Monitor and Manage Therapy Shifts

Therapy Shift Management · https://demowebpage.doyoukare.com/docs/therapy/therapy-shift-management/monitor-and-manage-therapy-shifts/

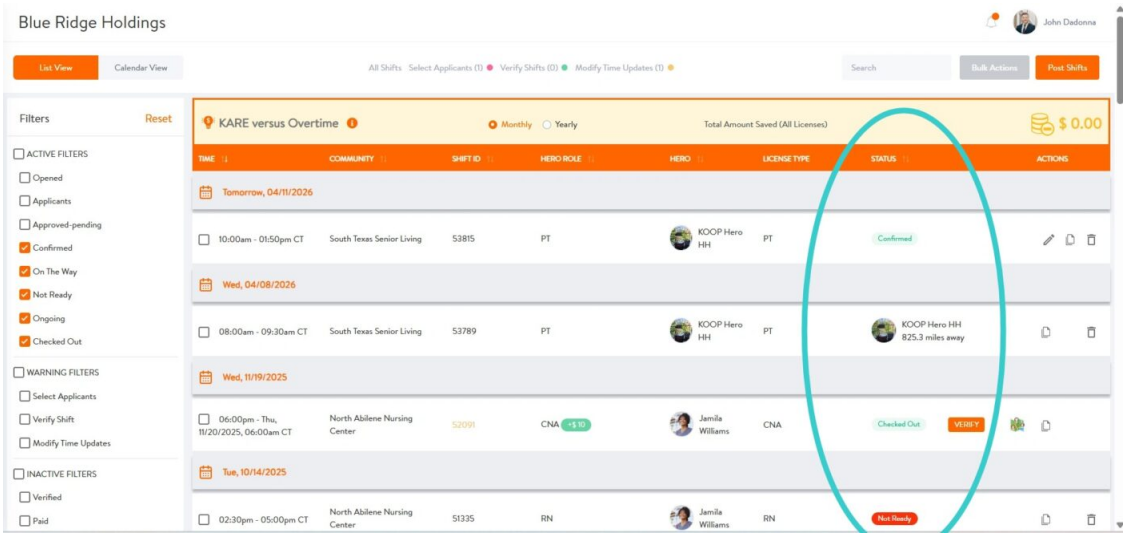
How to Monitor and Manage Therapy Shifts

Made by Meredith Brunk with Scribe

This guide shows how managers can monitor shift statuses on KARE to maintain visibility into coverage, and how to communicate with HEROs using direct messaging.

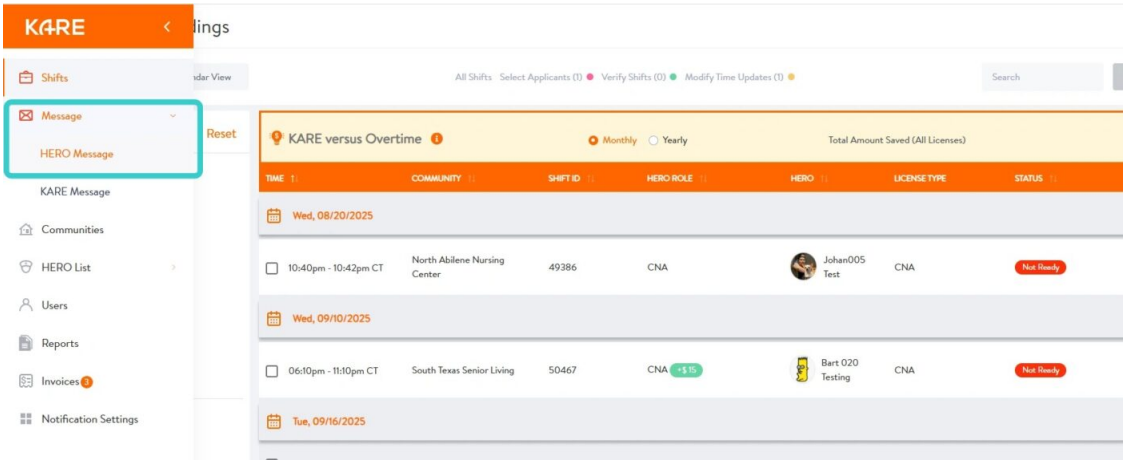
1. Status badges on shifts allow managers to monitor coverage in real time:

- **Confirmed** – The therapy HERO has accepted the shift. This status remains until 2 hours before the scheduled start time.
- **On the Way** – The HERO has tapped **Ready to Go** and is en route to the community.
- **Not Ready** – The HERO has not yet tapped **Ready to Go** after receiving the 2-hour notification.
- **Ongoing** – The HERO has arrived and **Checked In** to begin the shift.
- **Checked Out** – The HERO has completed the shift and checked out. The shift is ready for manager review and verification.

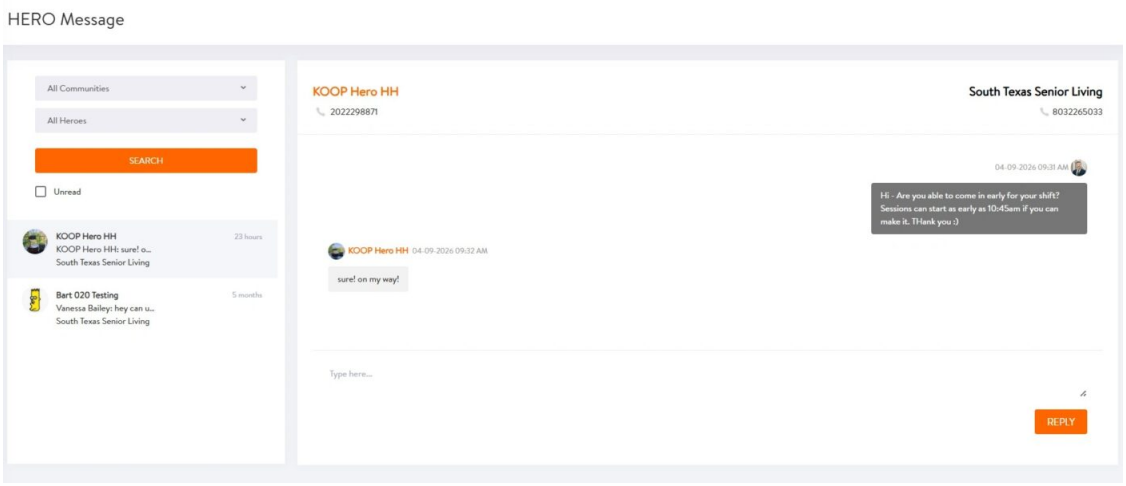


2. Managers can communicate with HEROs directly through the app using messages.

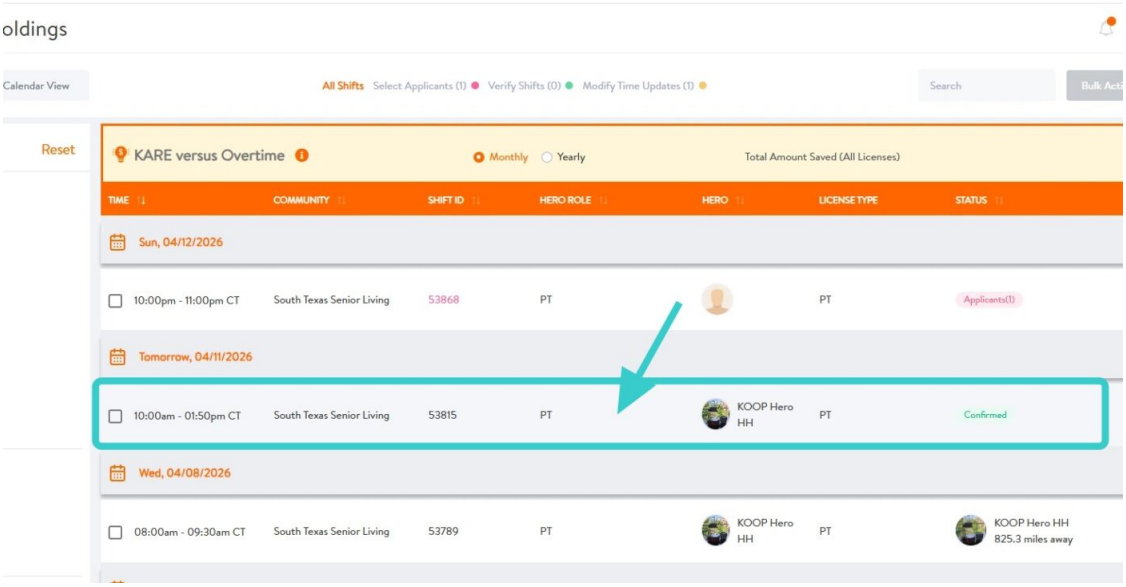
- To send a message, navigate to **Messages** in the sidebar and select **HERO Message**.



3. Find the HERO to message, type message, and send.

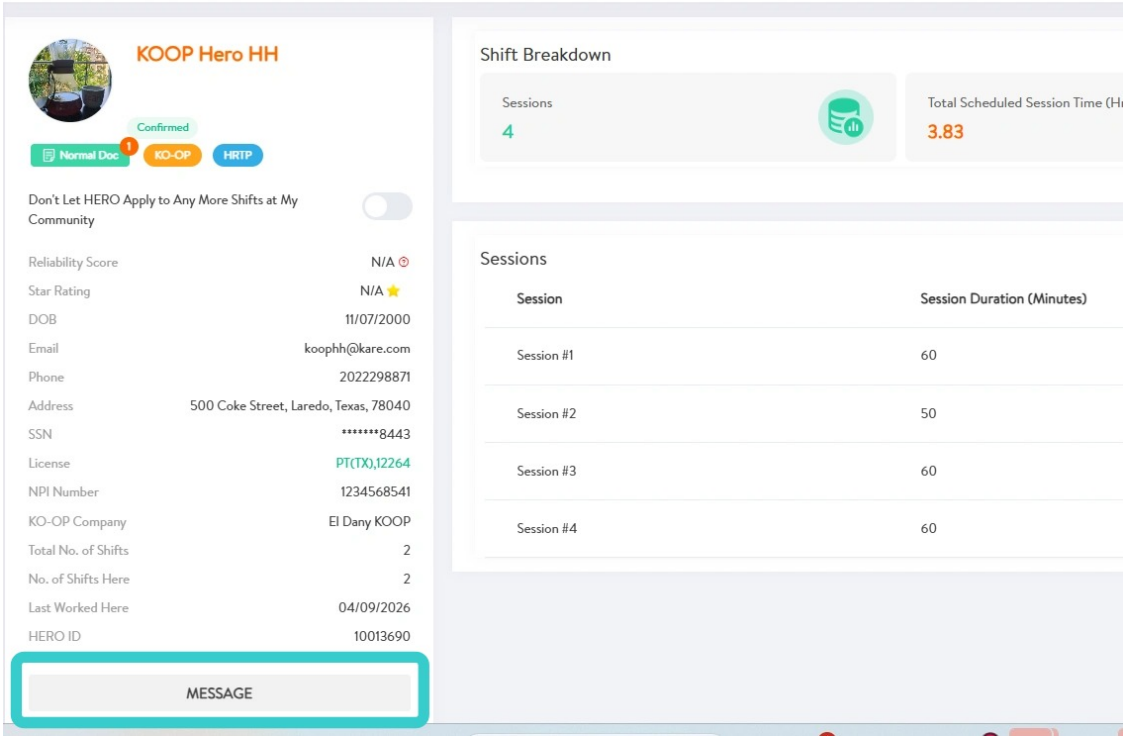


4. HEROs may also be messaged by clicking on the shift.



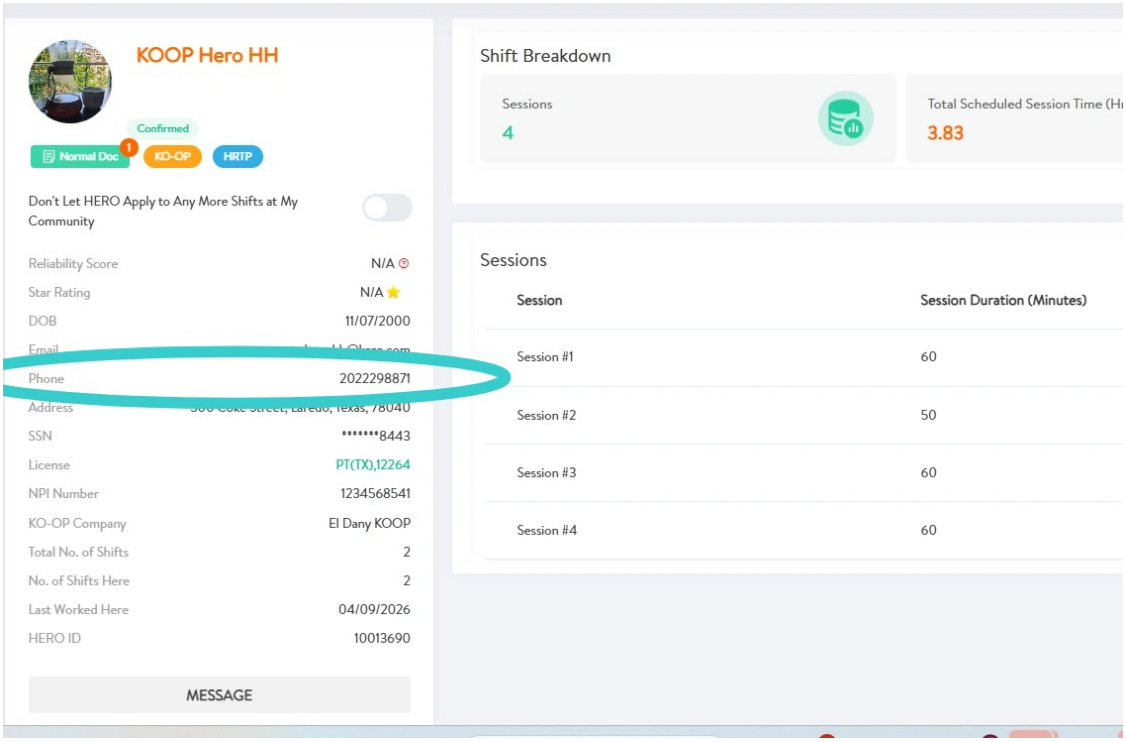
5. Then select **MESSAGE**

PT



6. Within the shift details, managers can also view the HERO's phone number and contact them directly by phone.

PT


KOOP Hero HH
Confirmed
Normal Doc
KO-OP
HRTP
Don't Let HERO Apply to Any More Shifts at My Community
Reliability Score N/A
Star Rating N/A
DOB 11/07/2000
Email
Phone 2022298871
Address
SSN *******8443
License PT(TX),12264
NPI Number 1234568541
KO-OP Company El Dany KOOP
Total No. of Shifts 2
No. of Shifts Here 2
Last Worked Here 04/09/2026
HERO ID 10013690
MESSAGE
Shift Breakdown
Sessions
4
Total Scheduled Session Time (H
3.83
Sessions
Session
Session Duration (Minutes)
Session #1 60
Session #2 50
Session #3 60
Session #4 60