Supporting Customers During COVID-19 - Tips for Arrow Users

AlayaCare

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

2 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:
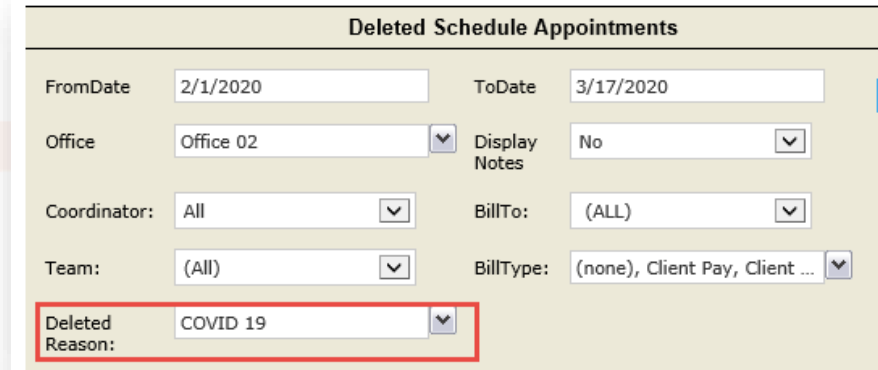
Absence Reasons, Referral Discharge, Replacement Reason, Schedule Deleted Reasons, On Call Reasons (these control "Issuses" in the Notes/Contact Log for Clients and Employees)

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
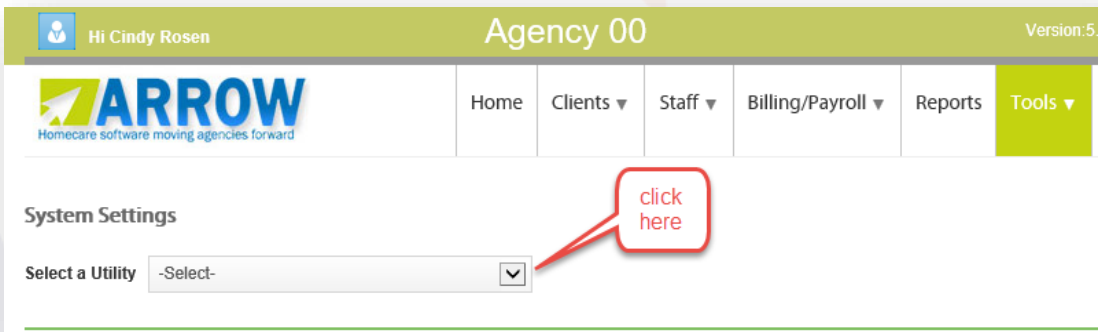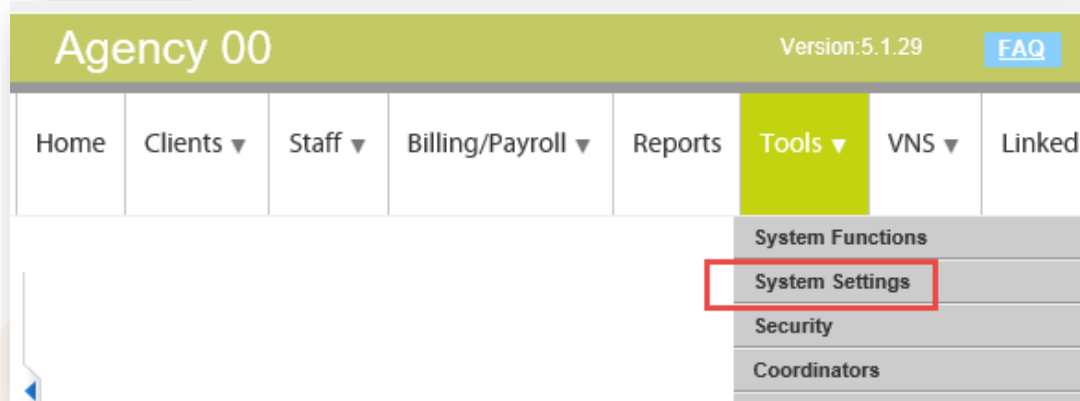- ☐ Clients On Hold w Summary
- ☐ Employees Absence

Updating Drop Downs from Tools Menu

4 Step 1

From the Tools menu click on System Settings

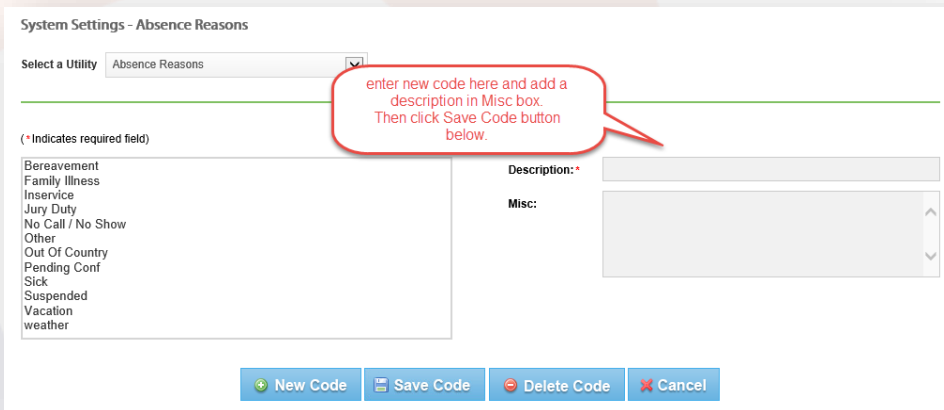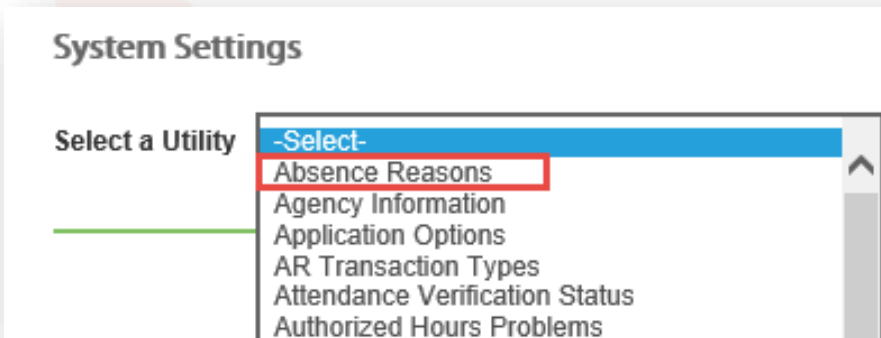This screen will appear.

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.