

Provider App Walkthrough

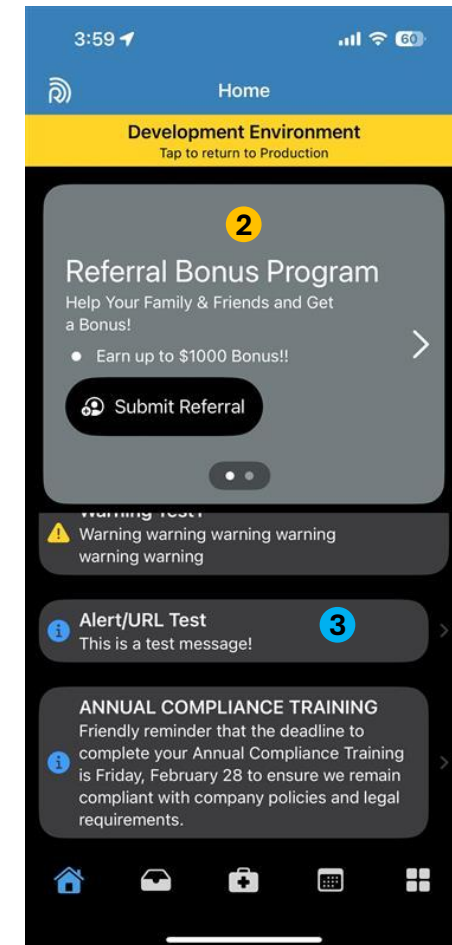
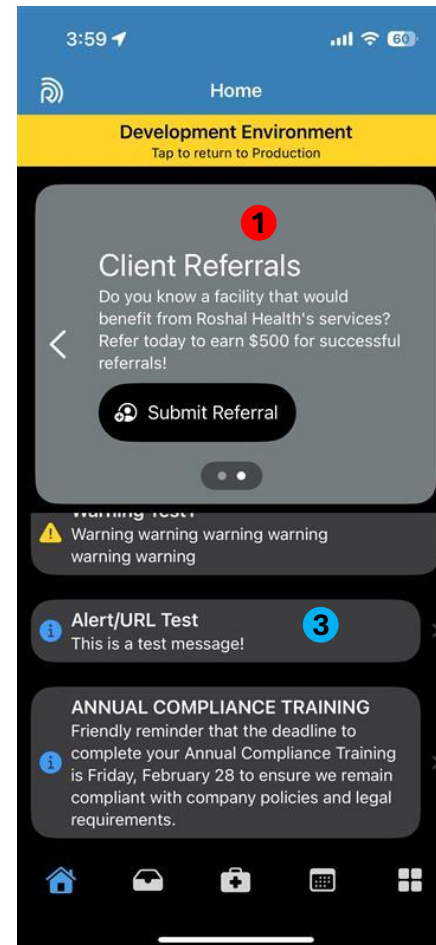
3/8/2025

Provider App – Home Screen



1. Home Screen

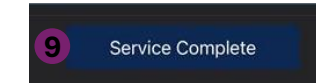
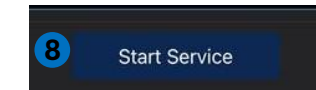
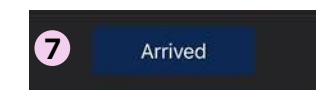
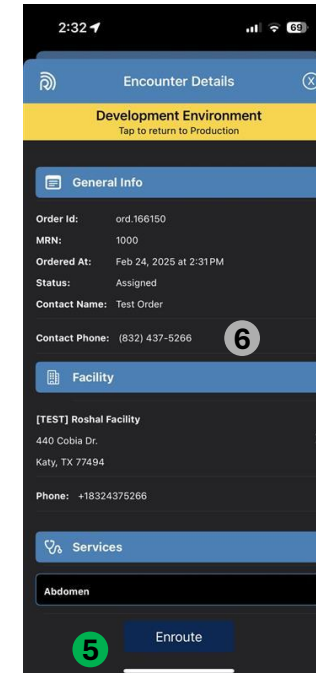
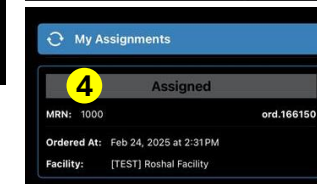
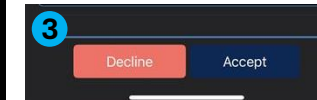
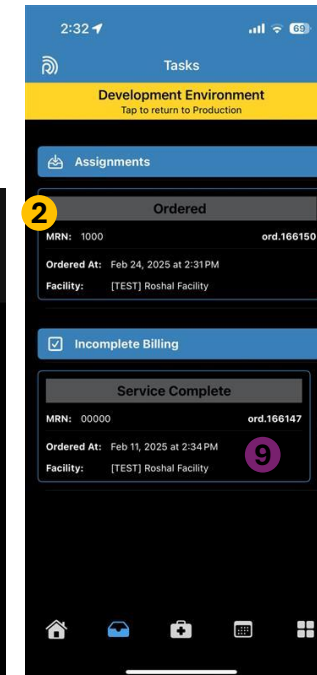
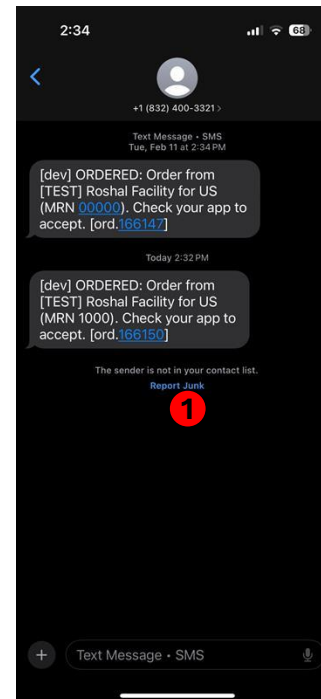
- 1 • **Client Referrals**
 - Submit client referrals and receive bonuses for each successful referral
- 2 • **Provider Referrals**
 - Submit a provider referral and receive bonuses for each successful referral
- 3 • **System Message Alerts**
 - Receive alerts and notifications whenever a system message is sent out by an admin



Provider App – Tasks Screen

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

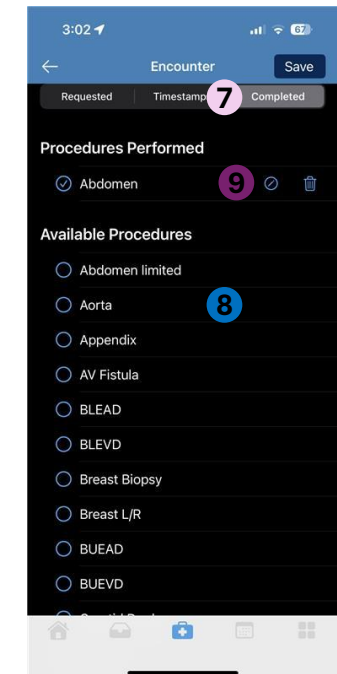
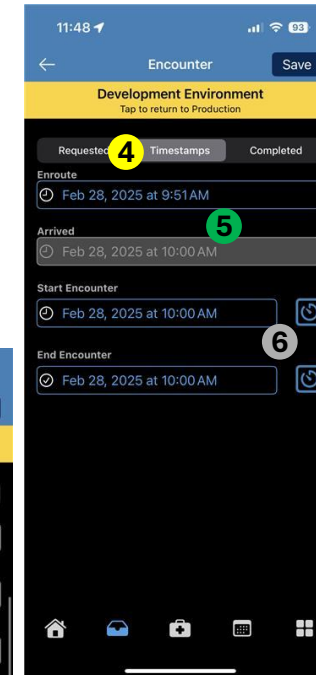
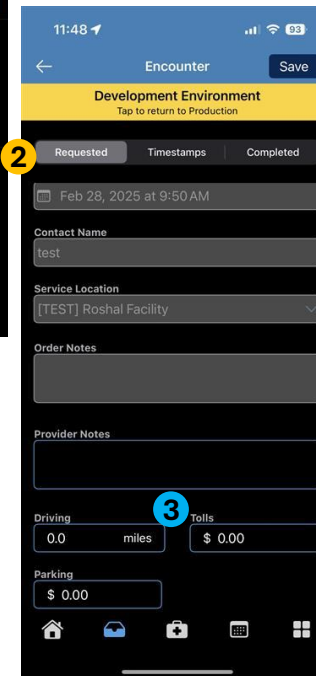
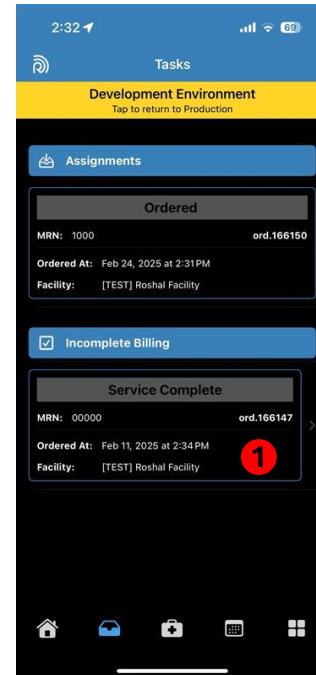
- 1 • Once **the client places an order**, if you (the provider) are on schedule for that day and associated with the facility that sent the request, you will receive a dispatch order in the form of a push notification, phone call, and a text
- 2 • Click on the **order request** to view information (contact 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 **Enroute** once you are on your way
 - 6 • Call the facility to let them know your ETA
 - 7 • Click **Arrived** once you arrive at the facility
 - Geo fencing should auto mark **Arrived**, but please double check
 - 8 • Click **Start Service** once you start the encounter
 - 9 • Click **Service Completed** once you finish



Provider App – 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

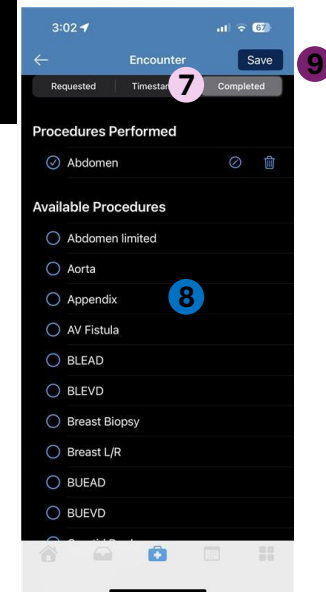
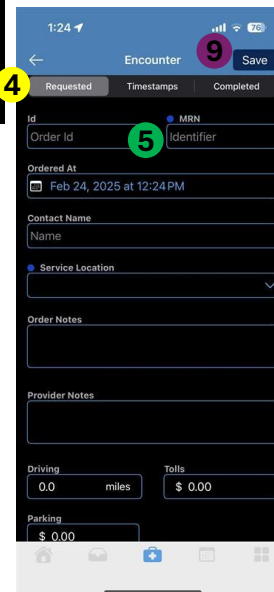
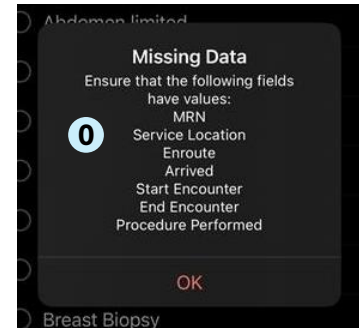
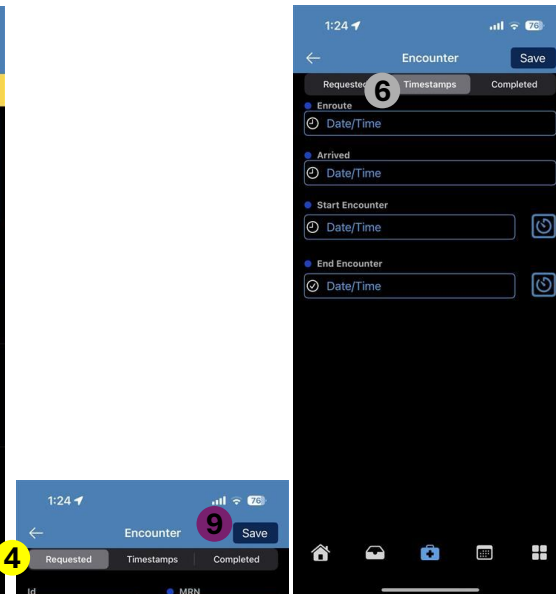
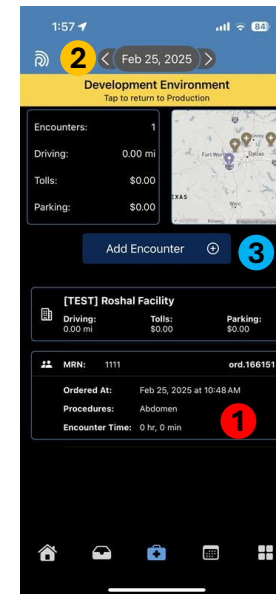


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Provider App – Encounter Screen

3. Encounter Screen

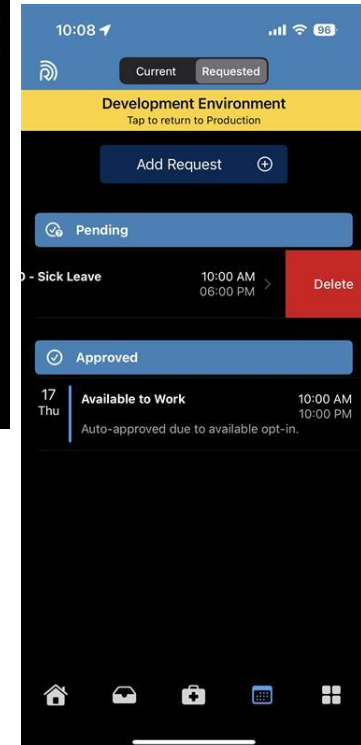
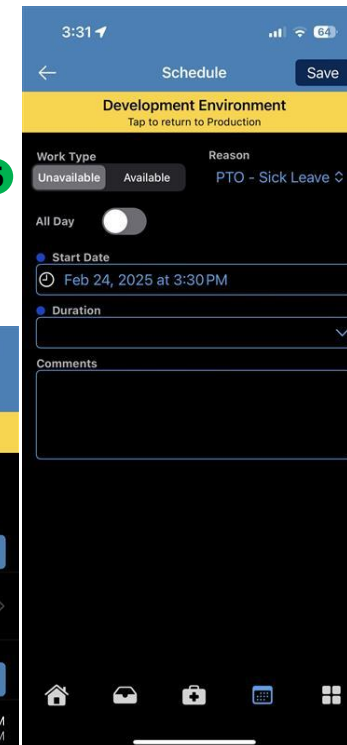
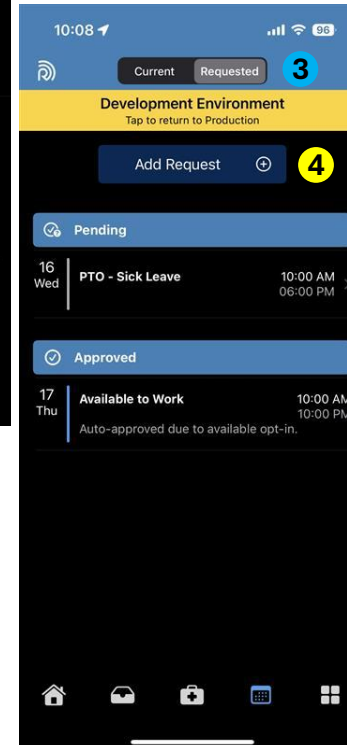
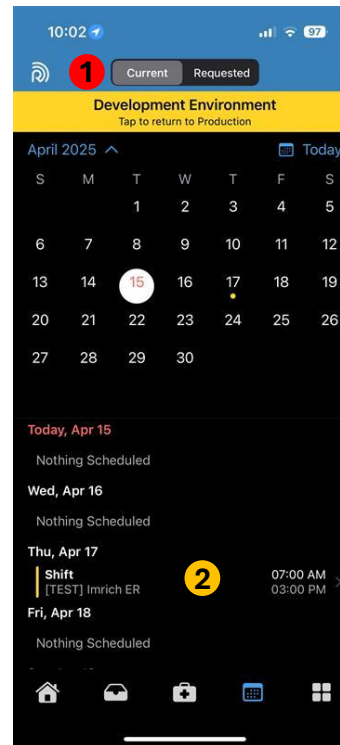
- 1 • Summary of your day - View past orders once completed and click them to modify the order data if necessary
- 2 • Click the arrows on the top to scroll between days
- 3 • If a facilities system is down, you must **add a manual encounter** on their behalf (rarely used)
- 4 • **Requested Tab**
 - 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



Provider App – Calendar Screen

4. Calendar Screen

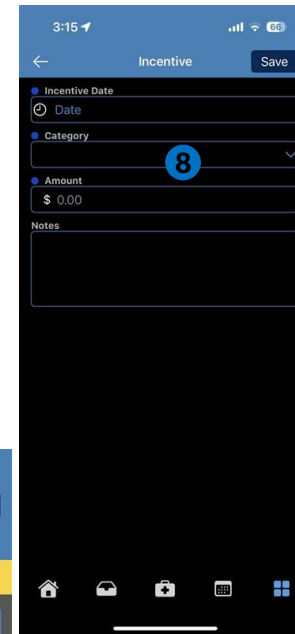
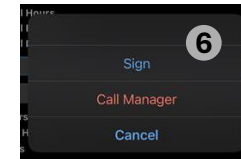
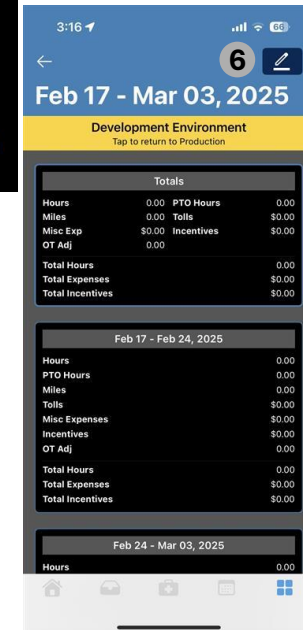
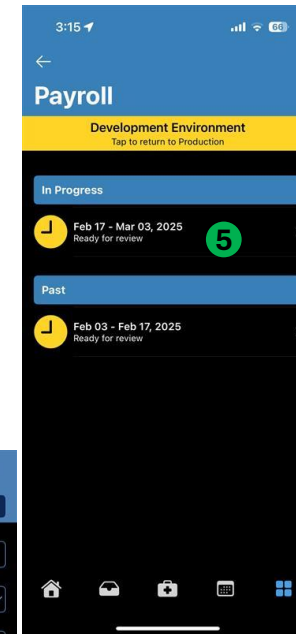
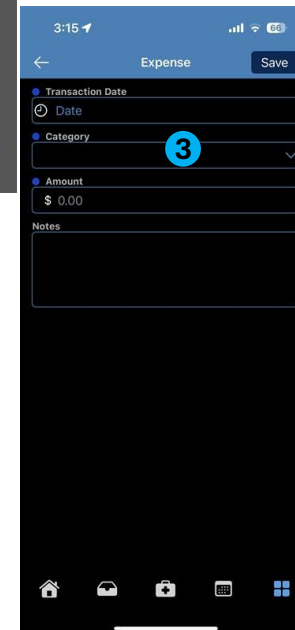
- 1 • **Current**
 - Shows you your current calendar as well as old calendar schedule
 - 2 • Shows the type of event & when your working (date and time), etc
 - Dedicated events will show which facilities you are dedicated at
- 3 • **Requested**
 - 4 • Click **add request** to submit new request
 - 5 • Here you can submit your **available/unavailable** requests
 - Select **reason** based on activity type
 - 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



Provider App – 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

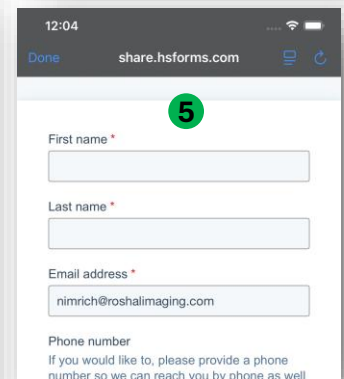
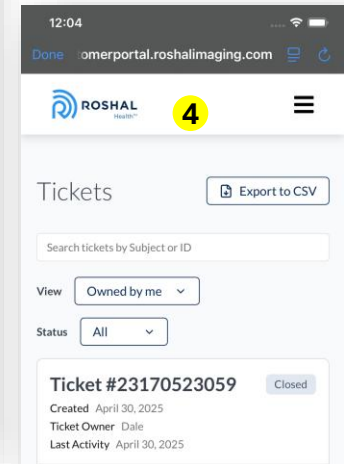
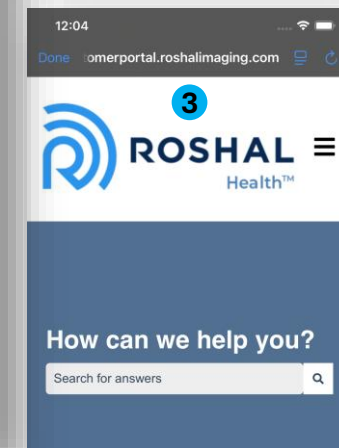
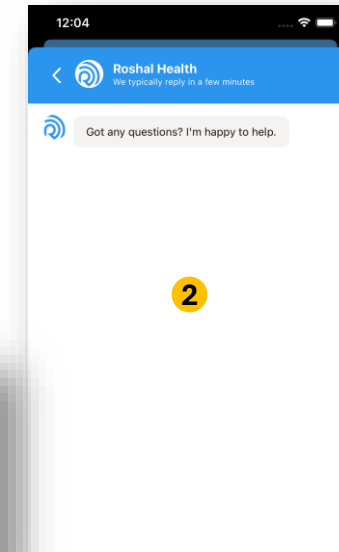
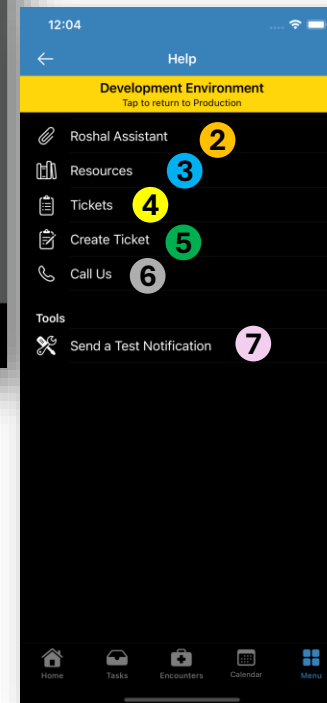
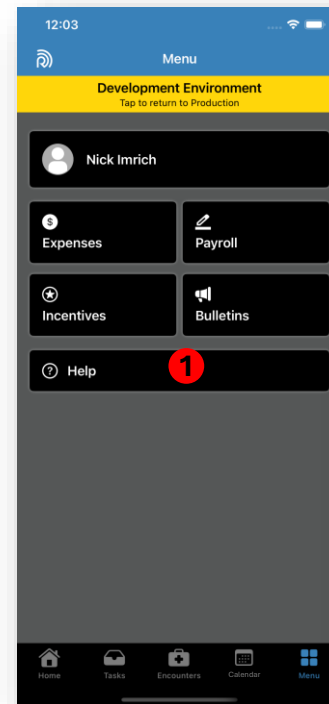


Provider App – Menu Screen - Help Option



6. Menu Screen - Help Option

- 1 • The “**Help**” button in the Roshal Health mobile app provides several support options for employees
- 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 the Roshal Ticket Portal, where you can view all tickets that you’ve submitted and 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 • **Send a Test Notification**
 - Sends a sample notification to your device - Helps confirm that your push notifications are working correctly.





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