



9040 Town Center Parkway Lakewood Ranch, FL 34202
941-487-3665 | www.rightaccordhealth.com

REMINDER

Don't forget you should be keeping up to date with

assignments

you should confirm your schedules

your availability, change of personal details

retrieve your weekly hours report for your pay

Message center – direct contact with Right Accord for composing and reading messages

by logging onto ERSP exclusively for Right Accord Caregivers at

<http://tsc214.ersp.biz/scripts/rs/res.cfm>

Forgotten your user ID?

(Remember- it's your last name followed by first letter of your first name)

For Example:

Mary Jones would be jonesm

Joanne Smith would be smithj

Your password will be emailed to you after your employment has been confirmed.

When you first log on, you can change it to something you are more likely to remember.

Compose a message saying "I'm in" once you have logged on so that we know you have received our email message.

Please make sure if you send a message on eRSP that you direct it to Dalaina , but also include Kathryn and Pat so that messages do not get missed.

PLEASE MAKE SURE YOU REGULARLY SIGN INTO ERSP (at least once a week) AS THIS IS OUR DIRECT COMMUNICATION TO YOU. IF YOU NEED TO CANCEL A SHIFT, YOU **MUST** PROVIDE AT LEAST 48hrs NOTICE.

ALSO, PLEASE REMEMBER THAT OFFICE HOURS ARE MON-FRI 9 am-5pm. IF YOU NEED TO CONTACT US OUTSIDE OF THESE HOURS, YOU SHOULD PHONE DIRECT ON 685-3453. THESE CALLS SHOULD BE LIMITED TO CLIENT EMERGENCIES OR THAT YOU ARE UNABLE TO ATTEND YOUR NEXT SHIFT.



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***** **REMINDERS** *****

1. Always confirm your shift on eRSP. This will alert Right Accord that the shift is now confirmed and complete. You should check eRSP regularly to make sure there are no mistakes. Please call the office for any changes. **CONFIRMED** shifts are NOT reversible - only for emergencies.

2. Scheduled shifts are dictated by the client - **NOT THE EMPLOYEE**. If a shift needs to be changed by the client you must ask them to call Right Accord 941-366-0801 **BEFORE** the change has been made.

3. Scheduled shifts must be completed in full. For example if your shift is 9am - 12pm you **MUST** turn up on time (**NOT 5 MINUTES OR MORE LATER**) and leave at the designated time. Only if the client states that you may leave earlier than the designated time you must ask the client to call the office immediately. Please remind them that they will still be billed for the full shift. (You will be paid the full shift also).

4. Do not ask the client if you can cut your shift early! You are employed by Right Accord - not the client. If you need to leave early for an emergency only, then please contact the office as soon as possible so that we can discuss it with the client.

5. It is important to clock in/out for each shift! If you do not clock in or out (even if you do one and not the other), then eRSP will not claim it and you will **not be paid!** It is your responsibility to clock in and out. **DO NOT** call Right Accord to ask a staff member to sign you in or out as the system does not allow us to do that.

6. Please remember that your clock in/out is rounded to the nearest 15 minutes. For example if your shift should be 9am - 12pm but you clock in at 8:53am and clock out at 12:10pm, then eRSP will claim it as 9am - 12:15pm. Rounded 15 minutes are very common in this industry and can **NOT** be changed. But please remember that you should only be working the required amount of shift time - ie in this case 3 hours NO MORE! If the client is claiming on their insurance, the company will NOT pay for any extra minutes and you will not be paid either.

7. Office hours are Monday - Friday 9am - 5pm. Outside of these hours are for **EMERGENCIES ONLY!** For those of you who do not know what is classed as emergencies:

i) during your shift - client is hospitalization, falls, major change of condition.

ii) calling out of shift due the same day - **emergencies ONLY!** We have heard every excuse! As stated before - you confirmed the shift. As an employee you have committed to your schedule. It is very difficult to find cover outside of office hours.

So you can see - there are really only two necessary times you need to call.

8. RIGHT ACCORD will be frequently sending messages to you so please check your inbox regularly. And don't forget you can keep us up to date my messaging on eRSP. The phones are very busy so messaging is simpler. Make sure when sending your message that you copy in all staff members so that if one is away then the other can pick it up.

Thank you for taking time to read this. This system is great because we can see who reads the messages and who doesn't.