



Liberty Resources Home Choices Inc.

NEW
***Clock In/Clock Out
Instructions***

www.homechoices.org
info@libertyhomechoices.org
For all general inquiries call
(215) 634-2000 ext. 617





CALLING INSTRUCTIONS

NEW CLOCK IN/OUT NUMBER:

English:	(888) 454-7922
Spanish:	(888) 454-7923
Arabic:	(888) 454-7939
Nepali:	(888) 454-7910
Mandarin:	(888) 454-8475
Cantonese:	(888) 548-5598
French:	(888) 454-7949
Vietnamese:	(888) 454-8439
Korean:	(888) 548-5607
Chinese:	(888) 454-7907

HAVING TROUBLE?

If you are unable to complete a telephony call, please complete the following troubleshooting steps:

1. Check to ensure you are dialing the correct number.
2. If the number is correct, redial and attempt to complete telephony call.
3. If you're still unable to successfully complete a telephony call, please contact your scheduler.
4. Failure to complete a telephony call for the Clock In and/or Out of a visit will result in non-payment for the visit or the retrieval of a signed, physical timesheet.

If there is any issue, please contact your assigned scheduler at 267-765-1550

TO CLOCK IN

1. Dial the number from the Consumer's authorized telephony number.

Note: *If you are unable to use the Consumer's authorized phone number, contact your scheduler to see if there are other approved telephony phone numbers on record for the Consumer.*

2. When prompted, press **1** to **Clock In**.
3. Enter your **Attendant ID**.
4. Confirm the entry.

Note: *If you enter your **Attendant ID** incorrectly, the system will prompt you to reenter your credentials. If you fail to enter your **Attendant ID** after several attempts, the system will stop you from placing a telephony call. If this happens, you will need to contact your scheduler.*

5. If the call was placed successfully, you will hear the following: **"Your call has been successfully registered."**

TO CLOCK OUT

1. Dial the number from the Consumer's authorized telephony number.
2. When prompted, press **2** to **Clock Out**.
3. Enter your **Attendant ID**.
4. Confirm the entry.

Note: *If you are having trouble placing a telephony call or entering your **Attendant ID**, refer back to the **Clock In** page.*

5. If the telephony call was placed successfully, you will hear the following: **"Enter the task code number for the first duty performed on the patient."**
6. Enter each **task code**.
 - a. If you enter an **invalid** task code, you will be told so and asked to enter the next task code.
 - b. If you enter a **valid** task code, you will be asked to enter the next task code.
 - c. If the Consumer **refused a duty**, enter star (*) followed by the **task code** to log a **refused service**.
7. When all duties have been entered, dial 00 (or 000) to complete the telephony call. You should hear the following: **"Your Call-Out has been registered successfully. Goodbye."**