NEW
Clock In/Clock Out
Instructions

Liberty Resources
Home Choices Inc.

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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.”