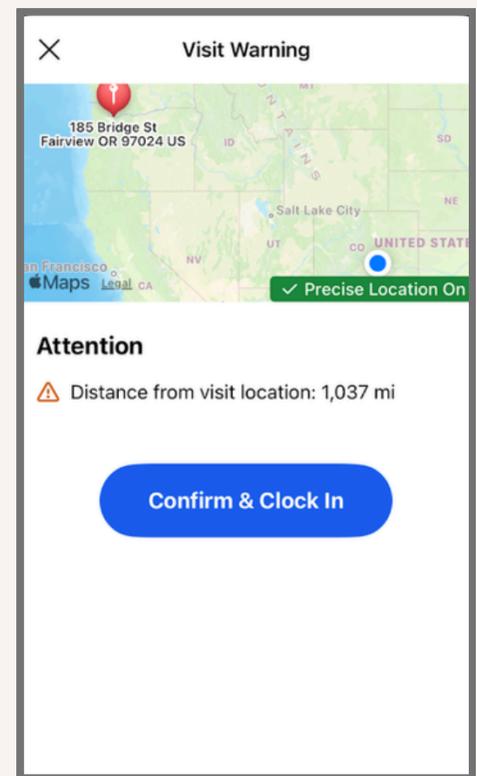
You will create a shift* for the correct date and times of the shift you worked, and leave a visit note stating why you were unable to clock in or out for the shift. After that, make sure to send your progress note for that shift to your client's Support Manager.



***Note: You can refer to the "How do I Use AlayaCare to Clock In and Out" document for a guide on creating shifts.**

5. When you get a visit warning from AlayaCare.

AlayaCare's "Visit Warning" feature alerts you when your shift is flagged and provides the reason. It's essential to leave a visit note for clarification, such as explaining why you're clocking in from a location far from your clients home.



6. When there is a discrepancy between your scheduled shift and the time you clocked in.

If you find yourself working a shift that significantly differs from your scheduled shift, please remember to leave a note for the office staff. This will notify them that you deliberately worked for a different duration than originally planned.

