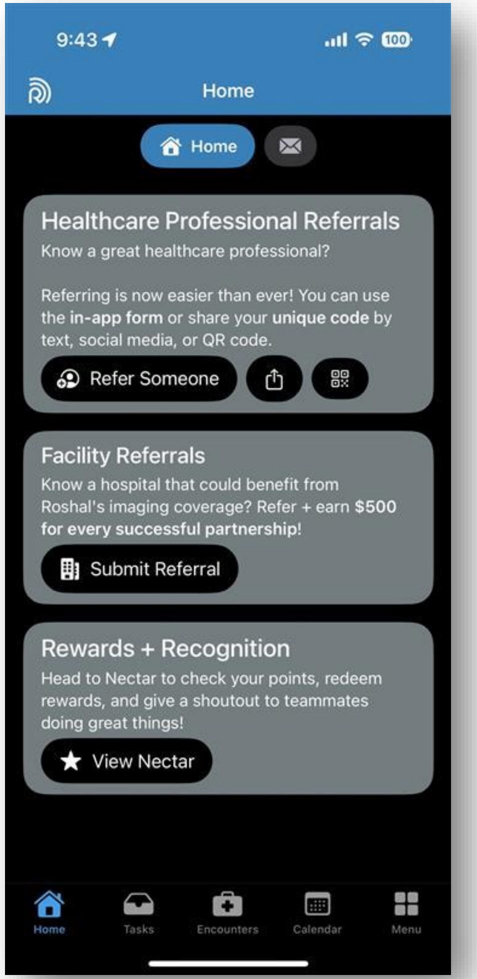
Provider App Walkthrough

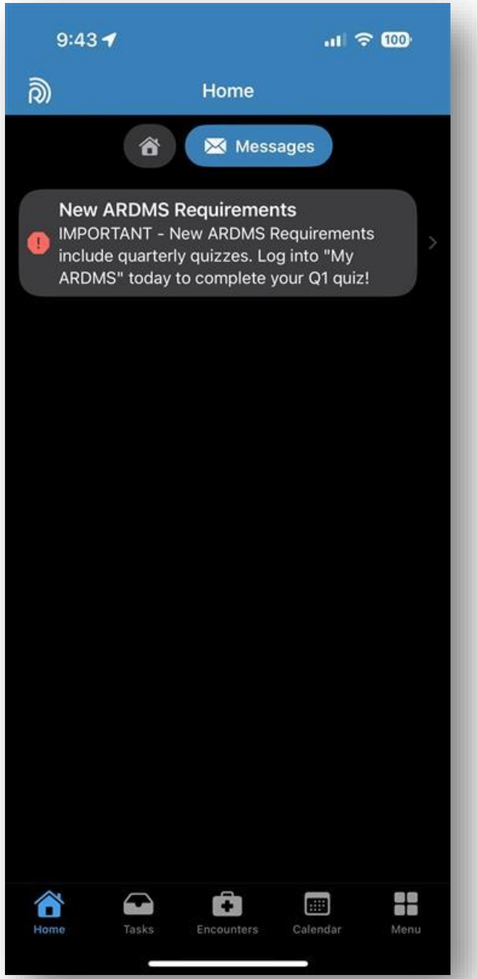
8/17/2026

Home Screen

1. Home Screen

- 1 **Provider Referrals**
  - Submit a provider referral and receive bonuses for each successful referral
- 2 **Facility Referrals**
  - Submit facility referrals and receive bonuses for each successful referral
- 3 **Nectar Rewards**
  - View your nectar points, redeem rewards, and shoutout teammates for doing a good job
- 4 **System Message Alerts**
  - Receive alerts and notifications whenever a system message is sent out by an admin





Tasks Screen

2. Client Places Order – Provider Accepts (Tasks Screen)

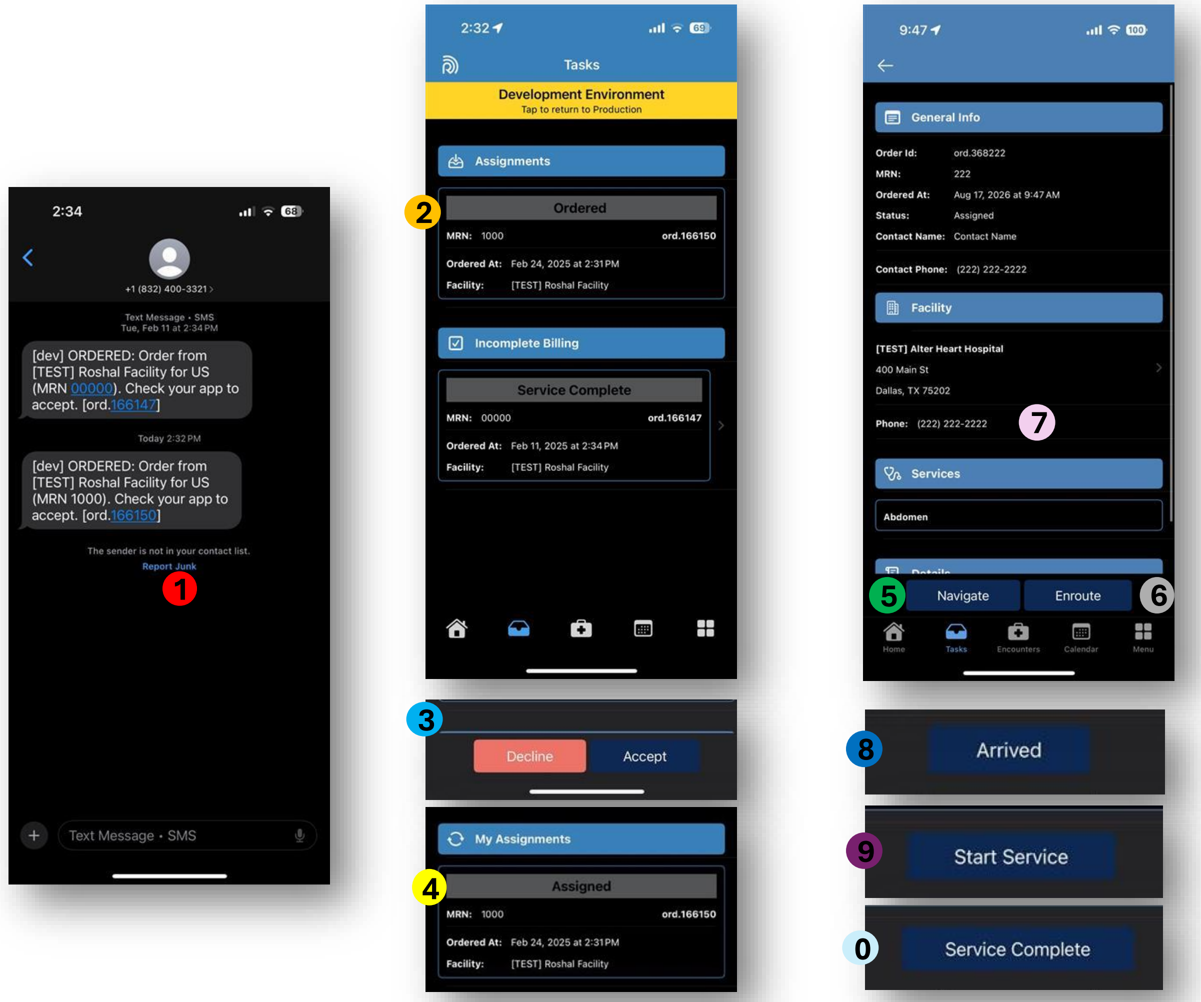
1 • Once **the client places an order**, if you (the provider) are on schedule for that day and associated with the facility that sent the request, you will receive a dispatch order in the form of a push notification, phone call, and a text

2 • Click on the **order request** to view information (contact information, location, services requested, etc)

- 3 • Click **accept** or **decline** in the bottom of your screen
- • If you do not accept, after a few minutes it will notify the next person in the dispatch algorithm (act fast)

4 • Once accepted it gets **assigned** to you – from here, click into **the encounter** and go through the steps as they occur

- 5 • Click **Navigate** to open a map to the facility
- 6 • Click **Enroute** once you are on your way
  - 7 • Call the facility to let them know your ETA
- 8 • Click **Arrived** once you arrive at the facility
  - • Geo fencing should auto mark **Arrived,** but please double check
- 9 • Click **Start Service** once you start the encounter
- 0 • Click **Service Completed** once you finish



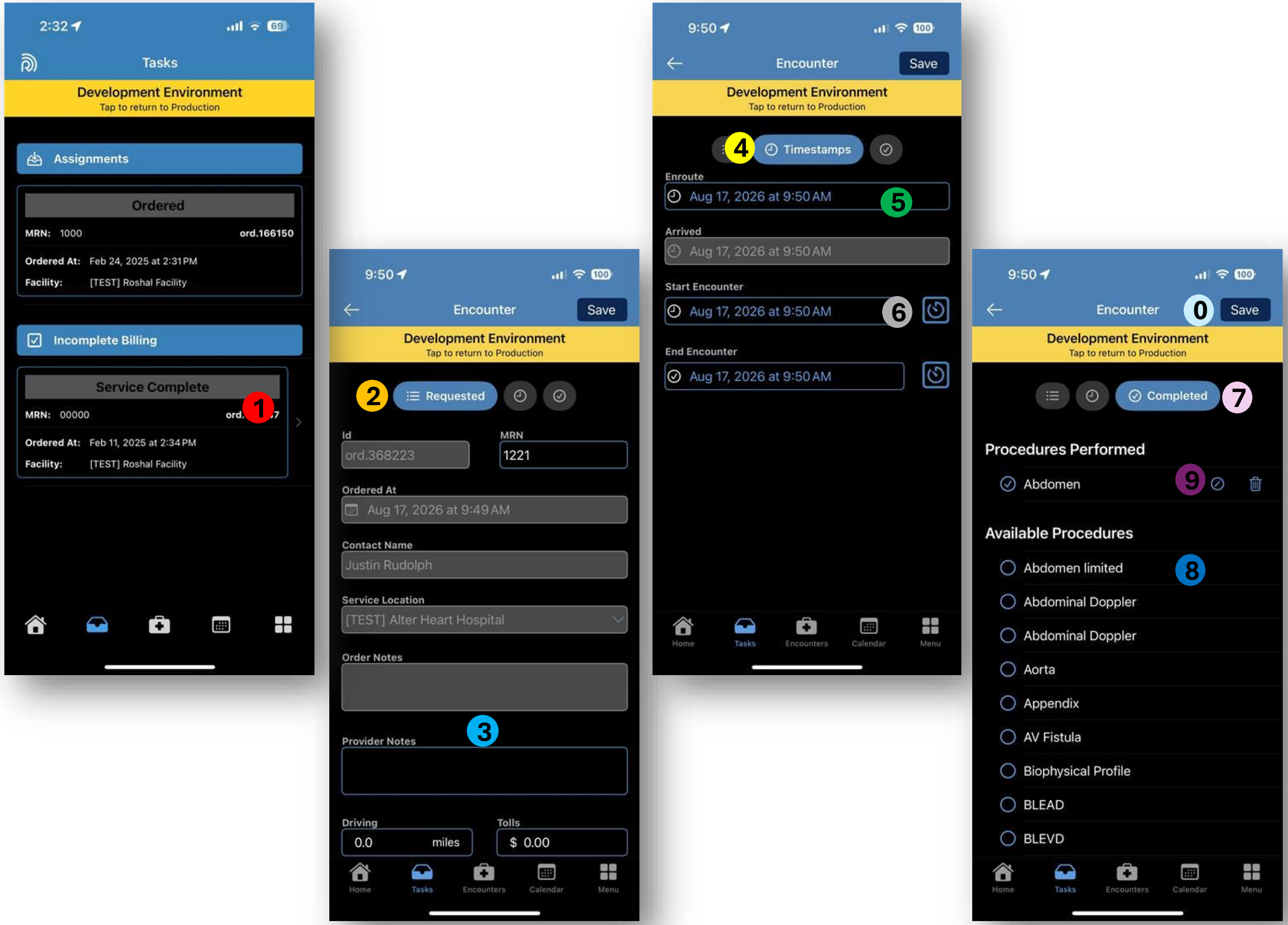
Tasks Screen Cont.

2. Client Places Order – Provider Accepts (Tasks Screen)

1 • **Complete Billing** - Click back inside the **Service Complete** box and navigate through these 3 tabs to finish the billing for this task.

- 2 • **Requested Tab**
  - 3 • Fill out bottom part only
    • Add notes (if needed), round trip miles driven, tolls, and parking fees (if needed)
- 4 • **Timestamps Tab**
  - 5 • All your time logs for your encounter are stored here. If you need to update/change the info you can do so
  - 6 • Click timestamp button to take a current timestamp of the exact time
- 7 • **Completed Tab**
  - 8 • Select which **procedures** you performed for this specific encounter
  - 9 • Click the **notepad** to enter in comments if needed

0 • Hit **Save** once completed



Encounter Screen

3. Encounter Screen

1 • Summary of your day - View past orders once completed and click them to modify the order data if necessary

  2 • Click the arrows on the top to scroll between days

3 • If a facilities system is down, you must manually **Add Encounter** on their behalf (rarely used)

  4 • **Requested Tab**

    5 • Encounters are not tied to a particular order, you must add the **order id** to tie it back to a specific order yourself

    • Log any additional information based on the extra encounter performed (MRN, name, location, driving mileage, tolls, etc.)

  6 • **Timestamps Tab**

    • Enter time stamp information for when this encounter occurred

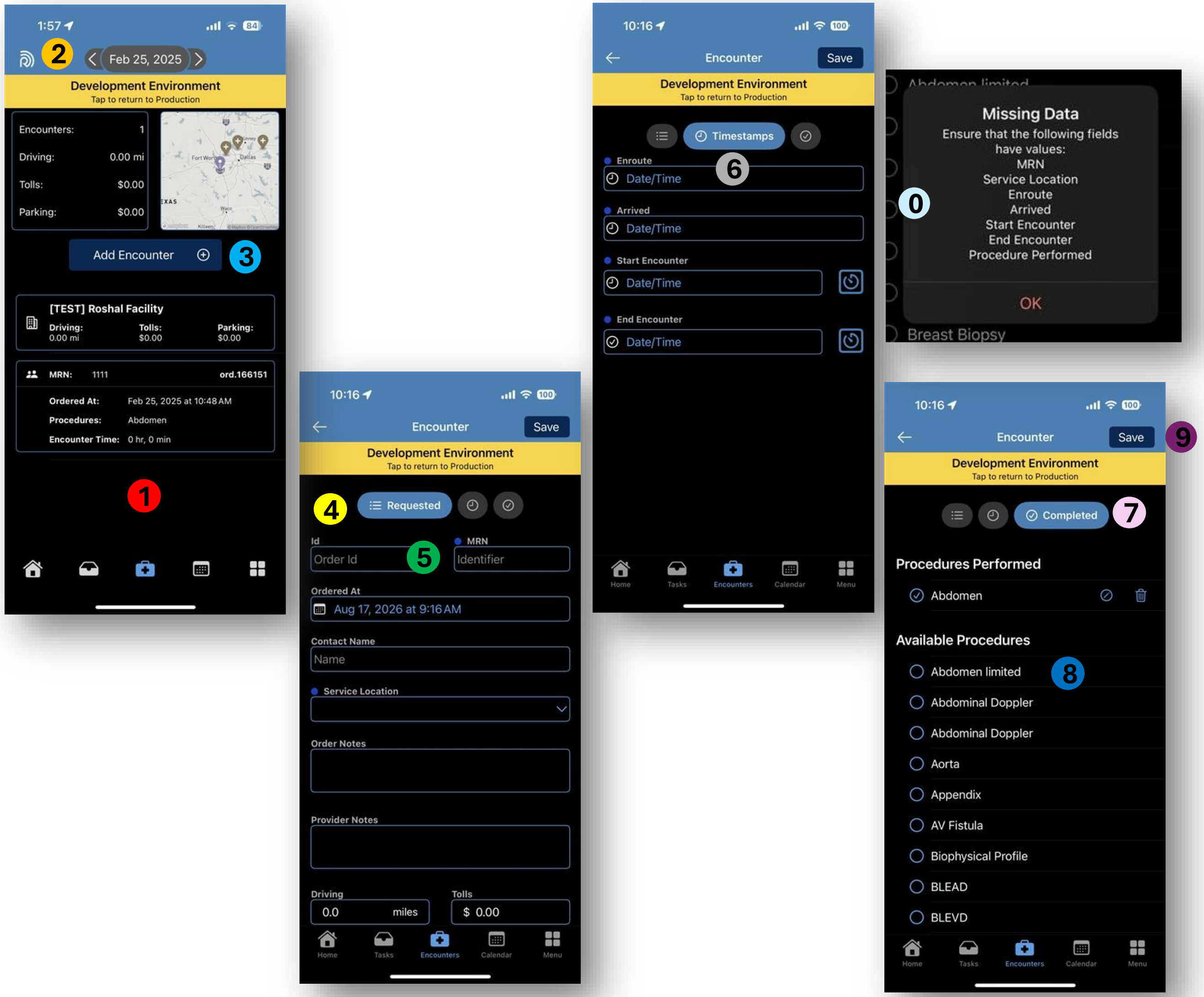
  7 • **Completed Tab**

    8 • Add in the **procedures** you completed

    • Click the **notepad** to enter in comments if needed

    9 • Hit **Save** once completed

      0 • If any data wasn't entered an **alert** will notify you what information is missing



Calendar Screen

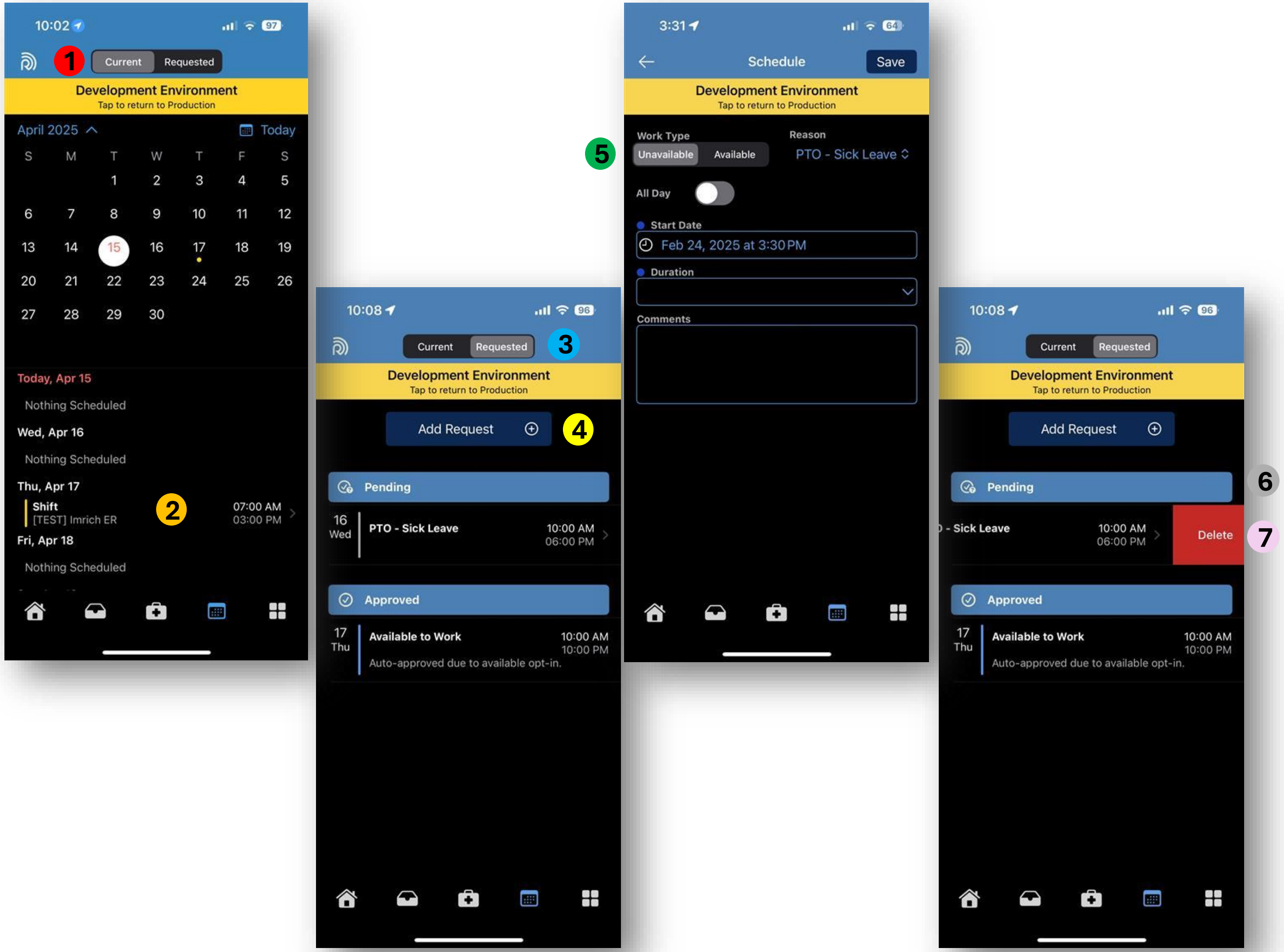
4. Calendar Screen

1 • **Current**

- Shows you your current calendar as well as old calendar schedule
- 2 • Shows the type of event & when your working (date and time), etc
- Dedicated events will show which facilities you are dedicated at

3 • **Requested**

- 4 • Click **add request** to submit new request
- 5 • Here you can submit your **available/unavailable** requests
- Select **reason** based on activity type (such as PTO)
- Select **date** and then select if you want it to be an **all-day** event or only certain **duration**
- Add in any **comments**
- 6 • Starts off as **pending** and once **approved** or **declined** it will update your visuals accordingly
- 7 • **Swipe** on the item to delete it



Menu Screen

5. Menu Screen

1 • Select your name to view your profile and pertinent information

2 • **Expenses**

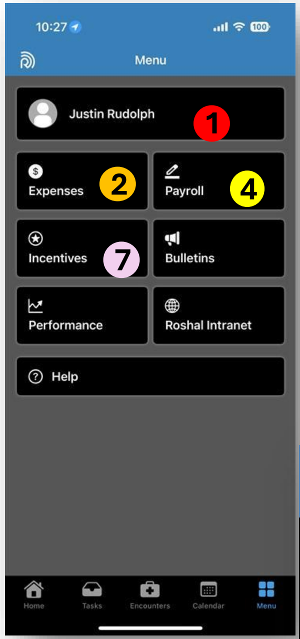
- Add any expenses previously incurred
- 3 • Add the date, category (travel, training, etc), amount, and any notes
- Shows in payroll screen once approved

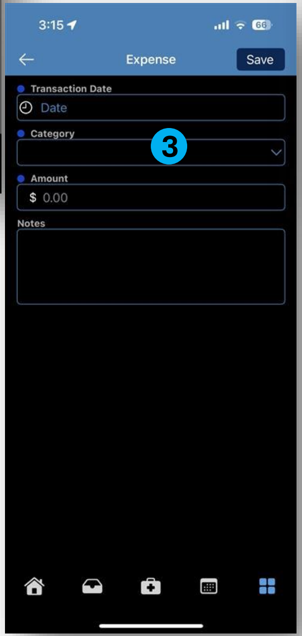
4 • **Payroll** – biweekly

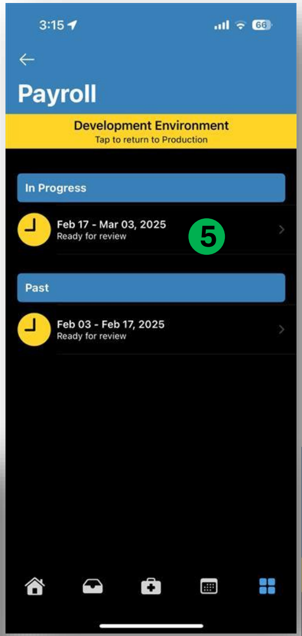
- 5 • Shows your **past payroll reports** as well as the **upcoming payroll reports**
  - Shows hours worked, PTO, tolls, expenses, etc
- 6 • Once you click into a specific report, click top right button to **sign off** or call manager if you have questions

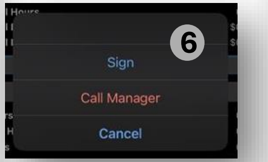
7 • **Incentives**

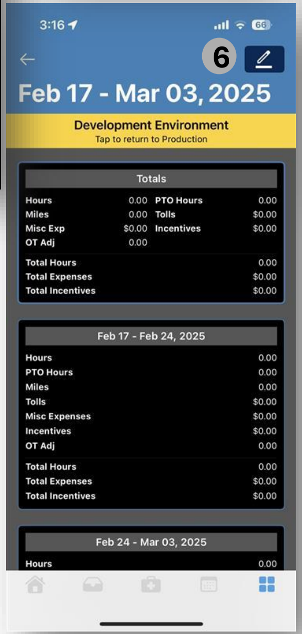
- Add any incentives you previously incurred
- 8 • Add the date, category (shift incentive, training, etc), amount, and any notes
- Shows in payroll screen once approved

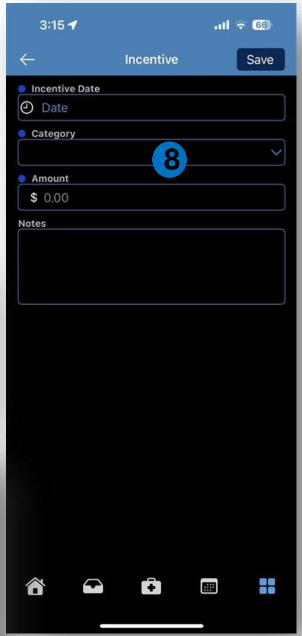












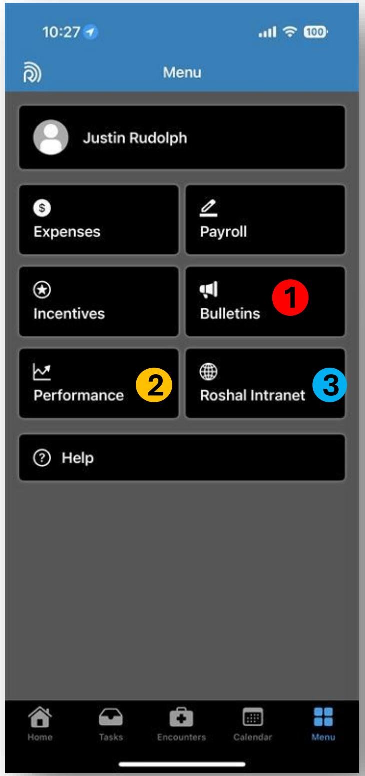
Menu Screen Cont.

5. Menu Screen Cont.

1 • **Bulletins (Shifted and Clinic providers only)**
  - Where you'll see shifts and clinics we're offering you. Each one shows whether it's still open, or that you already requested or declined it

2 • **Performance**
  - View metrics related to your work history
  - For more information visit: [Employee Report Card Training]

3 • **Roshal Intranet**
  - A single place for everything you'd otherwise hunt for in old emails or shared drives
  - **Four sections:** Employee Resources (benefits, policies, onboarding), Training + Credentials, IT + System Access, and Marketing + Branding (brand guidelines, sales decks, approved messaging).
  - **Getting in:** use your usual credentials on your computer, or tap the Intranet link in the Roshal Health app (iOS now, Android coming soon).



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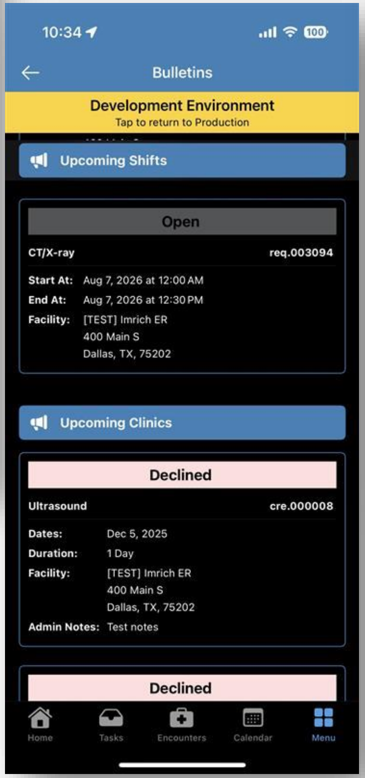

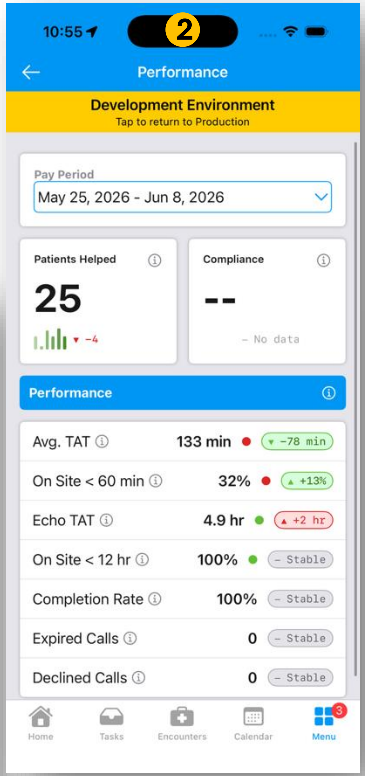

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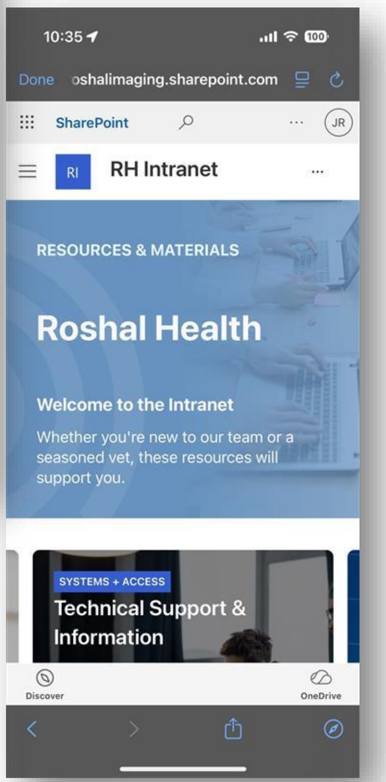


Menu Screen - Help Option

6. Menu Screen - Help Option

1 • The “**Help**” button provides several support options

2 • **Roshal Assistant**

- Opens a live chat window where you can message a Roshal representative directly

3 • **Resources**

- Takes you to the Roshal Health FAQ and Knowledge Base

4 • **Tickets**

- Opens Roshal Ticket Portal - view tickets you’ve submitted/track status updates

5 • **Create Ticket**

- Directs you to a form to submit a new support ticket

6 • **Call Us**

- Lets you directly contact Roshal Health Support by phone

7 • **Check Internet Connection**

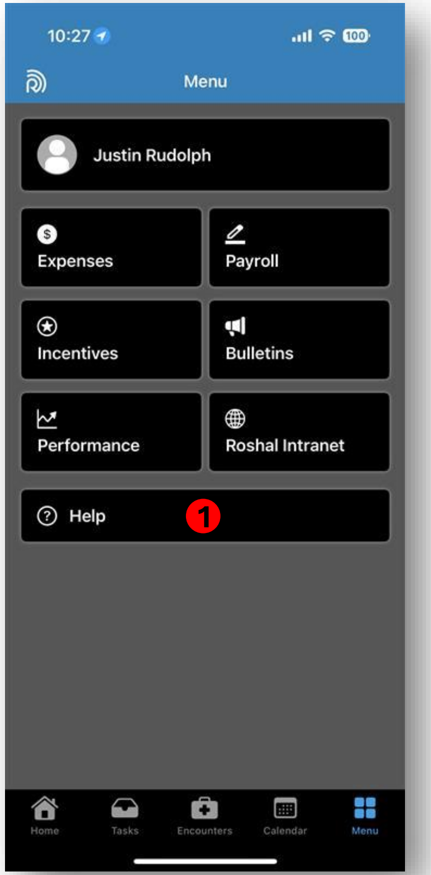
- Tests your internet and whether the app can reach Roshal – Shows you how to fix your internet if it is not working

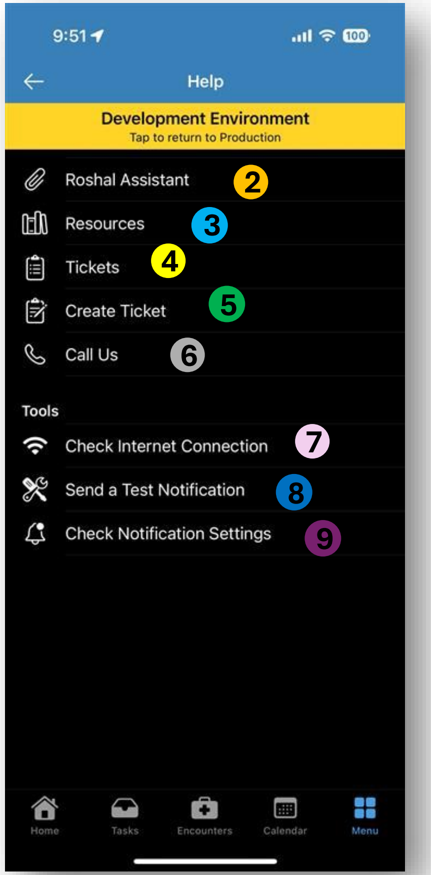
8 • **Send a Test Notification**

- Sends you a test notification – Confirms your push notifications are working

9 • **Check Notification Settings**

- Confirms your phone is letting Roshal alerts through





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