HERO Roles and License Types

How to use the KARE Web App · https://doyoukare.com/docs/communities/community-kare-use-web/faqs-hero-roles-license-types/

Overview

Historically, KARE has created HERO Roles for all Communities. However, it has often been a situation for Communities to know what the roles are and what license types are associated with those roles. New improvements have been made to make HERO Roles more flexible by allowing Communities to create their roles and identify the proper license types that can work that role. In addition, Heroes will be able to quickly find the roles that fit their license type.

Embedded media: http://www.doyoukare.com/wp-content/uploads/2024/07/Licenses-Roles-External.mp4?_=1

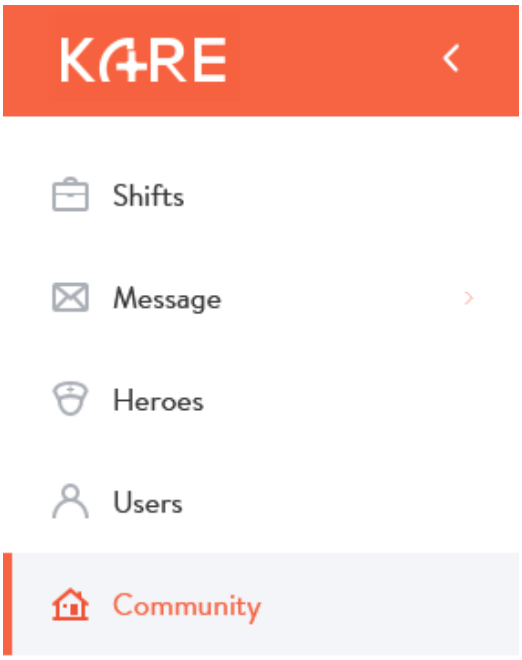
Changes

The following changes will be noticeable:

- Ability to create your own unique HERO role and assign a primary license type and alternative license types that can work the role
- Add information per role (such as rate and description) for easier shift management
- Invoices will be better organized by license category (nursing, therapy , etc.) with aggregated data for better cost analysis
- Invite users to KARE to manage specific license categories

Create a Unique Role

To create a HERO role, you must have permissions to access your community's information page. If you have access, click the tab titled *Community.*



Once inside the community page, scroll down past the address and phone number section where you will see *HERO/Pay Rate/Discount Margin (Paid in 15 days)*.* In this section, you will see the preset *licensed HERO KARE roles* that are in the system (these cannot be edited) and an option to add *licensed HERO community roles*. Click the button to **Add HERO Role.**

Community Name * **Columbus Way SL**

Company Name * **Apex Healthcare**

Community Logo *

Community Photo *



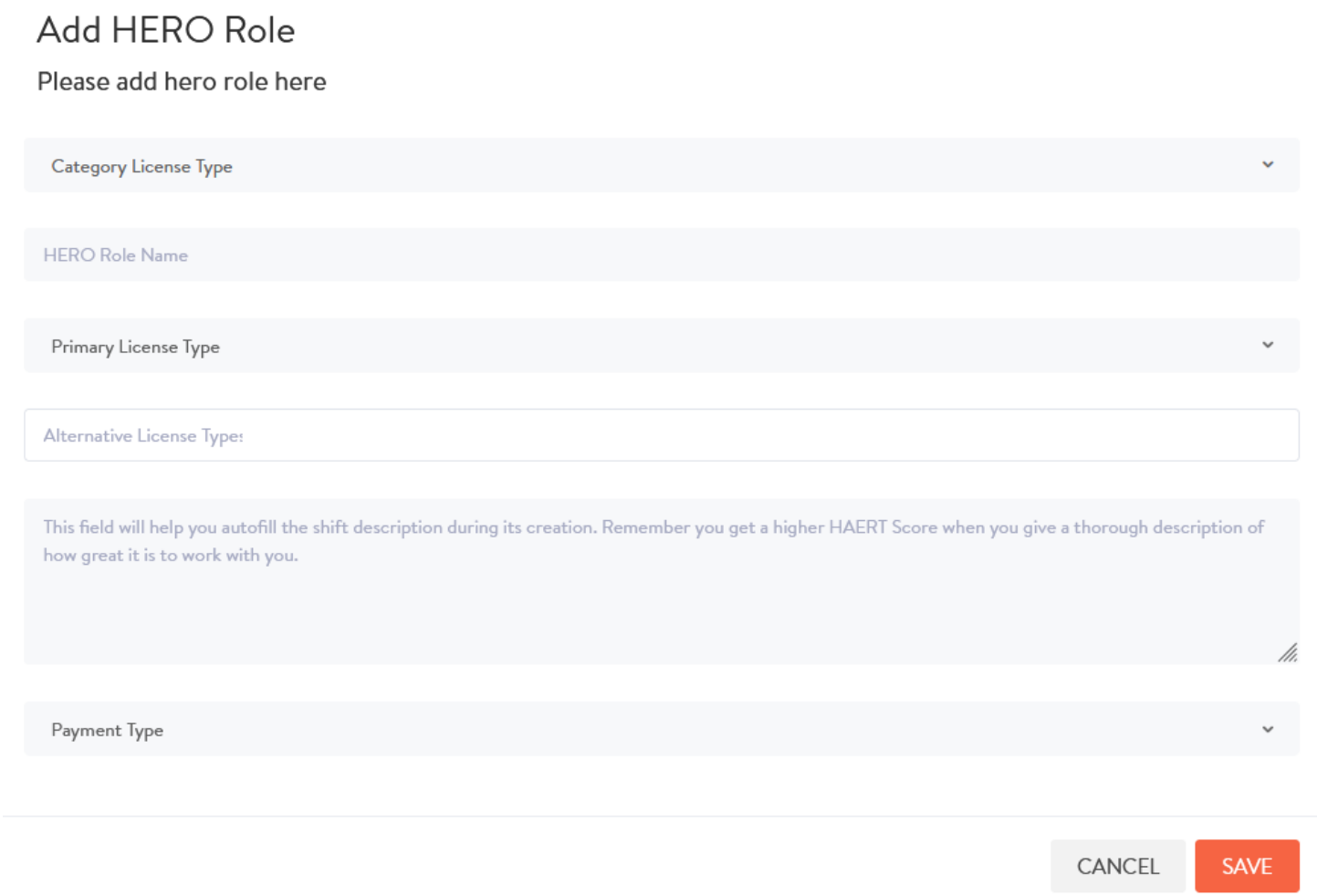
Community Floor Plan



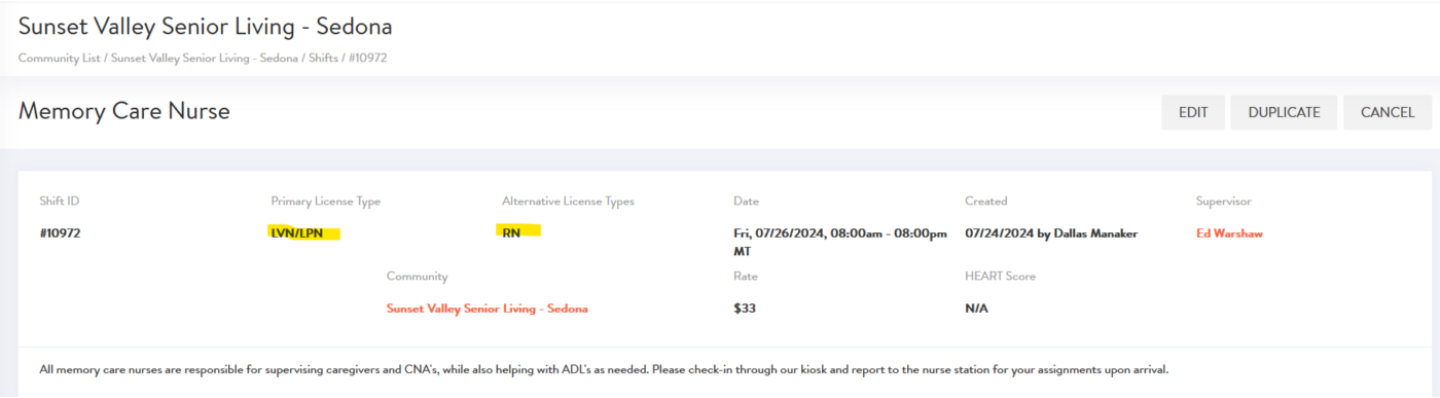
A modal will appear asking for the following information:

- **Category license type** - examples include nursing, therapy, dialysis.
- **HERO role name** - your community's custom role name.
- **Primary license type** - the primary license type that can work this role.
- **Alternative license type** - the alternative license types that can also work this role if desired.

- **Shift description for role** - this information will auto fill the shift description based on the license type. Provide detailed information about what the role's responsibilities and expectations are.
- **Payment type** - hours or sessions, dependent on the category license type.

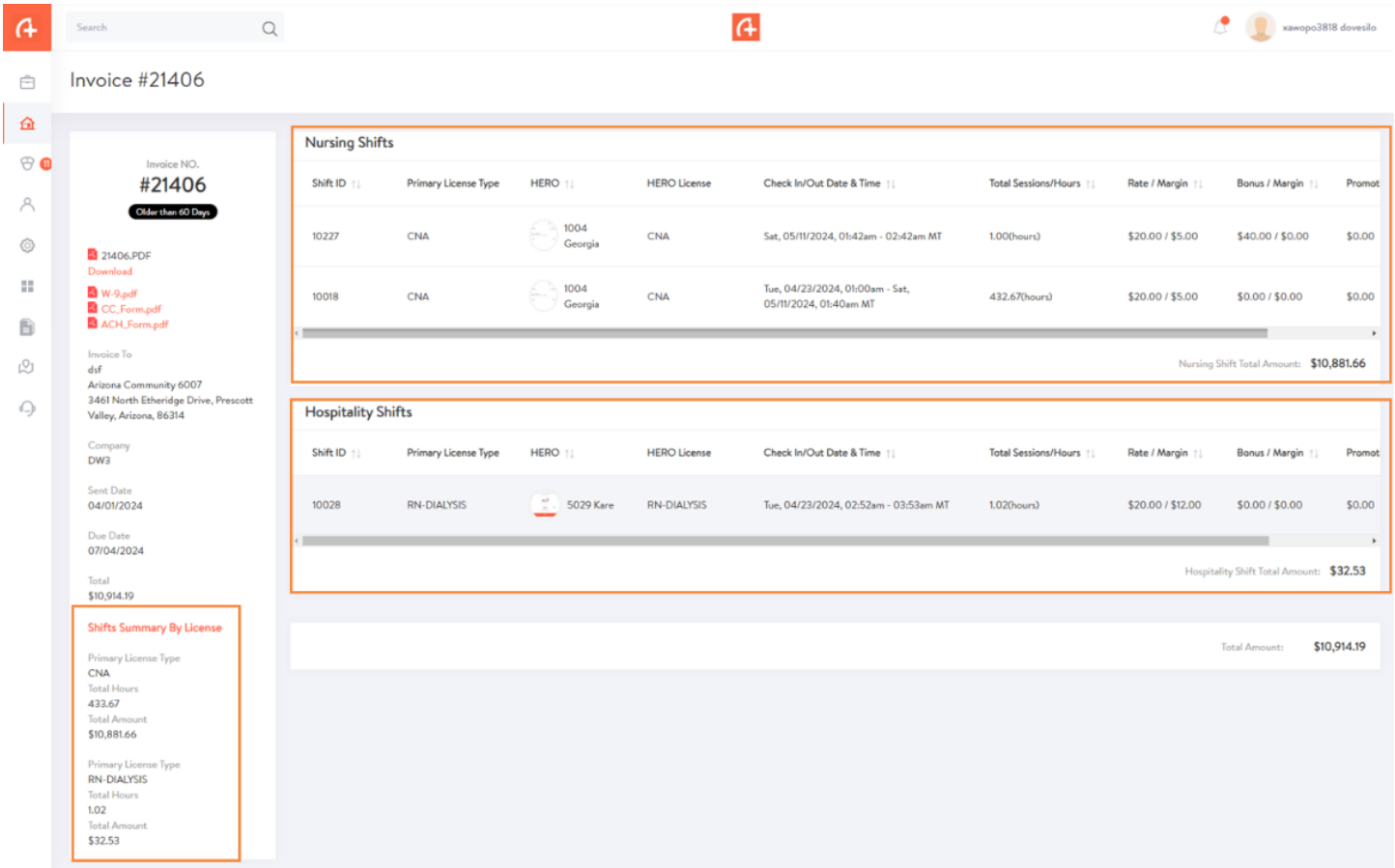


Once you have filled out the modal information, click **save**. Your role will now display in the community information section where you can add a pay rate to the role. If you select that role and post a shift, your shift details will display the primary and secondary license types assigned.



New Invoice Styling

The invoice page within KARE will now be separated by license type and category (such as nursing, therapy, hospitality, and more). A summary will be displayed in the bottom left container showing summaries by license type which includes total hours and total amount owed.



In addition to changes within KARE, any downloaded PDF invoice will display a new column titled "Activity," showing the category and license type.

DATE	ACTIVITY	DESCRIPTION	QTY	RATE	AMOUNT
	Nursing CNA	Shift #10932 [CNA Mon, 07/01/2024, 05:30am - 01:30pm ET] - Dilandau Albatau checked in 07/01/2024 05:30, checked out 07/01/2024 13:30, worked 7 hours 30 min, $18.00 per hour, $5.00 margin per hour, $20.00 bonus, $4.00 bonus margin.	1		196.50
	Nursing CNA	Shift #10933 [CNA Tue, 07/02/2024, 05:30am - 01:30pm ET] - Dilandau Albatau checked in 07/02/2024 05:30, checked out 07/02/2024 13:30, worked 7 hours 30 min, $18.00 per hour, $5.00 margin per hour, $20.00 bonus, $4.00 bonus margin.	1		196.50
	Nursing CNA	Shift #10934 [CNA Wed, 07/03/2024, 05:30am - 01:30pm ET] - Dilandau Albatau checked in 07/03/2024 05:30, checked out 07/03/2024 13:30, worked 7 hours 30 min, $18.00 per hour, $5.00 margin per hour, $20.00 bonus, $4.00 bonus margin.	1		196.50
	Nursing LVN/LPN	Shift #10944 [LVN/LPN Mon, 07/01/2024, 11:00am - 07:00pm ET] - Takashi Morinozuka checked in 07/01/2024 11:00, checked out 07/01/2024 19:00, worked 7 hours 30 min, $22.00 per hour, $7.00 margin per hour, $220.00 bonus, $44.00 bonus margin.	1		481.50
	Nursing LVN/LPN	Shift #10945 [LVN/LPN Thu, 07/04/2024, 02:00pm - 10:00pm	1		481.50

Notifications and User Assignments

It's possible for your employees to cover multiple departments, such as therapy, nursing, hospitality, or another area. Users can now be assigned to distinct license categories, limiting the notifications they receive to their departments.

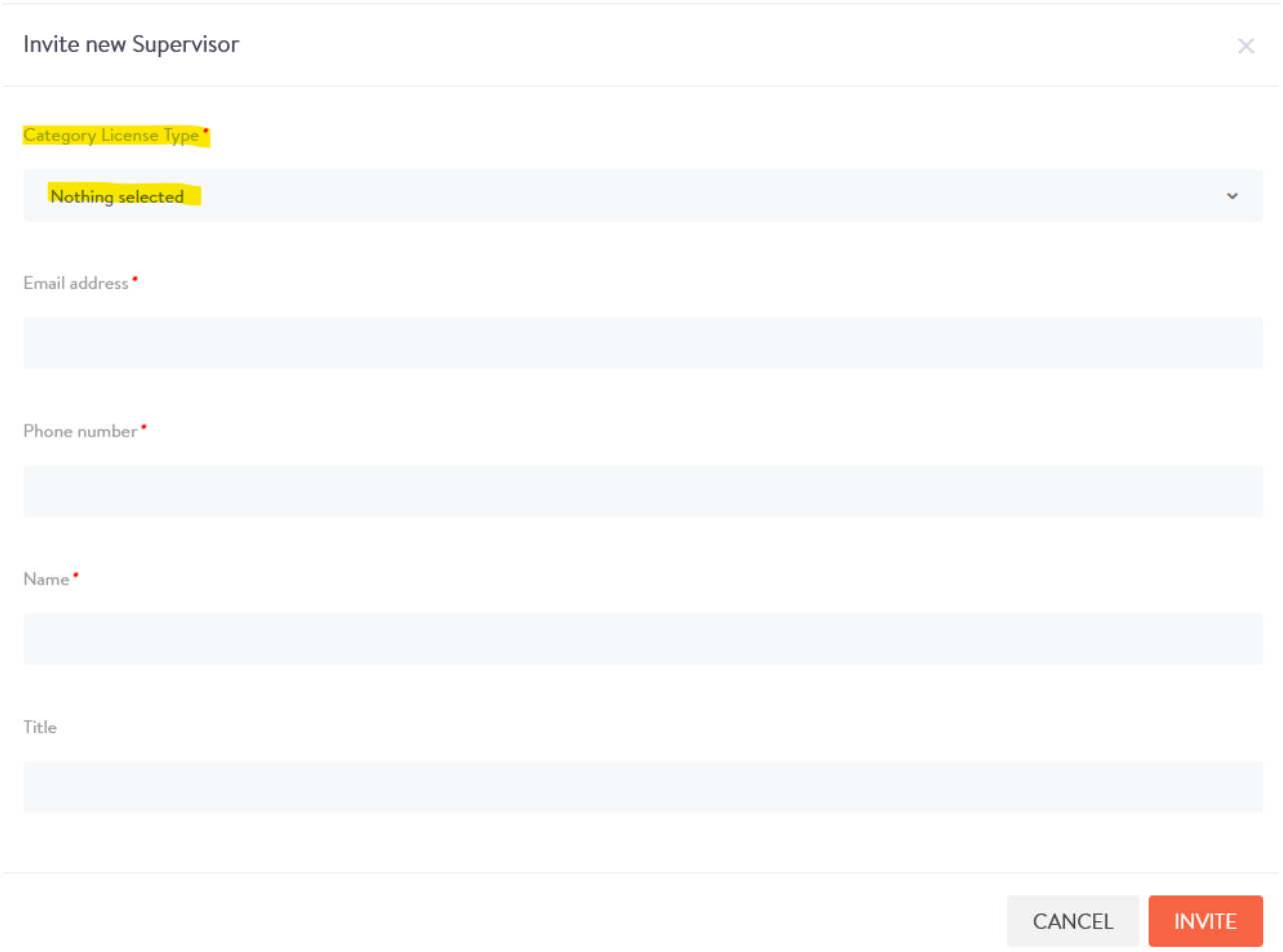
To assign a user to a specific license category, follow these steps:

1. Go to **Users** tab (some users may not have permissions to access this tab)

2. Click the **Invite** button

3. Select the *Category License Type* for that user

4. Fill out the remaining information and click **Invite**



> **ℹ** Want to edit an existing user? We recommend deleting an old user and re-inviting that person to set up an account with the assigned Category License Type.

Available License Types

The main license types that will be displayed in the system are:

- CNA
- LVN/LPN
- RN
- PT
- OT
- SLP
- PTA
- COTA

Other license types that will be available will be unique license types or combinations of licenses per state such as:

- AL Caregiver (AZ)
- CMA for AL (NC)
- CNA + CMA
- And more

Need Help?

Our KARE Support Team is here for you:

- **General Support:** (832) 380-8740
- **In-App Messaging:** Available daily in the KARE app.
- **Email:** herosupport@doyoukare.com

We will get back to you as quickly as possible.

Additional Resources

KARE Contact Schedules