Provider App Walkthrough

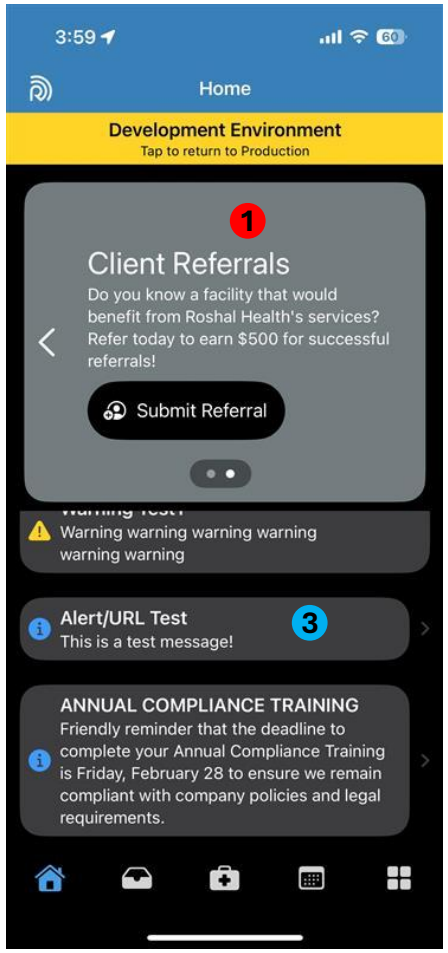
10/27/2025

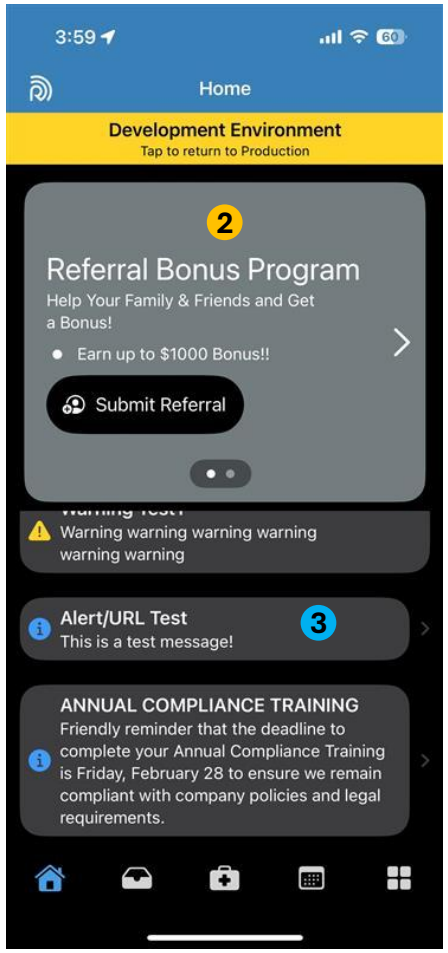
ROSHAL Health™

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

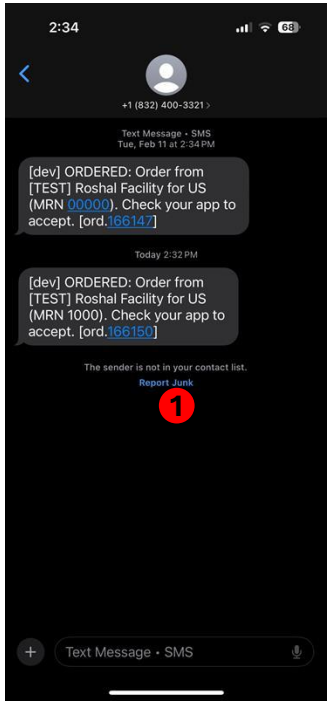


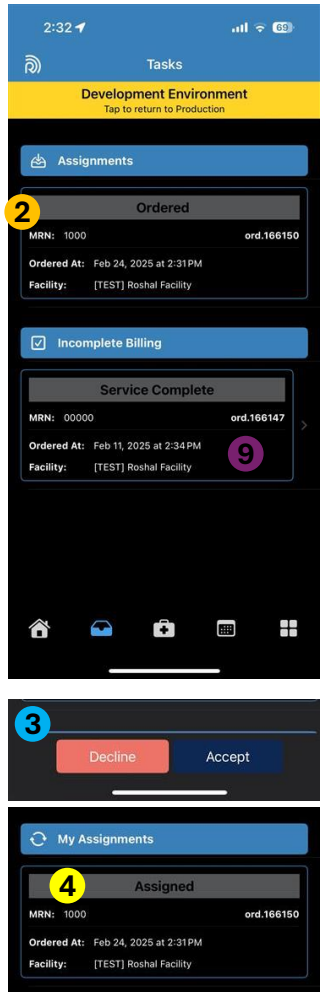


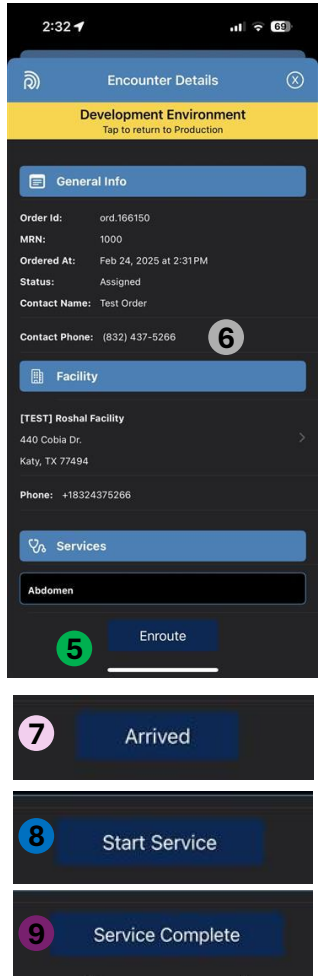
Provider App – Tasks Screen

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



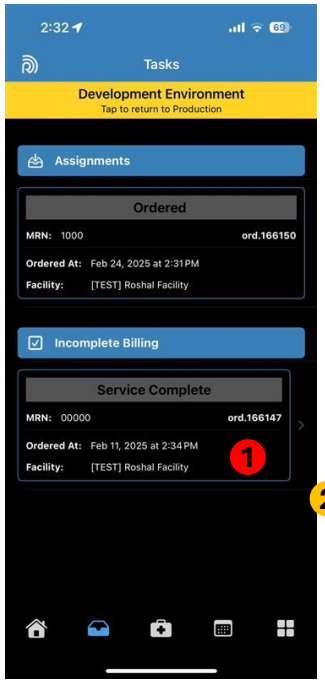


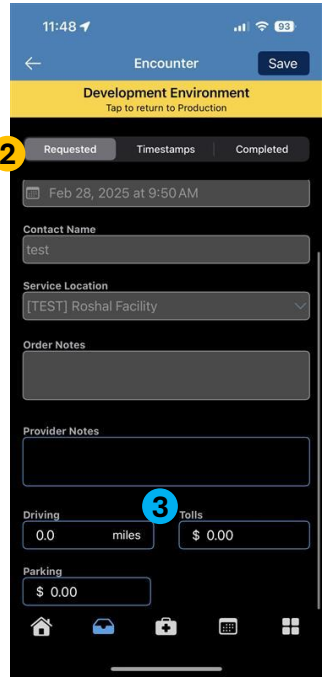


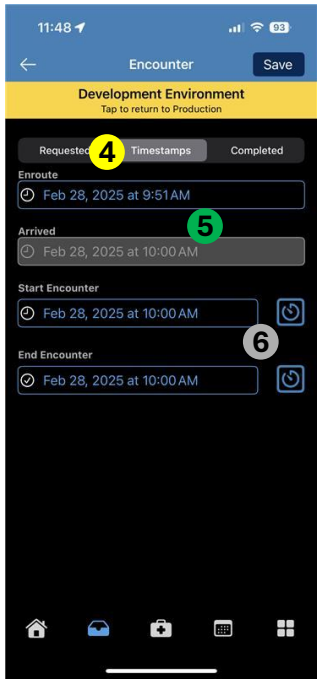
Provider App – Tasks Screen Cont.

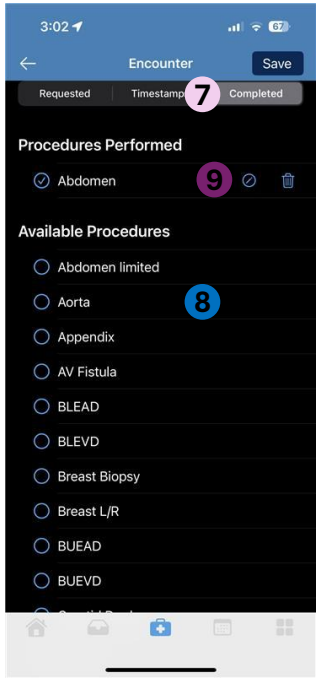
2. Client Places Order – Provider Accepts (Tasks Screen)

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





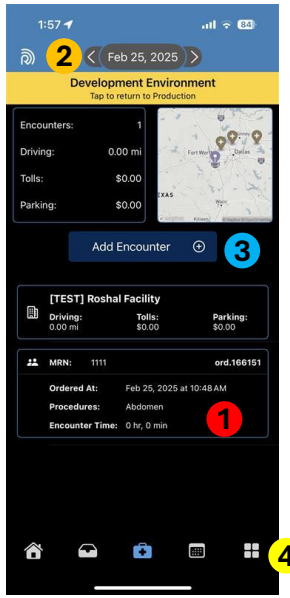


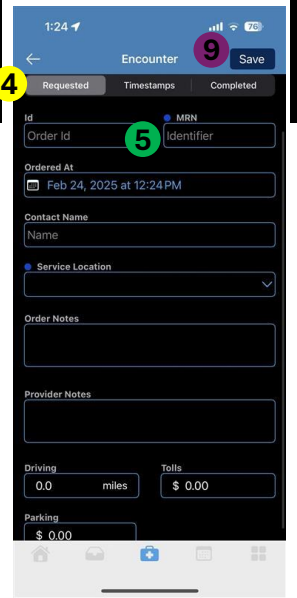


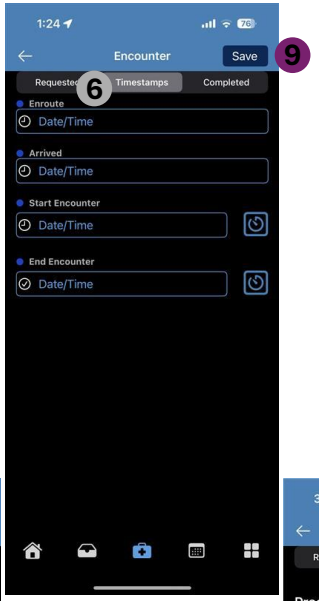
Provider App – Encounter Screen

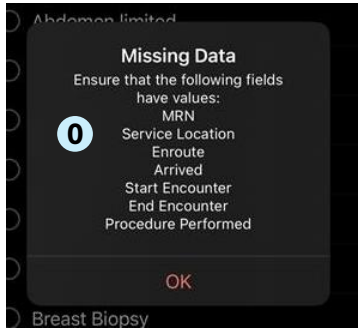
3. Encounter Screen

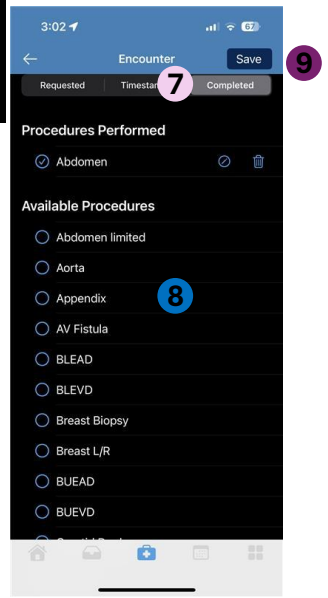
1. Summary of your day - View past orders once completed and click them to modify the order data if necessary
   2. Click the arrows on the top to scroll between days
3. If a facilities system is down, you must **add a manual encounter** on their behalf (rarely used)
   4. **Requested Tab**
      5.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

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4. Schedule Screen

1 • **Current**

- Shows you your current schedule as well as old 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**

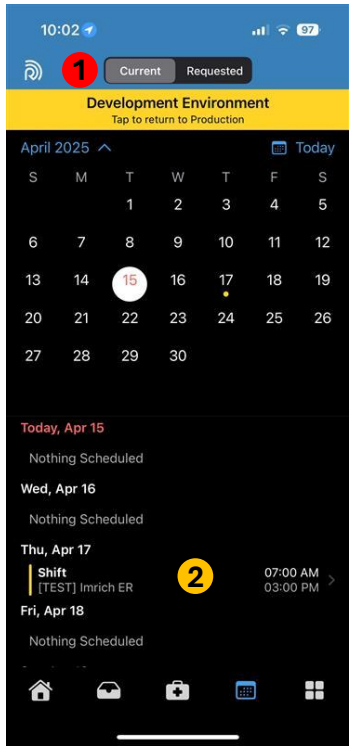
4 • Click **add request** to submit new request

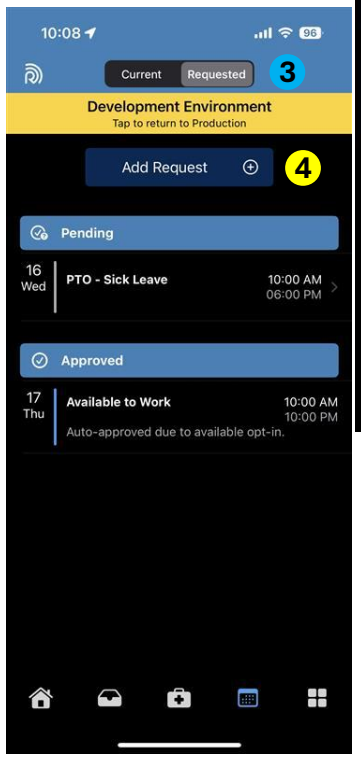
5 • Here you can submit your **available/unavailable** requests

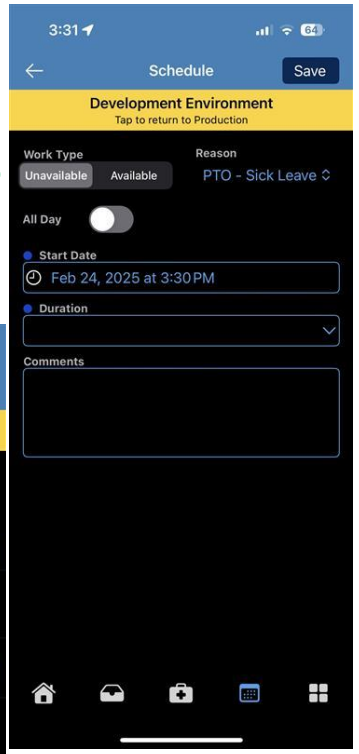
- Select **reason** based on activity type
- Select **date** and then select if you want it to be an **all-day** event or only certain **duration**
- Add in any **comments**

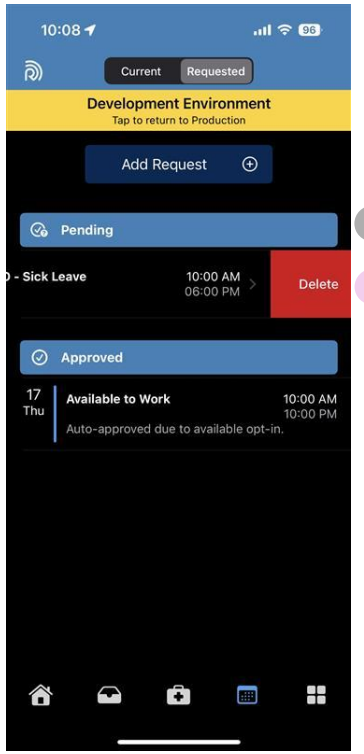
6 • Starts off as **pending** and once **approved** or **declined** it will update your visuals accordingly

7 • **Swipe** on the item to delete it





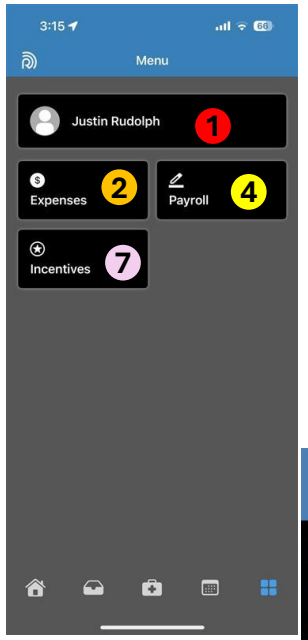


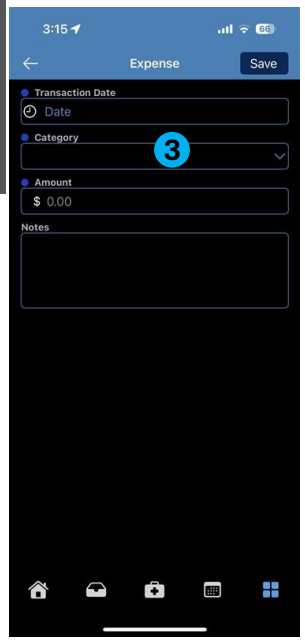


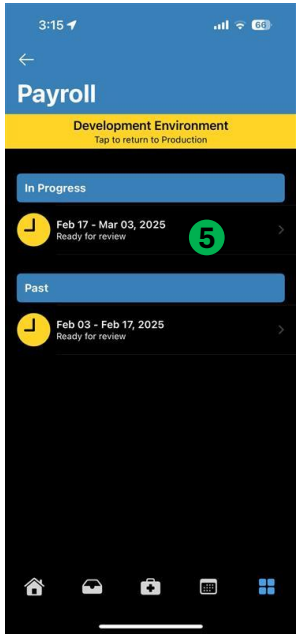
Provider App – Menu Screen

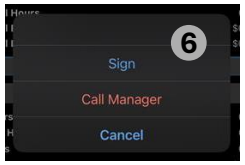
5. Menu Screen

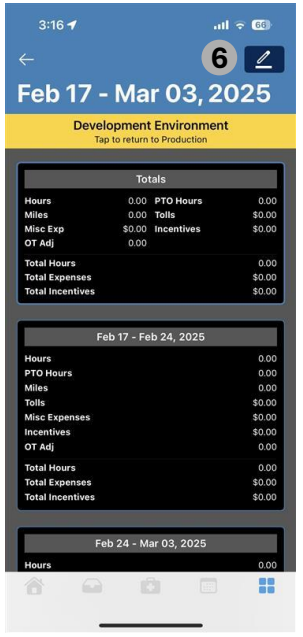
1. Select your name to view your profile and pertinent information
2. **Expenses**
   - Add any expenses previously incurred
3. Add the date, category (travel, training, etc), amount, and any notes
   - Shows in payroll screen once approved
4. **Payroll** – biweekly
5. Shows your **past payroll reports** 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

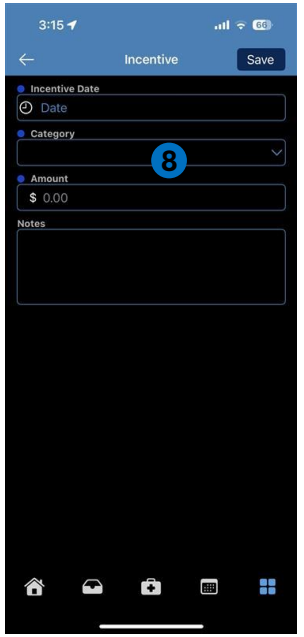








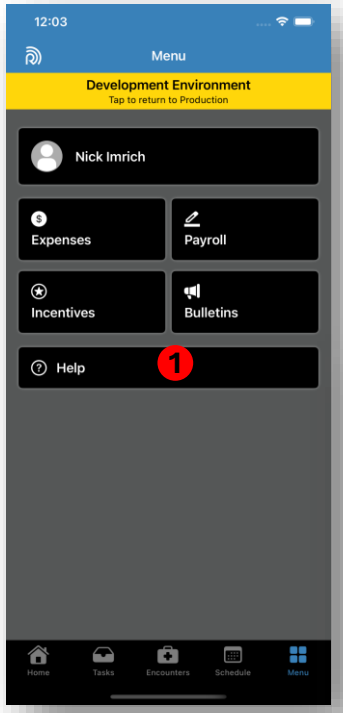


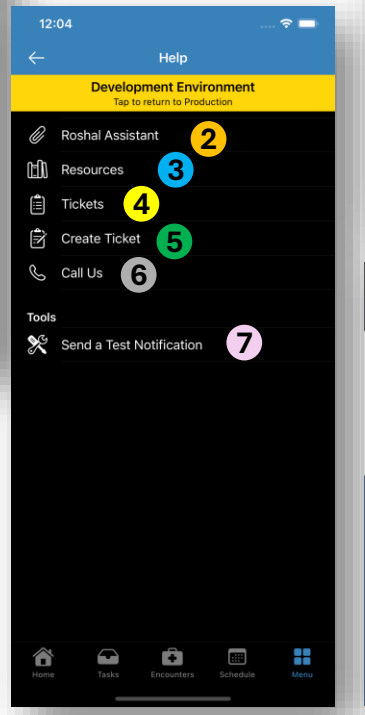


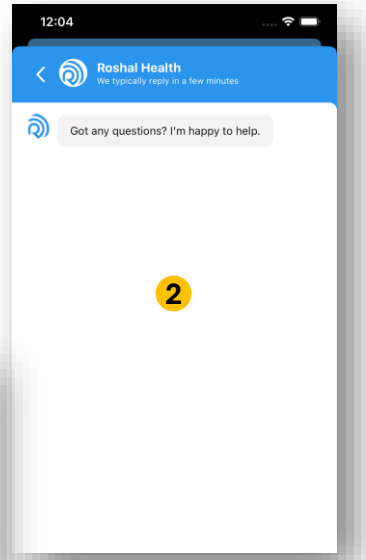
Provider App – Menu Screen - Help Option

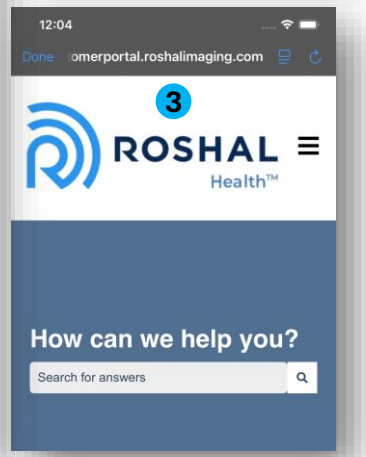
6. Menu Screen - Help Option

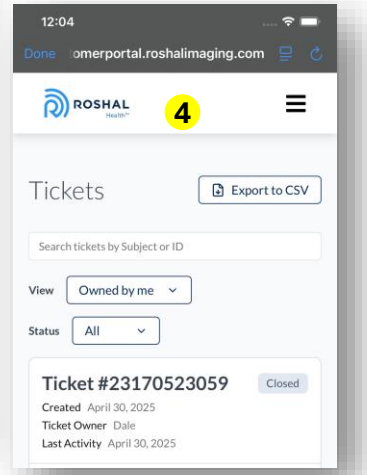
1. The “**Help**” button in the Roshal Health mobile app provides several support options for employees
2. **Roshal Assistant**
   - Opens a live chat window where you can message a Roshal representative directly
3. **Resources**
   - Takes you to the Roshal Health FAQ and Knowledge Base.
4. **Tickets**
   - 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.

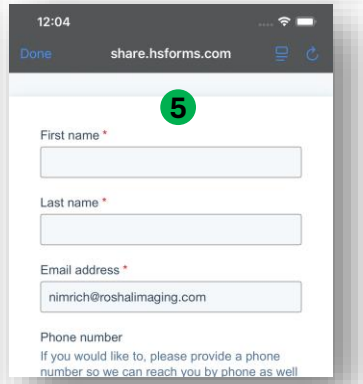












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