

Speak Out Duties Enhancement (September 2019)

The **Speak Out Duties** functionality provides an alternative means for a Caregiver to enter Plan of Care (POC) duties when Clocking Out of a visit. Instead of documenting duties by manually entering a numeric Duty ID, the HHAExchange IVR system “speaks out” each Duty (as recorded by the Agency). After each Duty is read, Caregivers press:

- **1** for **Yes** (duty performed)
- **0** for **No** (duty not performed), or
- ***** for **Refused** (indicating the spoken duty was refused by the Patient)

Caregiver Usage of Speak Out Duties

Example: For the duty *Bath*, the HHAExchange IVR system speaks out ‘Bath’. The options for Caregivers when responding to the Speak Out Duty *Bath* during a Call-Out are as follows:

- **If Duty Completed:** Caregiver enters “1” to indicate the spoken duty was completed. A checkbox appears in the first column next to the Duty in the Duties section on the Visit Tab in the HHAExchange application to indicate the *completed* duty.
- **If Duty Not Completed:** Caregiver enters “0” to indicate the spoken duty was not completed. No checkbox is selected next to the Duty in the Duties section on the Visit Tab in the HHAExchange application.
- **If Duty was Refused:** Caregiver enters “*” to indicate the spoken duty was refused by the Patient. A checkbox appears in the second column next to the Duty in the Duties section on the Visit Tab in the HHAExchange application to indicate the *refused* duty.

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If an Agency defines a duty to be performed only during specific days of the week, the HHAExchange IVR system limits the “speaking out” of that duty to only those specified days.

Speak Out Duty Considerations

- The **Speak Out Duty** functionality only works during the first Clock Out attempt. After the first attempt (whether it is successful or not) the system reverts to manual entry.
- If a visit is manually confirmed in the system, then any Clock Out made after the manual confirmation does not utilize the **Speak Out Duty** functionality.
- The **Speak Out Duty** functionality only applies to Patient’s with a set POC.

Agency Setup for Speak Out Duties

To setup this functionality, Agencies must record audio files for all POC Duties from their Duty Setup List. If languages other than English or Spanish are used, then IVR prompts in the select languages must be recorded as well.

Please contact [HHAX Client Support Portal](#) for details, setup, and guidance.