



## **DND Mobile Care Solutions User Guide**

In this guide, you will learn:

- How to access the DND Mobile application.
- How to create a link to DND Mobile on your device home screen.
- How to create your employee password.
- How to Log-In and out of DND Mobile.
- How to access demographic information.
- How to Start and End Visits.
- Troubleshooting



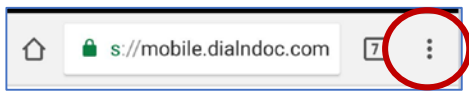
### Steps to Accessing the DND Mobile Application

1. Open the browser on your device.
2. Enter <https://mobile.dndmcs.com> into your search.
3. When linked to the site you will see the DND Mobile Log -In Screen.

#### Creating Link to the DND Mobile Application on your Device Home Screen

##### Android Users:

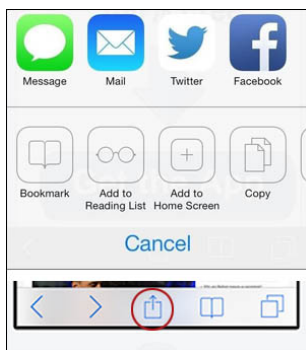
1. Select the 3 Vertical dots at the upper right corner of the screen.



2. Select Add to Home Screen.
3. A box will appear that will allow you to enter a title that will appear with the icon on your home screen. Type in the name of the application and save.

##### iPhone/iPad Users:

1. Tap the Share button from the browser.



2. Select Add to Home Screen.
3. Select the Add button to add to the home screen.

#### DND Mobile Log - In Screen



## Log - In and Creating Your Password

### Required Log-In Credentials

Three pieces of information will need to be entered in order to Log - In to DND Mobile.

**Agency ID:** This identifies the agency or company that the caregiver is working for. *The Agency ID is 21014.*

**Access Code:** This is the Employee ID that identifies the individual caregiver.

**Password:** Each caregiver creates a password connected to their access code.

A screenshot of the DND mobile care solutions login interface. At the top is the DND mobile care solutions logo. Below the logo, the text 'Mobile Telephony' is centered. There are three input fields: 'Agency Id', 'Access Code', and 'Password'. Below these fields is a 'Remember Me' checkbox, which is currently unchecked. At the bottom of the form is a blue 'Log In' button.

### Creating Your Password

1. Call: 1-877-814-3820
2. Once prompted, enter your employee access code followed by the # key.
3. Once prompted, enter your agency ID, followed by the # key. *The Agency ID is 21014.*
4. Once prompted, enter a password 4-8 digits in length, followed by the # key.
5. The system will tell you that your password has been created and will disconnect.

**Note: Make sure that you use a password code that you can remember. If for some reason you forget your password, you will need to contact your CDS Specialist so that you can be reset in the system, and then must call into the Password Creation line again to create another password.**

## Main Menu

Once logged into DND Mobile you will see the Main Menu.

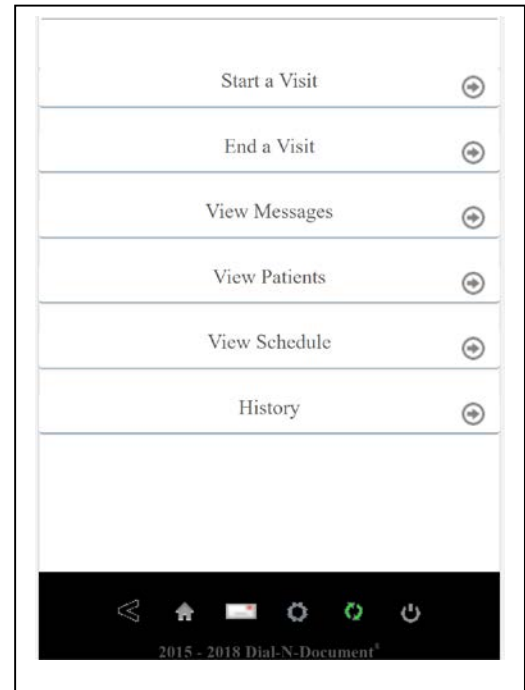
**Start a Visit:** Select to Start a Visit.

**End a Visit:** Select to End a Visit

**View Messages:** **Not Yet Active.** Messages that are created by your administrators can be reviewed.


**View Patients:** View your clients, demographic information, information and instructions specific to the client, and client plans.


**History:** Started and visits missing signatures (if required).




## Control Bar



 Back button is used to go back to the previous screen within the app.

 The Home button is used to return to the Main Menu screen.

 Refresh will retrieve updates or send information.

 Log Out

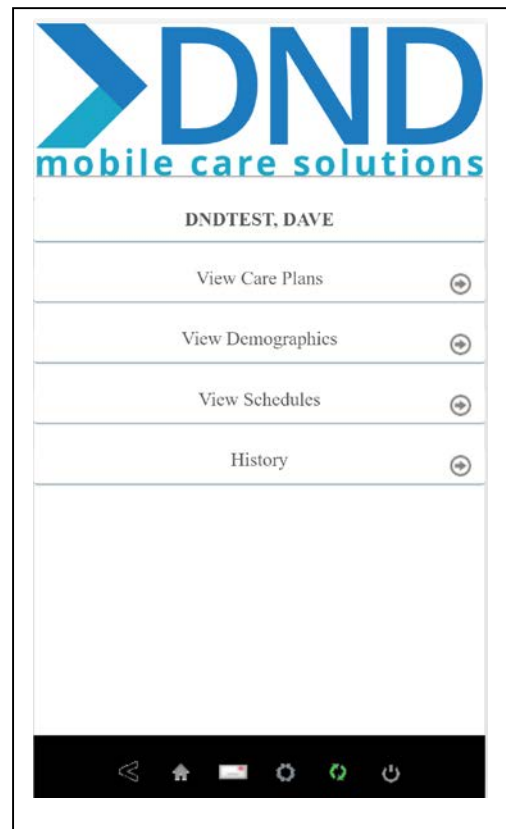
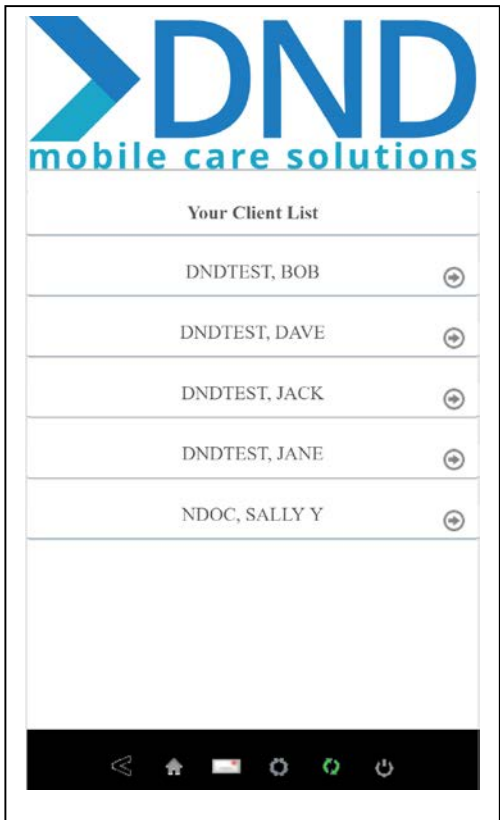


## View Patients

Under View Patients you will find the patients connected to you.

By selecting a client from the list, you can view the patient's Care Plan, and Demographics.

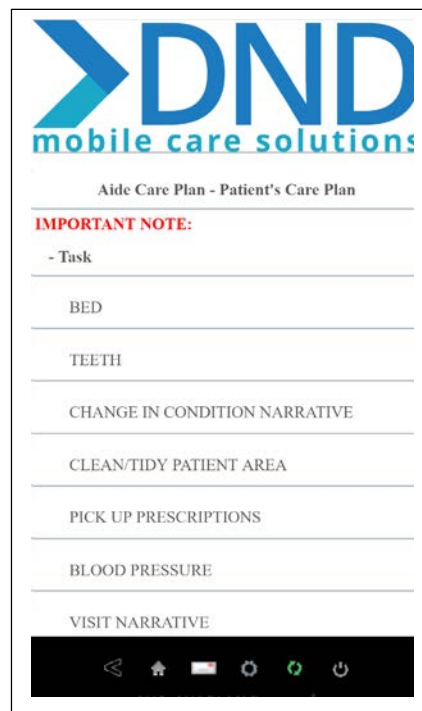
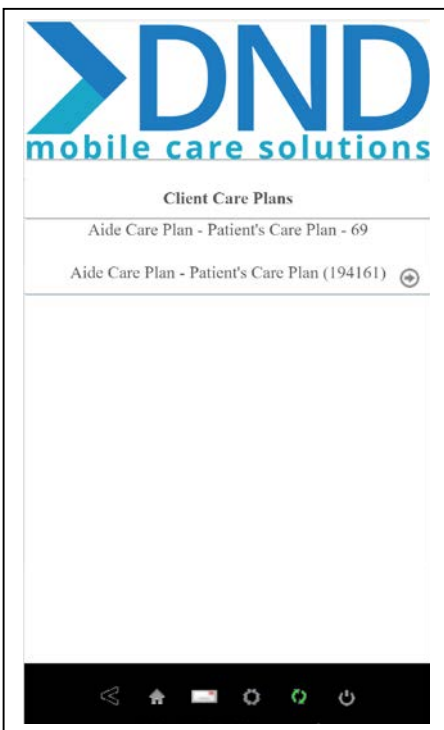
***Some Partner Programs do not send Demographics.***





### Client Care Plans

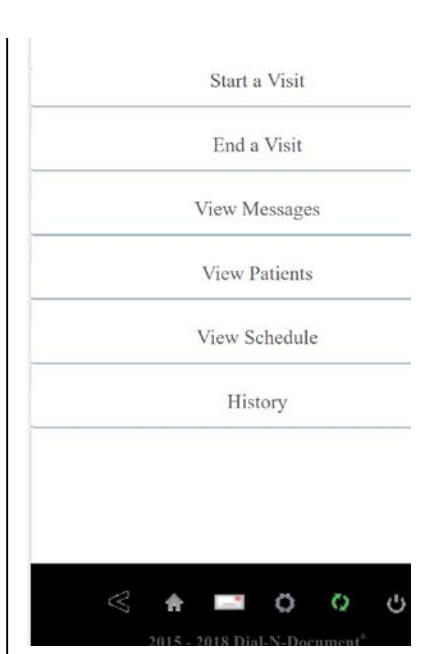
By selecting Care Plans, you can view the client care plan prior to starting visit. The care plan will list Important Notes, which could be special information or instructions for the client and/or visit.





## Starting A Visit

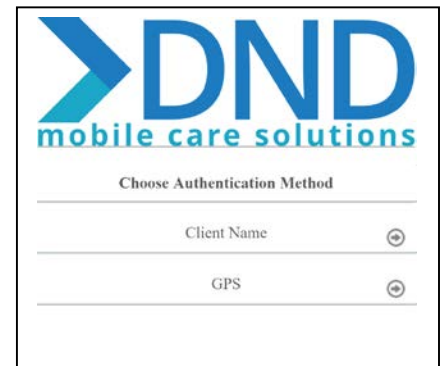
1. Select Start a Visit from the Main Menu.



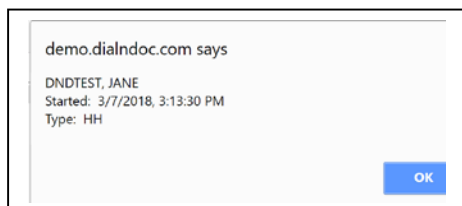
2. Next, you will be prompted to choose a discipline if multiple disciplines are connected to



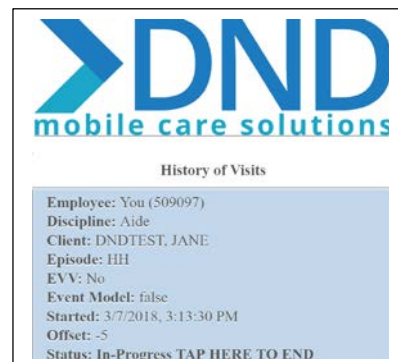
3. Next, if there are multiple possible Client Authentication methods, you will choose the proper one. If there is only one authentication method for your agency, you will not get this prompt.



4. Once the visit has been successfully started, you will get a message box indicating the visit start time and date.

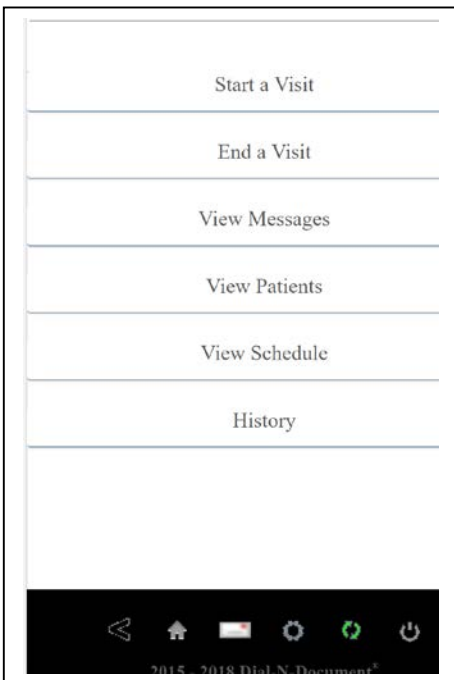


The visit will appear in the History Section and In Progress



## Ending a Visit and Documenting

1. Select End a Visit from the Main Menu. You will go through the same process of choosing your discipline, and client authentication method.
2. The plan associated to the client will appear.

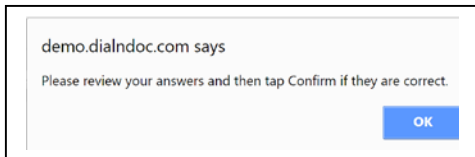


Ambulation Assist	No ▼
Ambulation Assist Cane	No ▼
ROM left leg	No ▼
ROM right leg	No ▼
Assist with dressing	No ▼
Brush Teeth/Dentures	No ▼
Clean Bathroom	No ▼
Clean Bedroom	No ▼




3. Once you have answered all items, the system will allow you to review your answers. At this time, you can make modifications to your documentation.

4. Once you have reviewed and are satisfied with your answers, choose Confirm.



Shampoo	Yes
Shaving	Yes
Skin Intact	Yes
TED hose on in AM/Take off in PM	Yes
Standard Precautions	Yes
Shower Complete	Refused
Take off TED hose, hand wash	Yes
<b>Confirm</b>	





## Trouble Shooting

### Out of Service Area

If you are in an area where you do not have mobile service or a wireless connection, you can still document your visit. In this situation, it is best to put your device into airplane mode so that it is not continually attempting to connect, which could cause issues. Once you have completed your log in/log out, starting or ending of the visit, you can take your device out of airplane mode.

### GPS

Prior to starting or ending a visit using GPS to authenticate, make sure that your device has GPS enabled. If it is not, you will not be able to verify with this method.

### Incomplete Visits

If a visit is not ended properly, or is still in progress, and Start Visit is selected for another the visit the message below will appear. If this has been selected in error, simply select Cancel to go back. If the visit is truly a visit that was not ended previously, then select OK. You will need to alert your Supervisor as to what occurred and follow your agency protocol for proper documentation.

