



Supporting Customers During COVID-19 - Tips for Arrow Users



Reports

1

We recommend you refer to the following reports to assist in supporting clients and staff:

1. Client/Employee date of birth (can sort by age)
2. Clients information sheet
3. Employee List with Lang/Zip (Act/Inact)
4. Clients on hold with summary
5. Employees Absent
6. Absent Employees with Schedules
7. Appointments by Time

SMS Text Blasts

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Arrow can send out a daily text blast (or at your preferred frequency) to your employees and request they contact the office if they or their patients have any change in status. Examples:

- *COVID-19- Respiratory Status- Call office immediately if there are any changes in your or your patient's respiratory status (cough, sore throat, fever, or shortness of breath).*
- *COVID-19 Travel Status- Have you or your patient traveled to a CDC Level 2 or 3 travel designation country for COVID-19 within the last 14 days? If so, please call office ASAP*
- *COVID-19 Contact Status- Have you or your patient had contact with any persons under investigation for or with known COVID-19 in the last 14 days? If so, call office ASAP.*

SMS Text Blasts

2

Additionally, we can help you setup templates to send further messages to your employees, whenever needed. For example, to cancel in-services:

- *COVID-19 In-service Cancellation - due to the coronavirus outbreak all in-services are now canceled until further noticed. Please call the office to confirm receipt.*

We also can setup a training session to show your staff how to setup templates so they can send text messages to some or all your aides.

Property Updates for Data Collection

3

There are several areas that you might want to update to gather data for COVID-19, Including:

Absence Reasons, Referral Discharge, Replacement Reason, Schedule Deleted Reasons, On Call Reasons (these control "Issues" in the Notes/Contact Log for Clients and Employees)

You can add a new "Deleted Reason" code with a name of your choosing to support the current situation such as "COVID-19" or "State of Emergency"

Arrow's Deleted Schedule Appointments Report will give you data for your newly created Deleted Reason.

Arrow will be adding reason filters to 3 additional reports within the next few days. These reports are:

- Employee Replacement
- Clients On Hold w Summary
- Employees Absence

Deleted Schedule Appointments

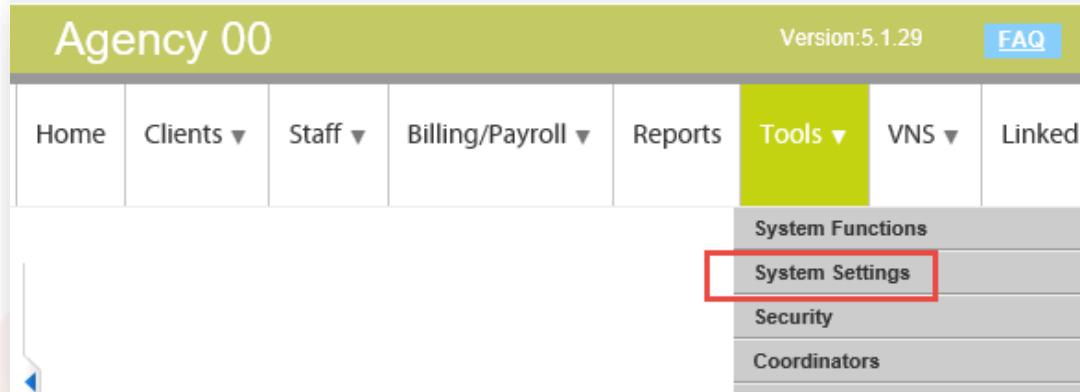
FromDate	2/1/2020	ToDate	3/17/2020
Office	Office 02	Display Notes	No
Coordinator:	All	BillTo:	(ALL)
Team:	(All)	BillType:	(none), Client Pay, Client ...
Deleted Reason:	COVID 19		

Updating Drop Downs from Tools Menu

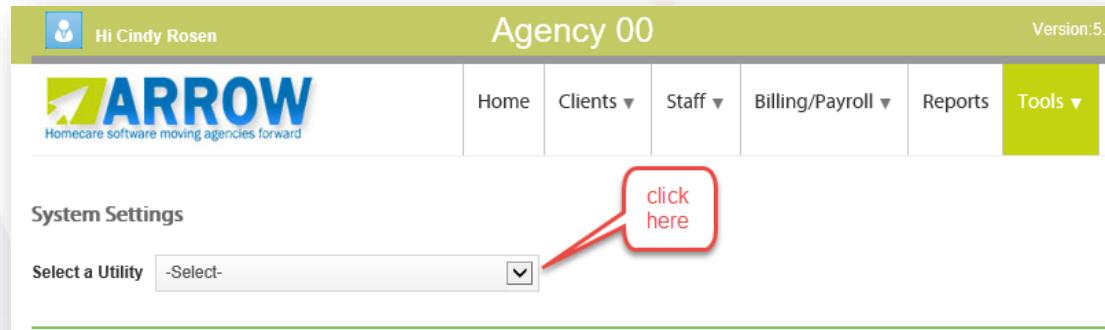
4

Step 1

From the Tools menu
click on System
Settings



This screen will
appear.



Updating Drop Downs from Tools Menu

4

Step 3

There are many drop downs that are controlled from here. You can add an additional item to any list. An example is Absence Reasons.

Once you click on the option you want to update you see this screen.

A new option(s) can be added to as many drop downs as your agency desires.

The image shows two screenshots of a software application's 'System Settings' interface. The top screenshot displays a dropdown menu titled 'Select a Utility' with the option 'Absence Reasons' highlighted. A red box surrounds the 'Absence Reasons' item. The bottom screenshot shows the 'System Settings - Absence Reasons' configuration screen. It features a dropdown menu at the top set to 'Absence Reasons'. A callout bubble points to a text input field labeled 'enter new code here and add a description in Misc box. Then click Save Code button below.' Below this, there is a list of absence codes: Bereavement, Family Illness, Inservice, Jury Duty, No Call / No Show, Other, Out Of Country, Pending Conf, Sick, Suspended, Vacation, and weather. To the right, there are fields for 'Description:' and 'Misc:', each with a text input area and scroll bars. At the bottom, there are four buttons: 'New Code' (blue), 'Save Code' (blue), 'Delete Code' (red), and 'Cancel' (red).