CubHub Mobile App: Detailed Breakdown

Initial assessment
This is your initial head-to-toe patient assessment and beginning of shift checklist:
- Can pick as many as apply in each category i.e. Sensory status, skin condition, respiratory, etc.
- If you accidentally click on something that does not apply simply click it again to get the blue selection (means it is selected) reverted (means it is unselected)
- Beginning of shift checklist: do not forget to enter the time you actually completed the initial assessment

Interventions
If the intervention times are not correct for the time frame you are there:
- Go to the three bars at the top left hand corner & find Edit Visit Times
- Make sure it shows the times you are taking care of this patient; if it needs to be different select the correct time and update
- It will then confirm that you want to download again click yes and it will then take you back to my patients where you will select today and it will take you back into the visit with all updated information for the time frame you are working

Suggested times: example: intervention suggested time is 0800 but you don't chart the task until after that:
- Save the time you actually did the intervention/admin med; not the time you complete your charting on it
- The scheduled intervention is a strongly suggested interval for these interventions/meds but we know you may not have time to chart immediately upon completing

On tube feed interventions: these are set to ask you both the volume of the feed and the volume of the flush:
- First it will ask for the volume of the feed.
- Then at the bottom it asks for the "flush (in ml)"
- Put the amount you are supposed to flush with which can be found in the orders if unknown
- You cannot submit this intervention without putting in the amount of flush you did after the feed

I/O Interventions: Suction & Incontinence care: These are recorded by count within a time frame (i.e. # of times suctioned w/in hour; # of diapers changed)
Select time you did that intervention as the end time and it automatically sets the start time an hour before that so you are answering what the count was for the last hour

- If you want to change the start time aka you forgot to document every hour you can push it back more than one hour by selecting the start time at the bottom and changing it to when you starting counting for that intervention

N/A button:
- If you did not do a certain intervention that day you can click the N/A button and put a detailed description of why you did not do that intervention. i.e. 'this is only done on Mondays'

Daily To-Do: There are a few different options here depending on the patient:
- Narrative Note and DME Cleaning are fixed options and will not drop off
- The other interventions under daily tasks need to be done within your shift but do not need to be done at a certain time

Daily to Do: Narrative note
- Exactly the same as the paper version - it's a blank text box
- This is an optional form to fill out and does not have to be done every time you care for this patient
- You can add as many as you would like to the file and this will not disappear from the options on interventions

Daily to Do: DME Cleaning
- This is an optional form to fill out and does not have to be done every time you care for this patient but if you do any DME cleaning make sure to chart via this button.

Interventions PRN
- PRN medications: these will be documented from the PRN section and ask you to chart the PRN effectiveness/reaction to the PRN med and follow up time.
- PRN interventions: all non-med PRN interventions reside here; for example: when a seizure occurs you should access the 'SN to follow seizure precautions' PRN intervention here and it will prompt you to complete all seizure record fields.

Completed

This will show all interventions and medications that you have completed in the visit. If you need to correct something already saved:
- Go to three bars at the top left corner
- Find and click on completed
- You will see the intake and output header
- Find the intervention/med that you need and select 'edit'
- Remember to save at the end to override what you entered earlier

Orders:

Entering an order to immediately reflect a medication change is appropriate if:
1. **You are at the doctor's office and are being told this information**
2. **Given verbally over phone from MD office**
3. **Have a signed paper order/ prescription bottle**

To complete an order follow these steps:
- In the side bar menu select Orders; click the + sign
- Select ordering physician; medication; complete all fields including:
- Connected intervention and suggested times if med is not PRN
- At the bottom it will ask if med is an antibiotic if Yes then select reason
- At the very bottom it will ask if this was a verbal order
- If it meets one of the three criteria above select yes
- By selecting yes this will send the QA person a notification that a new order was put in and they will verify the order
- This action will change the medication for todays visit and subsequent visits
- This also prompts a pop up a notification to the next nurse that there was an order so they can review before they start that patient's care for the day. **THIS ONLY WORKS IF YOU SUBMIT YOUR VISIT. - Which is why it is critical that you complete your visit the day of and submit.**

Placing an order when it is not a verbal order: is appropriate if a PCG gives you an order or does not meet one of 3 criteria above in section I. Go to Orders and follow steps above; except:

- Verbal order: Select no
- This will send the QA person a note to send the doctor verification on this order
- Then the QA person will change it if needed on the patient's file
- This action will not change the current medications because it has not been approved by the doctor. Once approved by the MD the office will update the patient chart and you will see the change in your visit

Sign and Submit

- Will ask you to verify the hours you worked and are agreed upon with PCG.
- Will ask with whom you are leaving the child to sign at PCG signature

- Then will prompt you to sign your name & indicate who you left patient in care of/reported off to
- Click sign and submit and that will clock you out correctly

QA Notice

- Click on the QA notice on the app
- Redirects you to (company- e.g. abc).mycubhub.net and log in with same credentials as mobile App
- Click on patient you have a QA notice for
- Go to Chart
- Go to Visits
- Scroll down and you will see a "Pending Corrections"
- By clicking on the "pending corrections" it will show you what you need to correct
- By clicking on the 'PDN Shift' it will take you into the shift that you've already charted
- Go to the 'Completed' section and scroll down and all the interventions will be there
- Click on the green time and it will take you to the intervention where you can correct things
- Hit save at the bottom
- Hit submit on that page and type your password to submit it back to the office

Misc. Trouble shooting & tips

If the App closes in the middle of entering information
- You did not lose everything that you have done
- All you have lost is the information you were working on at that time
- Everything done before that you entered is saved and is in the completed section of the app

If the App doesn't seem to work on your phone this typically has to do with not having location services on for the app, which must be allowed.
- **Apple Users:** Go to settings
- Find and click on **CubHub** app in settings
- Look for a line that says location and make sure it says "while using"
- If it does not say that click on the location and change the setting to "while using the app"
- This will allow you to enter the app and document your visit
- **Android users:** Go to settings
- Click on 'Apps'

- Find and click CubHub app
- Scroll and click on permissions
- Make sure location is checked to allow

Really slow/ Can't get logged in
- Most common cause is having too many visits in 'woking status' (we recommended no more than 2 including todays visit) and/or
- Too many visits in submitted status (we recommend no more than 7 days)
- Complete your visits same day to keep App working properly. The more visits on your phone the worse your experience will be.

I am missing some of my interventions/ medications
- From the My Patients screen in top right hand corner click the recycle symbol and it will re-download to capture any new info/get a more complete download
- In some cases the download of the app itself was not complete and deleting and installing the app is necessary, **BUT DO NOT DO THIS UNLESS YOU DO NOT HAVE ANY VISITS IN WORKING STATUS**. If you have working visits and you delete the app that work is lost as it resides within the app.

If you see a duplicate intervention or medication:
- Pick one and chart like you would normally do
- Select the duplicate & use the N/A button: put the reason 'duplicate' so the note does not get returned when in the QA process and office can correct the issue

Clocking In/out of visits:
- Once the shift has gone 10 minutes over the time you should have clocked in/out you will receive a message and the office is notified
- Back to back nursing visits: your times should not overlap with another nurse. That is why you can edit the times before you have the person signing off for you for that day
- You have access to log in to your shift from 12a-12a the day it's scheduled to start. Example: if you work an overnight but don't clock un until after midnight you will NOT have access to your visit and will have to contact the office so clock in when your shift starts to avoid problems

Can I start my visit on my phone and finish on my computer or tablet:
- **NO!** Once you start a shift on one device you have to finish it on that same device
- Reason = once you clock in to that visit you are offline and the charting you have done is only on that device.