



Be There with **First Choice Home Care's** Family Room Online Care Portal



First Choice Home Care Gives You the Option to Monitor Your Loved One's Care Online

We understand how stressful it can be to have a loved one that needs help living independently. At **First Choice Home Care**, we want to alleviate some of those stresses by giving you real-time transparency to the care process by helping to ease some of the logistical burdens with our on-line Family Room portal.

With the Family Room (available to you at **no extra cost**), you will be able to access records of care on-line from any device with Internet access.

Additionally, you and other family members can use a shared calendar to coordinate between yourselves and track visits scheduled by your caregivers, as well as to track invoices **weekly**

How does this work?

Once you receive an emailed invitation giving you access to our online Family Room portal, you will be able to do the following:

- Keep live track of caregiver status updates
- Coordinate and schedule events with other family members
- View your invoices **weekly** online

With the Family Room, not only will you be able to keep track of the financial aspects of caring for your loved one, but you will also be able to track the care provided for your loved one whenever and wherever you have internet access.

Additionally, whether or not you wish to access our online Family Room portal, you can choose to have invoices sent to you by email. Invoices will be sent in PDF form and can easily be saved to your computer for record keeping purposes.

As mentioned above, these services come at **no extra cost** to you. They are a part of our mission to provide the best possible care to your loved one and to empower you with the ability to care for them as well.

Sincerely,

First Choice Home Care

240-766-7975

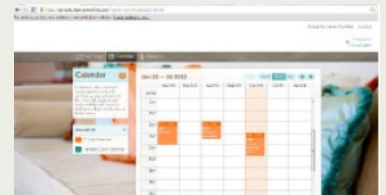
Contact@firstchoicehomecarellc.com

Fort Washington, MD 20744

Our Online Family Room



Keep track of status updates in real time, listen to caregiver comments, and know that your loved one is in good hands



Coordinate events with family members



Access your invoices online

“ . . . track the care provided for your loved one whenever and wherever you have internet access. ”



Be There with **First Choice Home Care's** Family Room Online Care Portal (cont.)



If you are interested in accessing our Online Family Room, receiving invoices by email, or both, please fill out the following form and mail it in the return envelope provided with this letter.



Your Name: _____ Client Name: _____

(Check all that apply)

- Yes! Email me all future invoices!
- Yes! Send me an invitation to the Online Family Room!

Email address: _____

Please also send invitations to the Online Family Room to the following people:

Name	Email address
_____	_____
_____	_____
_____	_____



Be There with **First Choice Home Care's** Family Room Online Care Portal (cont.)



The Family Room Tab

The Family Room tab is a feed of all the information in the Family Room. In this area you can post a comment publicly or direct it to a specific administrator.

1. To access this area of the Family Room, click on the tab in the top left hand corner of the menu bar labeled "Family Room".
2. In the text box, you can write out a post to the feed. These posts will only be displayed in this section of the Family Room.
3. If you would like to direct your post to a specific agency staff member, you can click on the small button with the downward facing arrow. You'll be able to select an administrator from a drop down menu (pictured below). This will also deliver your post to them via email.
4. The "To Dos" section displays any recent to do items.
5. The "Events" section features any new items on the "Family Calendar".

The screenshot shows the 'Family Room' tab selected in the top navigation bar. The interface includes a 'Latest Updates' section with a text input field and a 'Post' button. Below this is a 'Care Log' for Marshall Brown on Thursday, February 18, 2016, with a table of tasks. A 'Forward To' dropdown menu is open, showing a list of agency administrators. On the right side, there are 'To Dos' and 'Events' sections.

TIME	TASK
11 a.m.	Clock In
11:39 a.m.	Prepare breakfast
11:39 a.m.	Walk with client Aly: The weather was a little ch already wasn't feeling well. Inst did some exercises in the living
11:45 a.m.	Clock out

Forward To

- Family Members
- Assigned Agency Staff
- Agency Admins
 - Lawrence LaMothe
 - Caitlin Fitting
 - Lizzy Lizard
 - Polly Pickle



Be There with First Choice Home Care's Family Room Online Care Portal (cont.)



The Care Logs Tab

The Care Logs tab is comprised of completed shifts and the tasks that occurred during each visit. By clicking on the shift, you can see what happened at the point of care in real time.

1. To access this area of the Family Room, click on the tab labeled "Care Logs".
2. To navigate to the visits that occurred in the past, use the options found in the "View" section to pick a day in the past or to select a specific period of time.
3. Once you have selected the time period you are interested in viewing, click the specific shift to see what was done during that visit. This information is updated in real time and shows the task, the time it was completed, and whether or not it was completed.

Care Logs

Care Logs allow you to view the care provided to your loved one - part of our commitment to transparency and providing the best possible care. Click to review a full care log.

View

- View All
- Today**
- Yesterday
- Last Week
- Custom Date

Today

Tiffany Crystal
February 18, 04:00 p.m. - February 18, 09:00 p.m. (Complete)

Marshall Brown
February 18, 11:00 a.m. - February 18, 11:45 a.m. (Complete)

TIME	TASK	STATUS
11 a.m.	Clock In	✓
11:39 a.m.	Prepare breakfast	✓
11:39 a.m.	Walk with client Aly: The weather was a little chilly outside, and Susan already wasn't feeling well. Instead we stayed inside and did some exercises in the living room.	✗
11:45 a.m.	Clock Out	✓



Be There with **First Choice Home Care's** Family Room Online Care Portal (cont.)



The Calendar Tab

The Calendar tab is a place to view upcoming caregiver visits and to coordinate with family members. You cannot add caregiver visits to this calendar but you can coordinate information, such as birthdays or visits, with other family members.

1. To access this area of the Family Room, click on the tab labeled “Calendar”.
2. To add an event to your Family Calendar, click the orange “plus” sign on the left hand side of your screen. These events are for coordinating between family members. This information will not be communicated to **First Choice Home Care LLC.**
3. The teal calendar on your screen represents scheduled caregiver visits. These cannot be edited. Please contact **First Choice Home Care LLC.** to request changes to the schedule.

The screenshot displays the 'Family Room' online care portal. The navigation bar at the top includes 'Family Room', 'Calendar', 'Invoices', 'Medications', 'To Do', and 'People'. The main content area shows a calendar for the week of Feb 14 - 20, 2016. On the left, there is a 'Calendar' sidebar with a plus sign and a 'View All (7)' dropdown menu. An 'Add' event modal is open in the foreground, showing fields for 'WHEN', 'RECURRENCE', 'WHAT', 'WHERE', and 'GUESTS'. Three callout circles (1, 2, and 3) highlight the 'Calendar' tab, the 'Add' button, and a teal event card respectively.



Be There with **First Choice Home Care's** Family Room Online Care Portal (cont.)



The Invoices Tab

The Invoices tab is where you can view a history of all invoices generated by **First Choice Home Care LLC**. You can also track which invoices have been paid and which remain outstanding and pay for those invoices online.

1. To access this area of the Family Room, click on the tab labeled "Invoices".
2. You can choose to view all invoices or select the year you wish to review.
3. Click on the invoice of interest. It will open as a PDF in a new tab illustrating all care logs, rates, amounts, and the total due. If the invoice has been paid it will show a 'PAID' stamp at the top of the invoice.
4. If a payment has been made and applied to an invoice, a small check mark will appear at the end of the description of the date and total. If the invoice is outstanding it will reflect the total dollar amount due.

Invoices

Here you can view and check your invoices.

View

View All (5) >

2016

2015

2016

- 1 **Massoud Care (massoud) Invoice for Susan Jones**
FEBRUARY 21 • TOTAL \$512.50 • \$25.00 DUE BY FEB 21
- 3 **Massoud Care (massoud) Invoice for Susan Jones**
FEBRUARY 13 • TOTAL \$862.50 • PAID ON FEB 13 ✓
- 4 **Massoud Care (massoud) Invoice for Susan Jones**
FEBRUARY 06 • TOTAL \$662.50 • PAID ON FEB 12 ✓

2015

- Massoud Care (massoud) Invoice for Susan Jones**
SEPTEMBER 15 • TOTAL \$562.50 • DUE SEP 15 • \$562.50 DUE
- Massoud Care (massoud) Invoice for Susan Jones**
AUGUST 27 • TOTAL \$1,110.75 • DUE AUG 27 • \$1,110.75 DUE



Be There with First Choice Home Care's Family Room Online Care Portal (cont.)



The Medications Tab

The Medications tab is where you can view a list of all medications taken by your loved one. You can use this information to collaborate with your care managers and add new medications or supplements as they change.

1. To access this area of the Family Room, click on the tab labeled “Medications”.
2. To add a new medication or supplement, you can click on the orange “plus” sign in the top left corner. You can select a medication or supplement and choose the form, strength, dosage, reason/description, and schedule, as well as include additional notes. Medications added through the Family Room will be added to your client’s assessment, or plan of care.
3. You can use the “View” option to sort by all, active or inactive medications and supplements.
4. Once you have selected your view, the list of medications will appear on the main section of the page.

Medications +

In Medications, view a list of all medications ever taken. You can sort by active or inactive medications. You can use this information to collaborate with your care managers.

MEDICATION	DOSAGE	REASON	TIME	MODIFIED	ACTIVE
21st Century Fish Oil 1000 mg Omega 3	1 pill	Memory	09:00 AM	9/17/15	✓
Ritalin-sr 20mg	1 tablet	Focus	with breakfast	2/18/16	✓
Tis-u-sol 100 ml				2/18/16	

View 3

- All Medications (3) >
- Active Medications (2)
- Inactive Medications (1)

Add 2

* DRUG | SUPPLEMENT

MEDICATION NAME

FORM
Unit

STRENGTH
Unit

DOSAGE

REASON / DESCRIPTION

SCHEDULE
* Regular Schedule () As Needed (PRN)

What time is the medication administered? Scheduled Times:

08:00 AM

Or take the medication:

- first thing in the morning
- with breakfast
- with lunch
- with dinner
- at bedtime

NOTES

Client is actively taking this medication.

Cancel Save

4



Be There with **First Choice Home Care's** Family Room Online Care Portal (cont.)



The To Do Tab

The **To Do** tab is where you can view, add, and check off to dos. The **To Dos** can also be assigned directly to an office agency staff member.

1. To access this area of the Family Room, click on the tab labeled “To Do”.
2. To add a to do, click on the orange “plus” sign next to where it says “To Dos”. You can enter the description of the task, due date, and even assign the task to a specific agency staff member.
3. Once you add the to do, you can choose to sort by those that need to be completed, those that have been completed, or both.
4. To mark a task as “complete,” simply check the box to the left of the description. The task will move from the “To Do” section to the “Done” section.

The screenshot shows the 'To Do' tab selected in the navigation bar. The main content area displays a list of tasks. A task is shown with a checkbox, a due date of 'DUE 11/27/2015', and the description 'Please do a safety check of the house (Assigned to Aly Massoud)'. A 'View' dropdown menu is open, showing 'To Do' and 'Done' options. An 'Add' dialog box is also visible, allowing users to enter a 'TO DO', 'DUE DATE', and 'ASSIGN TO' (set to 'Anyone'). Numbered callouts (1-4) indicate key actions: 1. Clicking the 'To Do' tab; 2. Clicking the plus sign to add a task; 3. Selecting a view option; 4. Checking the box to mark a task as complete.



Be There with First Choice Home Care's Family Room Online Care Portal (cont.)



The People Tab

The People tab is where you can view contact information for family members, agency staff members, and caregivers who are active in the Family Room.

1. To access this area of the Family Room, click on the tab labeled "People".
2. The Contacts section of the People tab is where all client contacts are listed.
3. Under the "View" section, you can sort by contacts (family members, doctors, etc.) or agency staff members (care managers, caregivers, etc.).
4. The Agency section shows contact information for agency staff, care managers and caregivers. Click on the profile to view additional contact information such as email addresses and phone numbers.

People

In People, you can view contact information and permissions for family members, administrators, and caregivers who are active in the Family Room.

View

- View All (5) >
- Contacts
- Medical Professional (1)
- Family (2)
- Agency
- Caregiver (2)

Contacts

Robert Robertson • MEDICAL PROFESSIONAL • DOCTOR

- (555) 487-5412
- amassoud+rrr@clearcareonline.com
- Emergency Contact
- Contact admins and caregivers
- Create ToDos
- Manage medications

Mary Jones-Ivey • FAMILY • DAUGHTER

- (718) 263-7633
- amassoud+mj@clearcareonline.com
- Emergency Contact
- Contact admins and caregivers
- Create ToDos
- Schedule events
- Manage medications
- Show Invoices

John Jones • FAMILY • SON

- (718) 551-2827
- (658) 749-8521
- amassoud+jj@clearcareonline.com

Lawrence LaMothe • FAMILY • SON-IN-LAW

Edit

- FIRST NAME: Lawrence
- LAST NAME: LaMothe
- EMAIL ADDRESS: Dr@Dr.com
- PHONE NUMBER (MOBILE):
- PHONE NUMBER (HOME):
- PHONE NUMBER (WORK):

Agency

- Tiffany Crystal** • CAREGIVER
- Marshall Brown** • CAREGIVER