

ACTIVITY SERVICE DOCUMENTATION

Use MITC Activity Service Documentation to capture notes using a telephone or an internet-enabled device by responding to pre-recorded, client-specific scripts. Managers are automatically notified of any missing documentation when MITC compares the employee's documentation notes with a plan of care or other master.

Comprehensive reporting and powerful database integration tie documentation notes to billing and employee attendance. Hours can be reliably tracked by consumer and the type of service provided, and compared to the consumer's plan of care to maximize authorized billing, minimize under-billing, and control over-billing outside the plan of care.

Collect Activity Records Using a Standard Telephone or Web-Enabled Device

With MITC Activity Service Documentation:

- Capture payroll, billing, and service documentation
- Confirm location using Caller-ID or GPS
- Eliminate paper case progress notes
- Use PC, tablet, smartphone, cell and/or landline phone
- Create user-defined scripts for each client
- Request Y/N or numeric responses from employees
- Generate reports by client documenting services provided
- Track services for as long as provided
- Comply with audit requests quickly and minimize risk

Use for One-on-One and Group Programs

- Consumer Directed
- Home Care
- Independent Living
- Respite
- Supported Employment
- Day Programs
- Group Homes
- Vocational

Eliminate Costs and Risks of Paper Forms

- Use traditional landline telephone with Caller-ID Verification and Voice Identification
- Use tablet, smartphone or PC with GPS and IP address verification

Create Prompts from Plan of Care

Create user-defined prompts to notate hours of service provided and/or goal-tracking achievements through Activity Service Documentation.

For example, an agency may use questions such as:

Did Marie participate in community activities?

Yes No

Enter the number of hours: _____

What was the level of prompting?

1 = Successfully completed the activity independently

2 = Completed the activity with verbal prompting

3 = Completed the activity with gestural prompting

4 = Completed the activity with physical prompting

5 = Refused

The employee documents the activity service by selecting "Yes" and "No" or numeric responses on a standard telephone, smartphone, tablet or PC.

