

TELEPHONE ACTIVITY DOCUMENTATION

Collect Activity Records from Staff as they Clock Out Using a Standard Telephone

MITC's telephone timekeeping solutions provide an affordable way to track hours and units of service. There are no equipment costs, hours can be reliably tracked by consumer and by 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.

In addition, the cost of servicing each consumer can be identified quickly, making the application for greater funding easier and more compelling.

Telephone Activity Documentation

- Eliminate paper progress notes
- Capture progress notes in real time
- Use cell phone or landline. No need for a PC, tablet, or smartphone
- 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
- Minimize risk, facilitating quick compliance with audit requests

Works With Telephone Timekeeping

- Eliminate paper timesheets
- Communicate with remote staff using voice messaging
- Generate no-show alerts

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



How One Agency Uses Telephone Activity Documentation:

They have questions such as: *How much assistance did Tom Jones require to brush all back teeth thoroughly?*

The prompts are:

- *Successfully completed the activity independently*
- *Completed the activity with verbal prompting*
- *Completed the activity with gestural prompting*
- *Completed the activity with physical prompting*
- *Refused*

