

CareFree – RoadRunner Training

Course Content

Course introduction

- Short presentation on RoadRunner

Demonstration on device

- Logging into RoadRunner
- Viewing the rotas and navigating the details
- What the icons/colours mean on the rota
- Sending a log back to CareFree
- Accessing office numbers
- Sending messages back to CareFree
- Viewing the Transactions

Management in CareFree

- The importance of the rota
- Call details, needs and time critical events
- How to set call alerts no show, no go and no stay
- Creating call notes to be viewed via the app
- Carer/Client PINS and where to get them
- Viewing the logs send by the carers
- How to send messages out to the team
- Asking for call cover
- Differences in Verify (actuals, question mark & bold)
- Explanation of the Electronic Monitoring reports

The Transactions Portal

- Logging in to the Portal
- How transactions are stored and logged
- Distance warnings
- How to change the RoadRunner options
- Adding company phone numbers
- Adding users to the Transaction Portal

Go-Live planning

- How to write NFC tags or create QR codes
- Getting the phones out to carers
- Logging details regarding the phone (IMEI) and signing Acceptable use policy contract
- Getting the NFC or QR codes to clients
- Setting the contracts within CareFree to RoadRunner (Last step)

Duration

1/2 Day (Usually a 10am start, finishing at 1pm)

Target Audience

Care coordinators and managers. You might want to involve carers for the Course introduction and the demonstration on device as this shows what they will be doing with RoadRunner. The presentation and documentation will be left, so it is possible to train carers as and when they have availability.

Objectives

By the end of this course you will be able to:

- Use RoadRunner on your mobile
- Manage RoadRunner from CareFree
- Manage RoadRunner settings
- Write new NFC/QR tags

Prerequisites

None for carers, but Care coordinators and managers should have basic CareFree understanding.