

Procura Mobile for Home Care Direct Service Staff/Direct Service Nurse Frequently Asked Questions

Mobile Devices and Email:

- **Who do I call to get help with Procura Mobile?**

For Technical issues (e.g., I can't access the app or login, call the Service Desk at 204-940-8500 or toll-free at 1-866-999-9698). Please DO NOT leave a voice message; if you can't wait on the phone, select the call back feature and the service desk will call you back.

For Workflow issues (e.g., how do I start and stop a visit), speak with your Resource Coordinator/Nursing Resource Coordinator.

For training reference documents, quick reference guides, and mobile device tips & tricks, go to the Procura Mobile App Project page on the WRHA Professionals site at [Training - WRHA Professionals](#)

- **I entered the wrong user name/password too many times and now I'm locked out. What do I do?**

Network accounts are set up to lock users out after six incorrect attempts to log in (i.e., entering a wrong password and/or user name). Your account will automatically unlock after 10 minutes, so wait and retry after 10 minutes.

- **What do I do if my network password has been reset?**

Once your network password is reset, you will have to change it to a new password. You cannot change the password from the Procura Mobile app.

You will need to change the password from Outlook Webmail, because it shares a password with the Procura Mobile App. If you are unsure how to do this, contact your Resource Coordinator/Nursing Resource Coordinator

- **I'm having trouble accessing my email. What do I do?**

If you are having trouble accessing email, contact your Resource Coordinator/Nursing Coordinator and they will help you troubleshoot. If your supervisor is unable to help you, they will ask you to call the Service Desk at 204-940-8500.

- **Life of Battery:**

Charge your iPhone every night even if the battery isn't fully depleted. Make sure the battery is fully charged for the beginning of your shift. iPhones automatically stop charging when the battery is fully charged.

To preserve battery life, you can dim the screen. To dim the screen:

- (a) Open Control Center
- (b) Drag the Brightness slider to the bottom

- **What should I do if I receive a pop-up message “Your location has been used X times by Mobile Procura” ?**

Users are expected to have location services turned on and select “While using the App”.

- **I’m having a hard time seeing the print on the device. What can I do?**

The actual text size in the application cannot be increased, but several features to enhance accessibility are available on the phone (magnifier, brightness, zoom). Please refer to the device accessibility tips and tricks document

If you need further assistance, please contact your Resource Coordinator or Nursing Coordinator.

- **Keep Your Phone Clean**

Remember that your phone collects germs from your hands, so in keeping with the **4 Moments of Hand Hygiene**, clean your hands before and after handling it.

To clean the phone as needed:

- Make sure phone is unplugged
- Use a lint free wipe or cloth, slightly dampened with mild soap and water, to wipe the screen and case.
- Do not use spray cleaners.
- Avoid using alcohol, vinegar and bleach to clean the phone as these types of cleaners will **damage** the phone screen over time.

Procura Mobile Application:

- **What do I do if the Client is not home?**

First, follow the Client Absent for Scheduled Visit, response A, B or C as indicated in the Client Details screen in the Mobile App. If there isn't anything indicated, 'B' is the default action to take. Then do the following:

- (a) Start the visit and enter a "No" response to all client identifier questions.
- (b) Enter "Not Completed" with a reason "Other" for all task activities.
- (c) Stop the visit.
- (d) Continue with all additional follow-up required e.g.: report the absence to the office or After Hours.

NURSING STAFF ONLY: DSN are also to enter a dated note.

- **What do I do if the client refuses services?**

If a client refuses services, do the following:

- (a) Start the visit and complete the client identifiers to ensure you have the correct client.
- (b) Enter "Not Completed" for all task activities, with a reason of "Client Refused Services"
- (c) Stop the visit.
- (d) Call the Office to report.


NURSING STAFF ONLY: DSN are also to enter a dated note.

- **Can I call the client or their contacts directly from the Procura Mobile App?**

DSS: Yes, you may call a client or a client's contact directly.

DSN: Yes, you may call a client or client's contact directly. Additionally, you can call Formal Contacts

How to call from the App:

To call a client, simply click on the ellipsis (three dots) icon  located within the Attendance Details or Client Details screen on the bottom right-hand corner, and then select Call Client or Call Contact.

You can refer to the Procura Mobile "Calling a Client" and the "Calling a Formal/Informal Contact" quick reference guides located on the Professionals page for more detailed information: [Training - WRHA Professionals](#)

- **Am I able to open multiple visits at the same time (e.g., no bill/no pay visit for individuals living at the same address, or Bath within a respite)?**

Yes, you can open multiple visits at the same.

- **What do I do if I am not able to see the full name of the client or contact them on my phone?**

To see the full names of individuals, turn your phone sideways, and the screen should rotate the view from portrait (up and down) to landscape view.

- **What do I do if I'm at a respite/HHM&L and I'm sent away earlier than my scheduled time (e.g., Respite for eight hours but contact comes home after four hours and advises you to leave)?**

Contact the office and speak with someone live, do not leave a voice message, and advise of the time changes. The time of the visit will be adjusted.

DSS/DSN when refreshing the app, you will see the new adjusted time and then complete the visit.

- **How can I see my total scheduled hours per day in Procura?**

The App and Employee Portal (Company Portal) does not provide a tally of the total number of hours you are scheduled to work per day, or bi-weekly, like your DVS/NRS.

You can log into the Employee Portal (Company Portal) to view fourteen days of your schedule and add up the total hours scheduled. All staff will be paid for all hours worked, and the equivalent to their EFT as per the collective agreement.

The paper DVS/NRS recorded the daily total hours as of the printed date & time. Due to the nature of our work in Home Care, your daily total may change. The Procura Mobile App will reflect the actual time on each date. You can calculate and keep a record of your daily total each day.

- **Can the system be set to auto-refresh ?**

No. Procura will auto-refresh every 15 minutes. Staff are advised to refresh the system after completing each visit to ensure the information is up to date as soon as possible.

- **How do I handle respite visits that are scheduled in two visits due to hours falling outside my standard work hours and resulting in additional hours/overtime?**

The expectation is that you start and stop both visits and document the completed tasks in the visits with the longest duration.

The second visit is required to capture the additional hours/overtime;

- **What do I do if I need more training with the Procura Mobile App**

Contact your RC/NRC

- **What do I do if I start the wrong visit?**

- (a) Keep the visit open, an alert will be generated, and advise the office
- (b) Open the correct visit,
- (c) Return to the open visits at the scheduled time

- **Can the updates to the client information or visit (comments, task) be reflected in green?**

No, this is not an option in the app.

NURSING ONLY:

- **Is it possible to change the way the visits are displayed to show the timed visits first?**

Shift code visits are listed first followed by the timed visits. This cannot be changed.

- **Completing dated notes:**

When completing a client dated note, the DSN must indicate their full legal name and credentials at the end of the note before saving.

- **What do I do for visits that I need to leave and come back (e.g., start subcut infusion, remove and reapply coban, IV infusion)?**

Visits will be scheduled separately. Complete the first visit then complete the second visit when you return.

- **How do we request nursing supply, which used to be documented on paper?**



Request for nursing supplies are to be placed in the comments section.

- **Can I manually move the order of the visits?**

No, users are not able to change the schedule. If changes are needed, please call the scheduling unit.