

# INDIVIDUAL DOCUMENTATION SERVICES

Use Individual Documentation Service to capture notes using a telephone or tablet 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 Internet-Enabled Device

With MITC Activity Service Documentation:

- Eliminate paper progress notes
- Capture progress notes in real time
- Use cell phone or landline
- Capture location with Caller-ID or GPS
- Create user-defined scripts for each client
- Request Y/N or numeric responses from employees
- Generate reports documenting services provided, by job or by client
- Track services for as long as provided
- Comply with audit requests quickly and minimize risk

## Telephone Activity Documentation

- Easy to set up
- Integration options available
- Record your own voice prompts

## Simplified Employee Interaction

- Automatically prompt employees for activities based on client
- Easy to complete responses

## 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 or internet-enabled device.

The screenshot shows the MyMITC web interface. At the top, it says "MyMITC" and "Log Off Control Panel". Below that, there's a navigation menu on the left with items like "Clock In/Out", "Time Sheet", "My Benefits", "My Training", "My Calendar", "Phone List", "Managers", "Operations", and "Activities". The main content area shows a form for an employee named "MARYLAN - Mary Landerman" with job ID "4761 - Lu, Vinh". The date is "10/3/2013". There's a table with columns "Start", "Stop", and "7h & 49m". Below the table, there are several rows of activity prompts with "Yes" and "No" radio buttons:

Start	Stop	7h & 49m
8:00AM	to 3:48PM	
100 - Personal Care		Yes <input type="radio"/> No <input type="radio"/>
300 - Health		Yes <input type="radio"/> No <input type="radio"/>
700 - Trans for Dr. Visits		Mileage <input type="text" value="3"/>
800 - Meals		<input type="checkbox"/>
900 - Hospitalization		Yes <input type="radio"/> No <input type="radio"/>

Highlights missing documentation



# INDIVIDUAL DOCUMENTATION SERVICES CONT'D

## How and Where To Use

- Designed for use for one-on-one services such as supported and independent living, respite, homemaking, consumer or family-direct services, etc.
- Use for electronic visit verification
- Caregiver clocks-in at start of visit using landline telephone, cell phone if no landline available, or smartphone
- Caregiver enters employee, client and service on clock-in
- On clock-out, the caregiver is prompted to respond to questions based on the individual's plan of care
- Caregiver can review data entered later from any internet-enabled device
- Supervisor can review data entered from any internet-enabled device
- Missing documentation is automatically highlighted
- Payroll, billing and documentation are all captured together
- Variances to budgeted payroll, budgeted billing and schedules available

Voice prompts are simple and easy to respond to:

**"Did Marie participate in community activity?  
Press 1 for yes, 2 for no."**

**or**

**"What was the level of prompting?  
Enter 1,2,3,4 or 5."**

