



**Mandatory Forms
User Guide**

October 2023



Table of Contents:

Feature overview.....	4
Configuring Mandatory Forms on a Service	5
Getting Started	5
Configuring Mandatory Forms on Care Plan interventions	6
Create a Visit.....	8
Clock into a Visit.....	8
Transition to Mandatory Forms.....	13
Option 1: Progressively Update Client Services and Visits.....	13
Option 2: Attach Forms to Care Plan	16
Option 3: Request Automated Form Attachment through Alaya Connector	17



Copyright © 2023 AlayaCare Inc. All rights reserved.

This document and any other technical documentation that is made available by AlayaCare is the copyrighted work of Alaya Care Inc., a Canadian corporation (dba “AlayaCare”).

Information contained in this document is subject to change without notice and does not represent a commitment on the part of AlayaCare, unless such commitment is set out in a written agreement by AlayaCare and its customer or partner, in which case the terms of such written agreement shall govern this document. AlayaCare has made all reasonable efforts to ensure the accuracy and completeness of the information in this document and accepts no liability nor responsibility for errors or omissions contained in this document.

No part of this document or other AlayaCare guides, manuals or other information may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or information storage and retrieval systems, for any purpose other than the purchaser’s personal use, without the prior written consent of AlayaCare.



Feature overview

Mandatory Forms is a feature that complements an agency's core visit completion workflow, addressing the requirement for forms at the upstream of the visit verification process. Simply put, Mandatory Forms lets agencies mandate that a specific form must be completed for a specific service.

Main benefits of this feature include:

- Helps agencies configure forms as “Required” or “Other”, at the patient service, visit, or care plan intervention level
- Helps care managers clearly identify mandatory care plan interventions
- Eliminates compliance risks with more timely mandatory form submission, and less administrative follow-ups
- Guides care workers in real-time to submit Mandatory Forms
- Validation mechanism which ensures that all forms required are submitted and completed prior to the care worker clocking out of a visit
- Offers greater visibility to each patient’s care plan, therefore offering better control over necessary forms which leads to better care
- Ability to individually or bulk override the need to submit a required form on a visit using a comment, which is similar to our current behaviour for care plan interventions on visits
- Permissions for certain tasks associated to the use of Mandatory Forms can be assigned to the appropriate roles at the agency

Please note that as we continue to offer improvements to this feature, this user guide may be updated from time to time.



Configuring Mandatory Forms on a Service

Getting Started

Please note that you must turn on the “Mandatory Forms” feature flag in your settings.

On the client service creation modal, use the “Forms – Required” multi-select to attach Mandatory Forms onto a visit. The form(s) will be brought over to their respective categories on visit creation for this service. For all other forms that do not require a submission for clock out, attach them as “Form – Other”.

The screenshot shows the 'Edit Service' modal with the following details:

- Service Name:** Nursing
- Start Date:** 02-16-2018
- Projected End Date:** 02-24-2018
- Funder Methodology:** Single source
- Funder:** MOH/TC
- Service Code:** General Service
- Primary Employee:** Gregory Pettit
- Client Referral Source:** test client referral source
- Client Referred By:** test referral
- Allergies:** peanuts
- Fond preferences:** Select an Option
- Tel:**
- Testing:**
- Form Context 1:**
- Private Care Package Status:** Select an Option

In the 'Visit Details' section:

- Form - Required:** Systems Assessment, Wound Care Flow Sheet v2
- Form - Other:**
- Skills Needed:** Nursing Licenses
- Service Instructions:**
- Notes:**

Please note that each form can only exist in one of the available categories. Specifically, a form cannot be both “Required” and “Other”. All forms that were previously attached to the service before Mandatory Forms went live will fall under the “Forms – Other” category.



Configuring Mandatory Forms on Care Plan interventions

Forms attached via care plan interventions, service, and visit now all fall under the same forms list for the visit.

1. Define the default behaviour for form-linked interventions.

The screenshot shows the AlayaCare system settings page. The left sidebar contains navigation options: Dashboard, Clients, Employees, Accounting, Schedules, and Settings. The main content area is titled 'Default Behavior of Forms On Care Plan Interventions' and is highlighted with a red box. The settings include:

- Default Comment For Service Tasks Not Completed On Clock-Out: [Text input field]
- Ac Standard Form Template Header: Visit scheduled time, Visit clocked time, Visit adjusted/verified time
- Default to Archiving Medication When Discontinuing: [Dropdown menu, set to 'On']
- Threshold For Marking Medication Administrations As Early, Late Or Missed (In Minutes): [Text input field, set to '60']
- Default Vitals Unit: [Dropdown menu, set to 'Imperial']
- Default Behavior of Forms On Care Plan Interventions: [Dropdown menu, set to 'Optional']

A 'SAVE' button is located at the bottom right of the settings area.

Then, select the appropriate default for form linked interventions for your agency:

- **Other** – by default, all forms linked to visits via care plan interventions will fall under the “Other Forms” forms list.
- **Required** – by default, all forms linked to visits via care plan interventions will fall under the “Mandatory Forms” forms list.
- **Required when intervention is required** – by default, forms linked to visits via care plan interventions will follow the requirement setting of the intervention itself. I.e., when the individual intervention has the “Required for visit completion” setting enabled, the linked form will fall under the “Mandatory Forms” list for the visit. If the “Required for visit completion” setting on the intervention is disabled, then the linked form will fall under the “Other forms” list for the visit.



2. Configure patient care plan interventions.

The screenshot shows the 'Add ADLs' form in the AlayaCare system. The form is for a patient named Gemma Ryan. The 'Name' field is 'Perform falls risk assessment'. The 'Description' field is empty. The 'Type' is 'Not Set'. The 'Frequency' is 'Not Set'. The 'Form Requirements' dropdown is set to 'Required when visit completion is required'. A red box highlights the 'Form Requirements' dropdown and the 'Include in 485' checkbox.

In the above example, the default setting for form linked interventions is set as “Required when intervention is required for visit completion”. Since the “Required for visit completion” setting for the intervention is unchecked, this “Falls assessment” form will fall under the “Other forms” list on a visit.

The screenshot shows the 'Add ADLs' form in the AlayaCare system. The form is for a patient named Gemma Ryan. The 'Name' field is 'Perform falls risk assessment'. The 'Description' field is empty. The 'Type' is 'Not Set'. The 'Frequency' is 'Not Set'. The 'Form Requirements' dropdown is set to 'Required'. A red box highlights the 'Form Requirements' dropdown and the 'Include in 485' checkbox.

If necessary, the default form requirement behaviour can be overridden per intervention. In the example shown above, the “Falls assessment” form can be modified to “Required”, so that this form can fall under the “Mandatory Forms” list, even if the intervention is not required for visit completion.



Create a Visit

The screenshot shows the 'New Client Visit' form in the AlayaCare system. The form is divided into several sections: Visit Details, Client, Client Services, Scheduling, Service Code, Assign to Facility, Assign to Employee, Activity Code, Skills, Service Instructions, and Tags. A red box highlights the 'Optional Forms' and 'Required Forms' sections, which contain dropdown menus for selecting forms like 'Wound Care Flow Sheet v2' and 'Systems Assessment'.

Other and Mandatory Forms can also be modified per visit.

Click into a Visit

The screenshot shows the 'Edit Visit' form in the AlayaCare system. The form is divided into several sections: Information, Edit, Offer, Service Tasks, Transportation, View Notes, Time Approval, Premiums, Invoice Labels, and Accounting. The main content area is divided into four panels: Interventions (0/0), Forms (0/2), Visit Signature (0/1), and Goals (0/0). The 'Forms' panel is highlighted with a red box, showing a 'Required *' tab selected and a 'Systems Assessment *' form with a 'Fill in' button.



Edit Visit

- Information
- Edit
- Offer
- Service Tasks
- Transportation
- View Notes
- Time Approval
- Premiums
- Invoice Labels
- Accounting

Interventions 0/0

No data found.

Forms 0/2

Required * Optional

Wound Care Flow Sheet v2 Fill in

Goals 0/0

No data found.

Visit Signature 0/1

Client Signature

Forms are now sorted under the “Required” and “Other” categories. Click on each tab to toggle between the form lists.

Service Tasks Incomplete

At least one of your mandatory service tasks is incomplete and is missing a comment. Would you like to complete it now?

Cancel Complete Service Tasks

Error
Failed to clock out of 1 visit(s). Fill in or override required forms to clock out of the visit.

Cancelled Code
Activity Codes 01 - Assessment
Interventions 0 / 0
On Hold Status -
Reason -
Date 02-22-2023
Time 04:10 PM - 05:50 PM
Break -
Master Funding -
Units Used
Funding Not Funded
Locked No
Closed -

03:36 PM - (Open Shift)

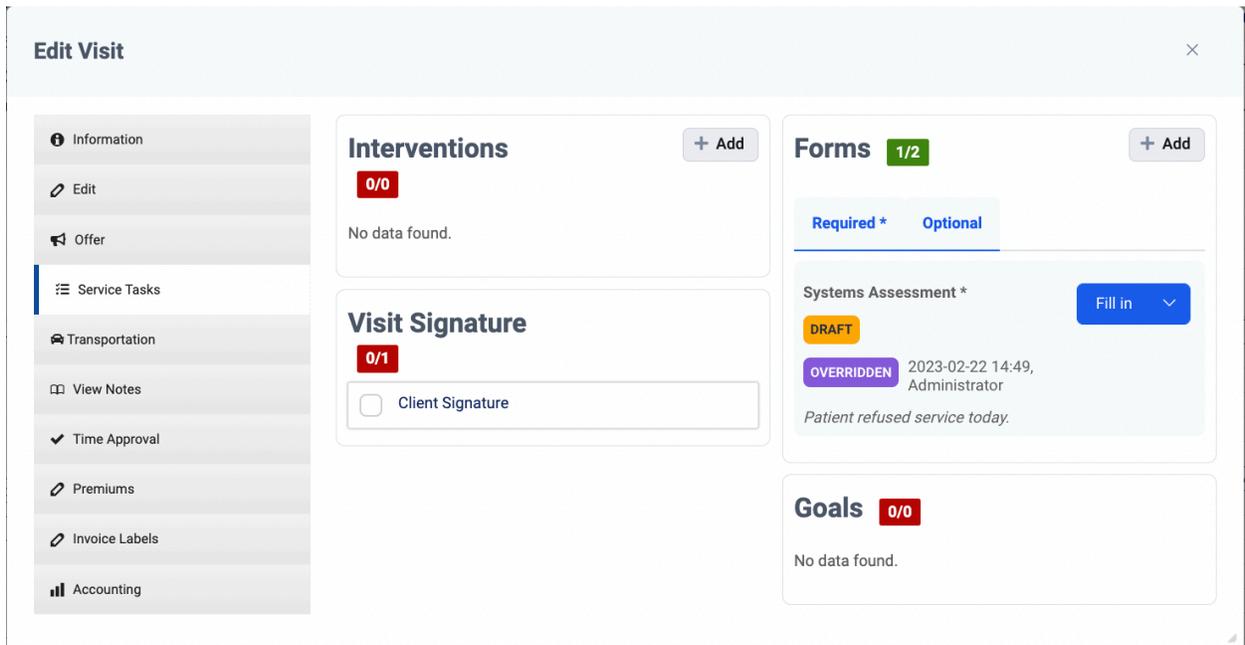
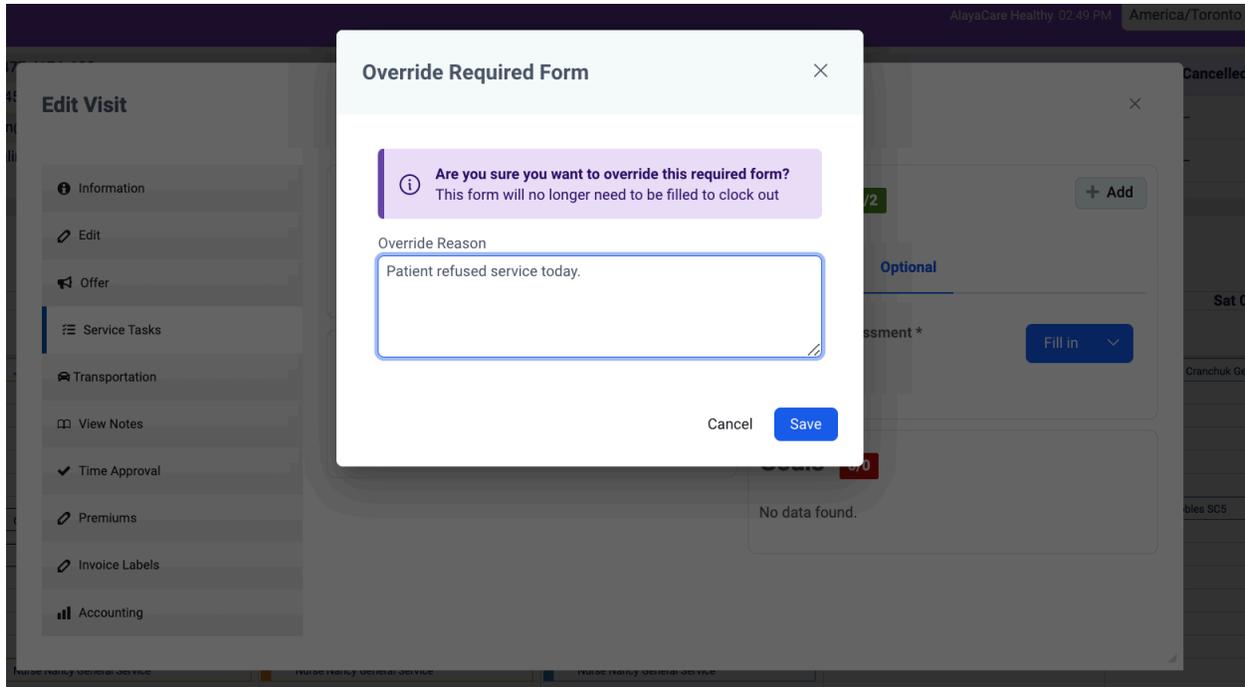


The screenshot shows the 'Edit Visit' interface. On the left is a sidebar with menu items: Information, Edit, Service Tasks, Transportation, View Notes, Time Approval, Premiums, Invoice Labels, and Accounting. The main content area is divided into four sections: 'Interventions' (0/0, No data found), 'Visit Signature' (1/1, Client Signature), 'Forms' (0/2, Required * Optional, Systems Assessment * with a 'Fill in' button, and a warning: 'Forms below need to be filled in for this visit, or overridden with a comment'), and 'Goals' (0/0, No data found).

Mandatory Forms must be submitted for a care worker to successfully clock out. If the user has permission to override the required form with a comment, they will be able to clock out, once all Mandatory Forms have been submitted, or overridden.

Note that if the user has the permission to edit the forms on the visit (**Settings> Roles and Permissions> Accounting folder> “Edit Report Templates”**), they can also define which forms are required even if they do not have the ability to override the form with a comment. **Please review each of these permissions carefully.**

This screenshot is similar to the first one but shows a dropdown menu open over the 'Forms' section. The 'Forms' count is now 1/2. The 'Systems Assessment *' form is in 'DRAFT' status. The dropdown menu has two options: 'View Definition' and 'Override With a Comment', with the latter highlighted by a red box.



Permission (ACL) required can be found by going to **Settings> Roles and Permissions> Clinical folder> “Override Mandatory Forms on visits with a comment”**.



Edit Visit

- Information
- Edit
- Offer
- Service Tasks
- Transportation
- View Notes
- Time Approval
- Premiums
- Invoice Labels
- Accounting

Interventions

0/0

No data found.

Visit Signature

1/1

Client Signature *

Forms

0/2

Required * Optional

Systems Assessment * Fill in

OVERIDDEN 2023-02-21 16:16, Administrator

Please verify: comment added automatically.

Goals

0/0

No data found.

If the user has the necessary permission (ACL) enabled, an automatic comment can be applied to all incomplete Mandatory Forms by clocking out of the visit. This can be checked off by navigating to Settings> Roles and Permissions> Clinical folder> “Clock out of a visit without completing all required service tasks”.

Default Goal Progress Tracking Method	Percentage
Time Tracking On Care Plan Interventions	Off
Client's Phone Number Printed In Care Plan Documents	Main
Goal Type Used to Populate Goals Into APRs	Physiotherapy
Default Comment For Service Tasks Not Completed On Clock-Out	
Ac Standard Form Template Header	<input checked="" type="checkbox"/> Visit scheduled time <input checked="" type="checkbox"/> Visit clocked time <input type="checkbox"/> Visit adjusted/verified time
Default to Archiving Medication When Discontinuing	On
Threshold For Marking Medication Administrations As Early, Late Or Missed (In Minutes)	60
Default Vitals Unit	Imperial
Default Behavior of Forms On Care Plan Interventions	Optional

SAVE

You may now configure the automatic comment as needed.



Transition to Mandatory Forms

As mentioned earlier, when Mandatory Forms is enabled in your live environment, any forms that were previously attached to client services and visits will move to the “Other” forms category.

To implement Mandatory Forms, consider the following three options.

Option 1: Progressively Update Client Services and Visits

If your agency is already attaching forms at the client service and visit level, the relevant forms for all existing services can be moved from “Other” to “Required” progressively. These updates can happen during routine updates to the client service, for example, during a 60-day recertification.

- For net new services and visits, attach the relevant forms to the “Required” form category.

The screenshot shows the 'Edit Service' dialog box with two columns: 'Service Details' and 'Visit Details'. Under 'Service Details', there are fields for Service Code* (General Service), Service Name* (Private Duty Nursing), Start Date (02-16-2018), Projected End Date (02-24-2018), and Primary Employee (Gregory Petit). Under 'Visit Details', there are sections for Activity Codes, Form - Required (with a red box around the '+ Acknowledgment of Services' entry), Form - Other (with '+ Client Incident Report'), and Skills Needed (with '+ Nursing Licenses').

- To update services, follow these steps in the Edit Services dialog and save your changes.

This screenshot is similar to the previous one but shows a different state. In the 'Form - Other' section, the '+ Skilled Nursing Assessment' entry is highlighted with a red arrow. A red text annotation next to it says 'Remove the form from the “other” category first'. The 'Form - Required' section is now empty. The 'Add to Associated Employees' checkbox is checked at the bottom left.



Edit Service [X]

Service Details

Service Code*
General Service

Service Name*
Private Duty Nursing

Start Date: 02-16-2018 | Projected End Date: 02-24-2018

Primary Employee: Gregory Petit [Find Employee]

Visit Details

Activity Codes
+
Form - Required
+ skilled nursing assess | Skilled Nursing Assessment
Skills Needed
+ Nursing Licenses

Click on the + and start typing to search for the form to be attached

Edit Service [X]

Service Details

Service Code*
General Service

Service Name*
Private Duty Nursing

Start Date: 02-16-2018 | Projected End Date: 02-24-2018

Primary Employee: Gregory Petit [Find Employee]

Visit Details

Activity Codes
+
Form - Required
+ Skilled Nursing Assessment
Form - Other
+
Skills Needed
+ Nursing Licenses

Form is now attached as a "Required" form

- To update visits, follow these steps on the calendar and Edit Visit dialog, and save your changes.

contacts | AlayaCare Healthy | 01:26 PM | America/Toronto | AlayaCare Healthy | RC

1. click on the visit tile

2. click on 'More Details'

Gemma Ryan - Private Duty Nursing #463848

AlayaCare Healthy, America/Toronto
896 Eglinton Ave E
Toronto ON M4G 2L2
(647) 477-4174, 102

12:00 PM - 06:00 PM (Care time: 360 min)
Daily until September 10, 2023, 12:00 PM to 06:00 PM, Gregory Petit, Starting 08-24-2023 to 12:00 PM

Private Duty Nursing - General Service
This visit is not funded

More Details

Gregory Petit General Service | Gregory Petit General Service | Gregory Petit General Service | Gregory Petit General Service



Edit Visit

Information

- Edit ← **1. Click the edit tab**
- Offer
- Service Tasks
- Transportation
- View Notes
- Time Approval
- Premiums
- Invoice Labels
- Accounting

Visit ID 463830 Details

Client *
Gemma Ryan

Client Services *

Private Duty Nursing	Chosen
PSW	Choose
Physio SOC	Choose
PT	Choose
Infusion	Choose

Service Code *
General Service Text

Assign to Facility
Type to assign facility Find Facility

Assign to Employee
Gregory Petit Find Employee

Activity Code
Type to add activity code

Required Forms
Type to add forms

Skills
Type to add skills
Nursing Licenses x

Other Forms
Type to add forms
Skilled Nursing Assessment x ← **2. Remove the form from 'Other'**

Scheduling

Start Time * 08-24-2023 12:00 PM
End Time * 08-24-2023 06:00 PM

Use Service Duration (60 min) and Care time (60 min)

Break (in Minutes)
0

Recurrence Setup

Frequency Type * Daily
Repeat Every * 1 day(s)
End Date 09-10-2023
Preview

Interventions

Edit for visit

- Nursing
- Medication review
- form test

←

Edit Visit

Information

- Edit
- Offer
- Service Tasks
- Transportation
- View Notes
- Time Approval
- Premiums
- Invoice Labels
- Accounting

Visit ID 463830 Details

Client *
Gemma Ryan

Client Services *

Private Duty Nursing	Chosen
PSW	Choose
Physio SOC	Choose
PT	Choose
Infusion	Choose

Service Code *
General Service

Assign to Facility
Type to assign facility Facility

Assign to Employee
Gregory Petit Employee

Activity Code
Type to add activity code

Required Forms
skilled nursing assl ← **Type to search and select the form in 'Required'**
Skilled Nursing Assessment

Skills
Type to add skills
Nursing Licenses x

Service Instructions

Tags
+

Scheduling

Start Time * 08-24-2023 12:00 PM
End Time * 08-24-2023 06:00 PM

Use Service Duration (60 min) and Care time (60 min)

Break (in Minutes)
0

Recurrence Setup

Frequency Type * Daily
Repeat Every * 1 day(s)
End Date 09-10-2023
Preview

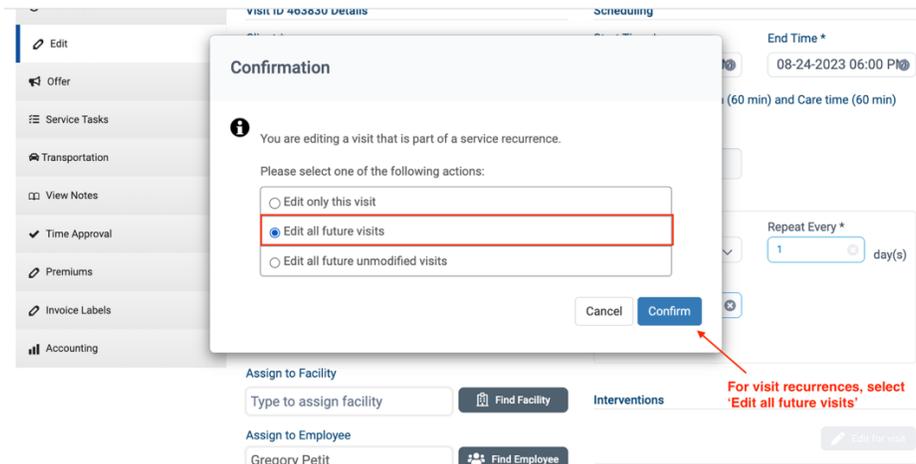
Interventions

Edit for visit

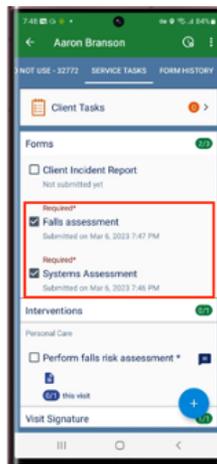
- Nursing
- Medication review
- form test

Click 'Update Visit' to save changes

Update Visit



- On the mobile app, only forms listed as “Required” on a visit will be tagged with the “Required” label. All other forms will appear as they did prior to this feature enablement.



Option 2: Attach Forms to Care Plan

With Mandatory Forms, forms that are attached through care plan interventions will now appear under the forms section of the service tasks list. The linked forms will appear as either “Required” or “Other.”

Define the default behaviour for forms linked to interventions in **System Settings > Care Documentation**. The default behaviour you select here will then apply to both existing and new forms linked to care plan interventions and can be modified per intervention, if needed.

Choose from these default behaviours as appropriate for your agency:



- **Optional:** By default, all forms linked to visits through care plan interventions will fall under the “Optional Forms” forms list.
- **Required:** By default, all forms linked to visits through care plan interventions will fall under the “Required Forms” forms list.
- **Required when intervention is required:** By default, all forms linked to visits through care plan interventions will follow the requirement setting of the intervention itself.
 - If the individual intervention has the “Required for visit completion” setting enabled, the linked form will fall under the “Required Forms” list for the visit.
 - If the “Required for visit completion” setting on the intervention is inactive, then the linked form will fall under the “Optional Forms” list for the visit.

re Search clients, employees, contacts AlayaCare Healthy 03:26 PM America/Toronto AlayaCare Healthy RC

Time Tracking On Care Plan Interventions Off

Client's Phone Number Printed in Care Plan Documents Main

Goal Type Used to Populate Goals into APRs Physiotherapy

Default Comment For Service Tasks Not Completed On Clock-Out

Oasis Exports For Shp Off

Ac Standard Form Template Header
 Visit scheduled time
 Visit clocked time
 Visit adjusted/verified time

Default to Archiving Medication When Discontinuing On

Threshold For Marking Medication Administrations As Early, Late Or Missed (In Minutes) 60

Default Vitals Unit Imperial

Default Behavior of Forms On Care Plan Interventions
✓ Optional
Required
Required when Intervention is required

SAVE

Option 3: Request Automated Form Attachment through Alaya Connector

Using our Alaya Connector tool, you can request a complex rule that automates the attachment of forms to services and visits. We have customers successfully leveraging automated daily form attachments to services and visits dependent on the client service name, diagnosis, etc.

Please reach out to your AlayaCare representative for assistance.