

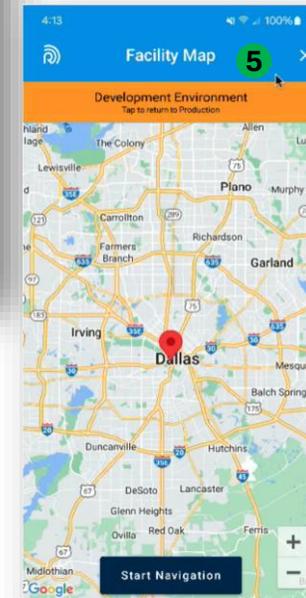
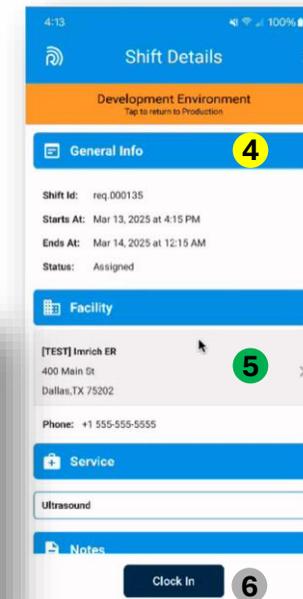
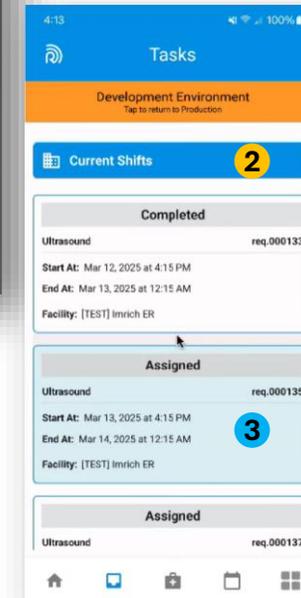
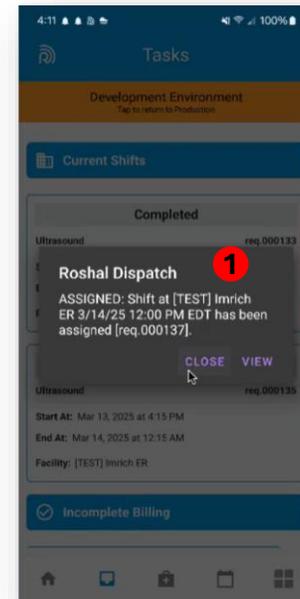
# Shifted - Provider App Walkthrough

10/22/2025

# 1. Tasks Screen

## 1. Tasks Screen

- Once **the client places an order** for a shifted event, and the admin assigns the provider the shift, the provider will receive an order in the form of a push notification and an in-app pop up
  - Notified within a 72-hour window of the shifted event
- The **Tasks Screen** will show a **Current Shifts** section which pulls in shifts 24 hours in the past, today, and 24 hours in the future
  - At most you will see 3 shifts on this screen
- If a shift is shaded **blue**, that means it is **Active** (5 min before shift starts)
- Click within the shift to view the **Shift Details** screen
- Click on **Facility Address** to open a map/navigate there
- Click on **Clock In** to start your shift

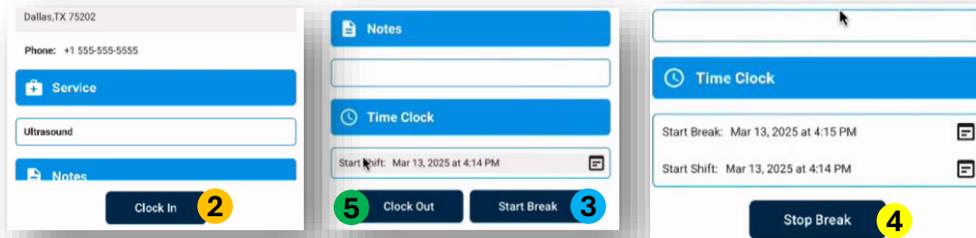
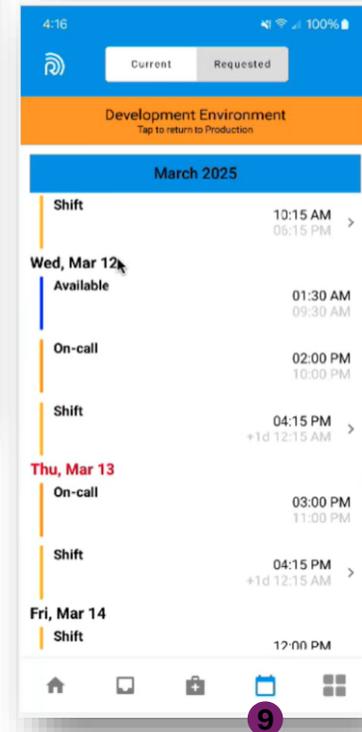
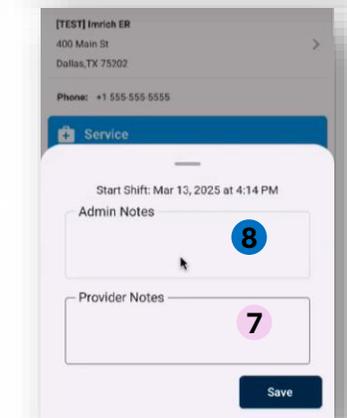
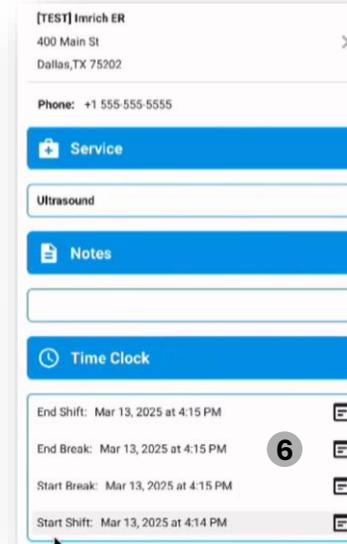
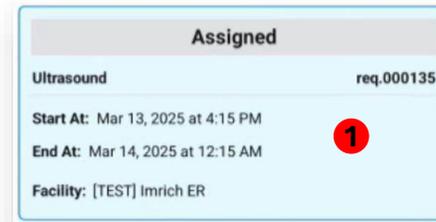


# 2. Shift Status's and Past Events

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• There are 4 different **Shift Status's**

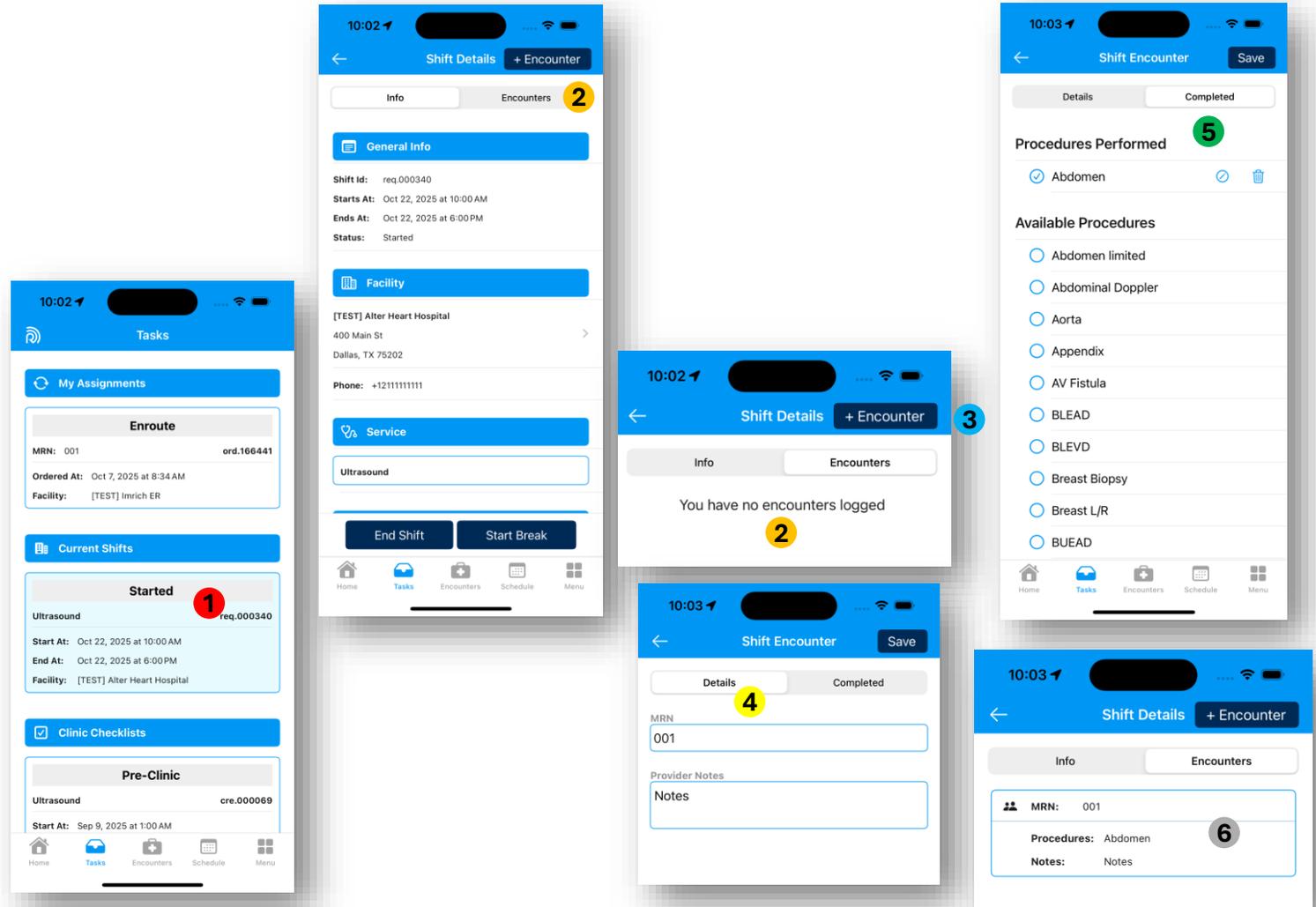
- 1 • **Assigned** – shift has been **Assigned** to you
- 2 • **Started** – you have clicked **Clock In** for your your shift
- 3 • **On Break** – you have clicked on **Start Break** during your shift
- 4 • If you **Start Break** you must **Stop Break** before you can clock out
- 5 • **Completed** – you have clicked on **Clock Out** once finishing your shift
  - If you forget to click **Clock Out** the End At time will be red
- 6 • If you scroll to the bottom of the **Shift Details** screen, you can click on your **time stamp** for whatever clock punch you made
- 7 • From there, you can add **Provider Notes** if necessary (arrived late, left early sick, etc)
- 8 • Admins can leave **Admin Notes** for you to review as well
- 9 • Click on **Calander** tab to view previous/future **Shifted Events** if needed



# 3. View and Log Encounters

## 3. View and Log Encounters

- 1 • From the **Tasks Screen** select on the shift you would like to update – this will take you to shift details screen
- 2 • To view the current encounter logged for your specific shift click on the **Encounters** tab in the top middle of the screen
- 3 • Next click on the **+ Encounter** Button in the top right corner to add an encounter to this specific shift
  - This will open a new screen where you can log an encounter
- 4 • On the **Details Tab**, add **MRN** and **Notes**
- 5 • On the **Completed Tab** select the procedures performed for the shift then click **Save** in the top right
- 6 • You should now see the encounter that you created



# 4. Other Provider Notifications

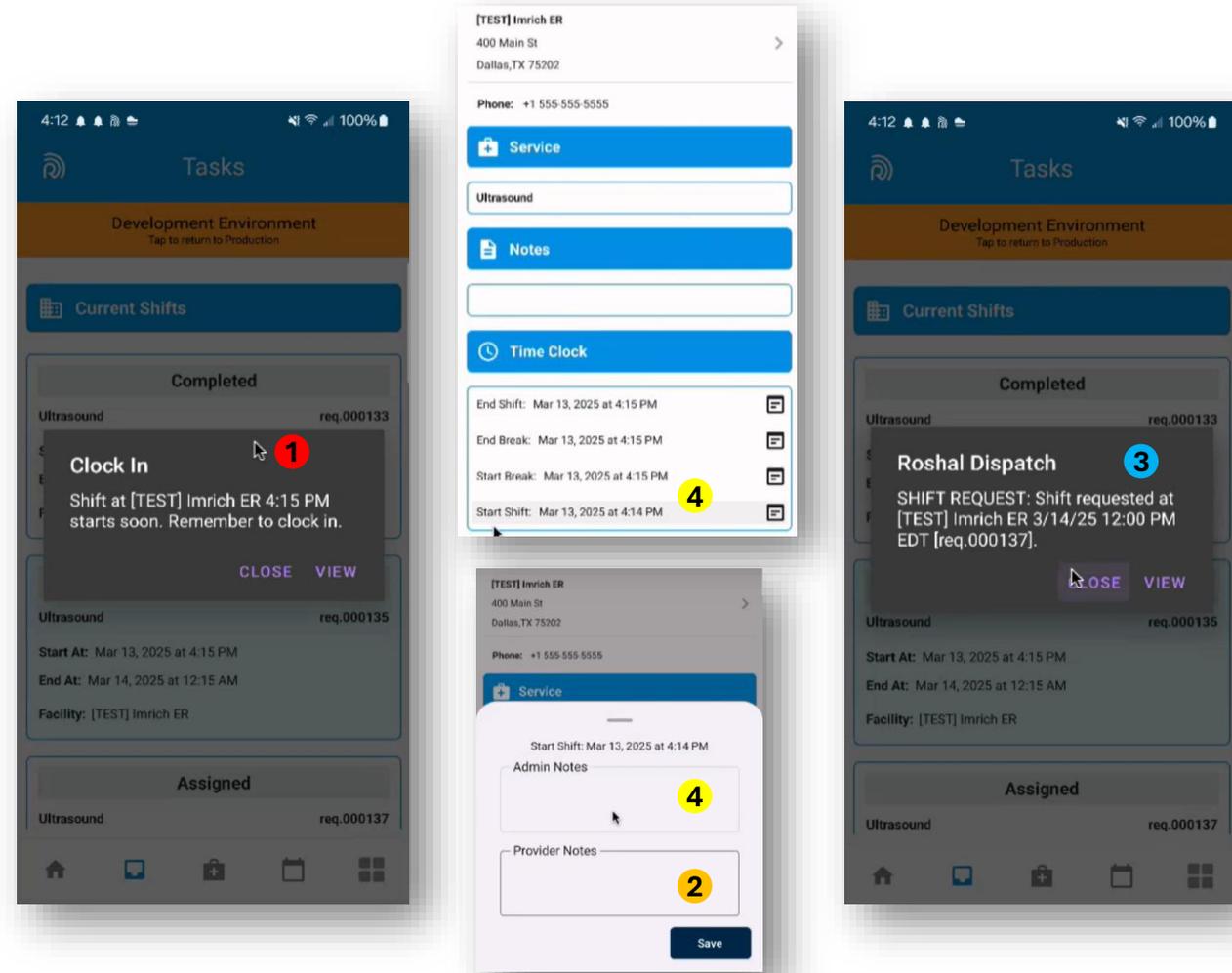
# 5. Admin/Manager Notifications and Privileges

## 4. Other Provider Notifications

- **1 hour before** your shift starts, you will receive a notification reminder that your shift is coming up
- 1 • **5 minutes before** your shift starts, you will receive a notification reminder to clock in for your shift
  - 2 • If you clock in **later than 5 minutes after** your shift starts, you must add a note for reason why
- 1 • **5 minutes after** your shift ends, you will receive a notification reminder to clock out
  - 2 • If you clock out **later than 5 minutes after** your shift ends, you must add a note for reason why
    - Continual notification reminders to clock out if not done so every 30 min

## 5. Admin/Manager Notifications and Privileges

- 3 • Once **the client places an order** for a shifted event, **the Manager** will receive a push notification and in-app pop up for the requested shift
- 4 • Admins can **modify** time clocks and their notes if necessary
  - **Audit record** of who did modifications (original and updated modification) is stored





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