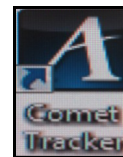


COMET TRACKER MOBILE PHONE USER GUIDE AND REFERENCE MANUAL

SMART PHONE

TABLE OF CONTENTS:



About your T-Mobile GPS Comet Tracker Phone.....	3
Using Comet Tracker.....	4
• Notification of assignment.....	4
Opening Comet Tracker.....	5
Main menu.....	5
Icon Description.....	6
• Worker Status.....	6
• Timekeeping.....	6
Clocking in.....	6
Clocking in and out for lunch.....	7
Clocking out.....	8
• Forms.....	8
• Orders.....	9
Status Options.....	10
Step one.....	11
Step two.....	11
Step three.....	12
Step four.....	12
Other status options.....	13
Patient Refusals.....	13
• History.....	14
• UTO Form	15
• Refusal Form	16
• Call Out Policy	17
• Communications and Conidtions	18
• Time Corrections	19
• Mileage Sheets	20

****Employee Acknowledgement form for company property

****This form needs to signed and returned to HR and will be placed in your personal file for documentation purposes.****

About your T-Mobile GPS Comet Tracker Phone

You are being issued a company cell phone to use for work related business only. This contract is with T-Mobile . Long distance calls, personal text messages, downloads of any kind and 411 connect are not permitted. If the phone is damaged, lost or stolen you will be responsible to pay up to \$400.00 for a replacement phone. The amount of the phone will depend on the extent of the damage.

Broken screens that need replaced will cost \$125.00 to repair, any lost phones or complete phone replacements will cost \$400.00.

Failure to do so will result in suspension until payment is received.

Please note: Upon leaving the company, the phone must be returned to your supervisor or the human resources department prior to your final paycheck being issued. Failure to do so, will result in cancelation of your direct deposit if applicable and you will need to pick up your check at the East Brunswick headquarters.

This phone has GPS and Comet Tracker installed on it and will be used to assist in scheduling and ensure quality and prompt service to our clients.

This phone must remain on throughout your entire shift. The phone must be turned on prior to leaving your home. It is recommended to leave your phone turned on at all times even when not on the clock to allow the updates to reflect in our system.

Deficiencies can be avoided by following the terms and policies outlined in this manual. Primary reasons for deficiencies include but are not limited to: Not having your work phone on throughout your entire shift for any reason, failure to follow through with status changes for any orders on your phone, failure to clock in and out correctly, failure to clock in and out for your break if one is warranted :

1ST OFFENSE	VERBAL WARNING
2ND OFFENSE	WRITTEN WARNING
3RD OFFENSE	FINAL WARNING
4TH OFFENSE	TERMINATION

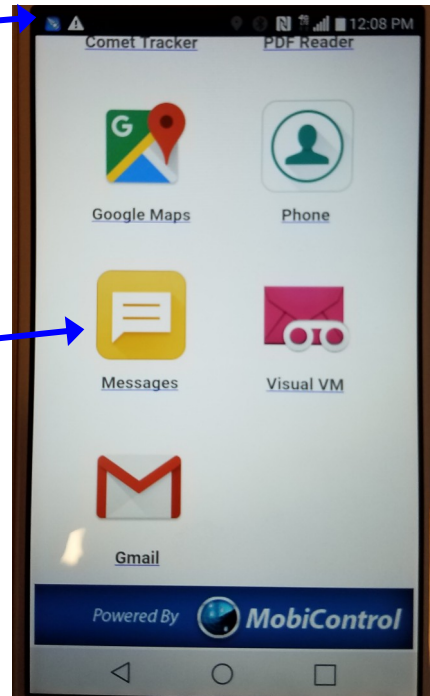
USING COMET TRACKER

NOTIFICATION OF ASSIGNMENT

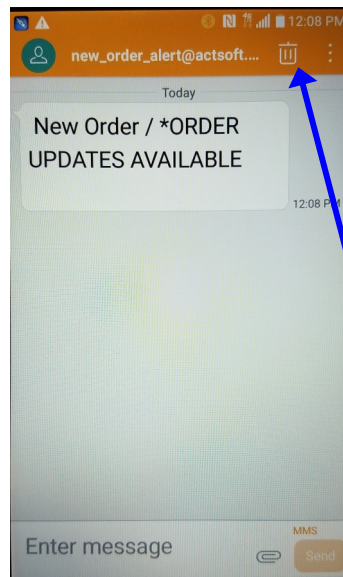
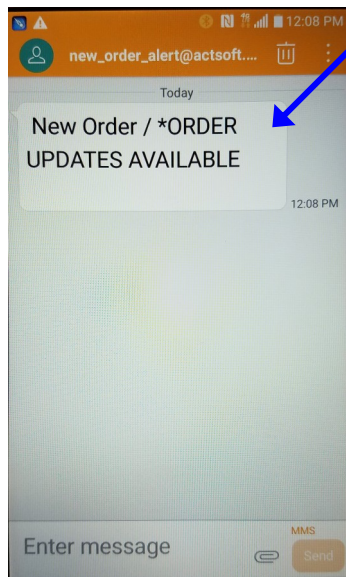
When work is assigned you will receive a text message alert. The alert will appear on the top left hand corner of the screen indicating you have a text message.

To retrieve your text message:

Click on the Messages icon.



Once you are under MESSAGES go to your Inbox. You will see a text message indicating that you have a new order waiting for you in Comet Tracker.

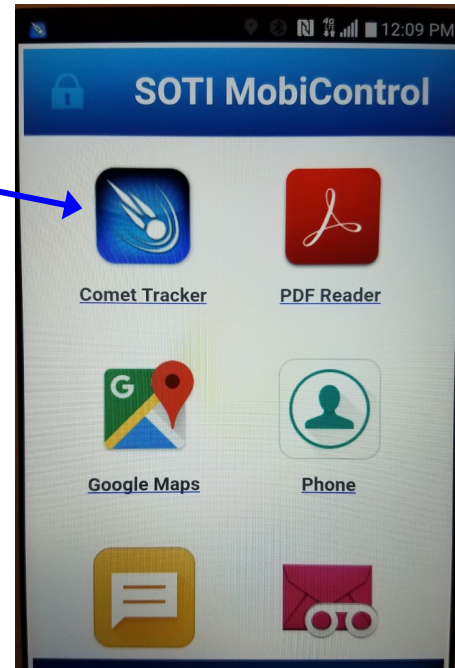


Once you have read the message make sure to erase it from your inbox .

To view your actual assignment you must now go into Comet Tracker.....

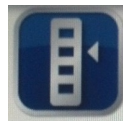
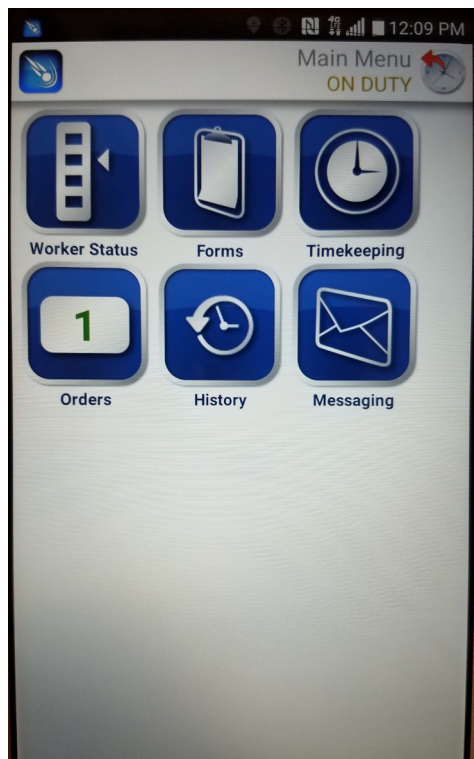
OPENING COMET TRACKER PROGRAM

To get into the Comet Tracker software, just press the Comet Tracker icon.



MAIN MENU

Once you have clicked on the icon you will be in the main menu of Comet tracker. There will be a main screen with icons which are listed below.



WORKER STATUS



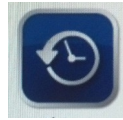
FORMS



TIMEKEEPING



ORDERS



HISTORY



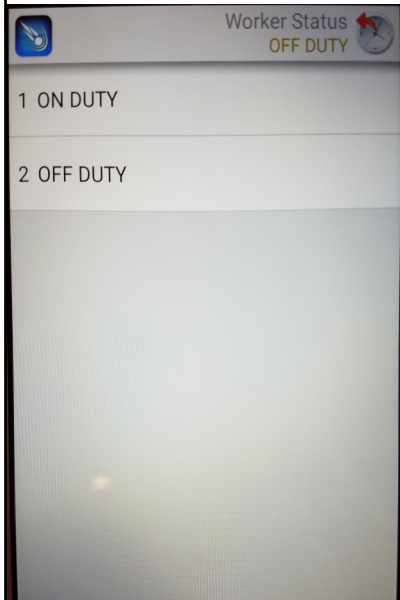
MESSAGING

ICON DESCRIPTION

Worker Status



This feature is used to establish your work status. Click onto this icon to open the icon box.



1. On Duty: Prior to clocking in to start your shift make sure this option is selected. This will notify the dispatchers that you are ready to start work.

2. Off Duty: At the end of your shift change your status to alert the dispatchers that you have ended your shift for the day

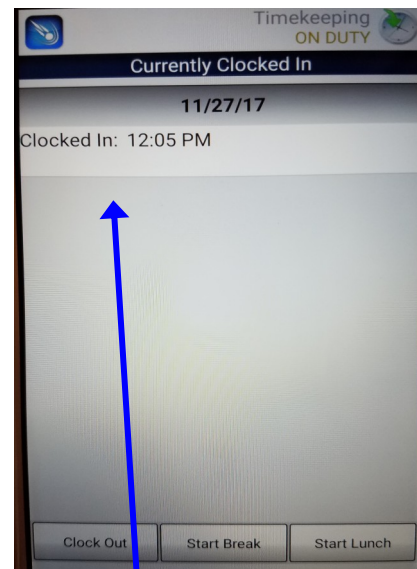
Timekeeping



This feature is used for your time and attendance tracking. Click onto this icon to open the icon box.

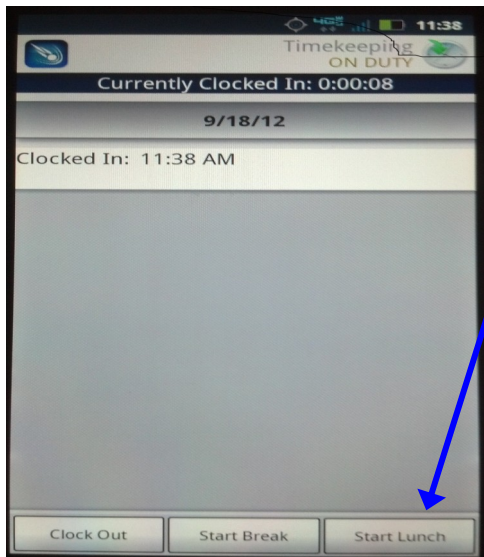


Once you have selected the timekeeping icon, this is the first screen you will see. You will have to clock in by clicking clock in.

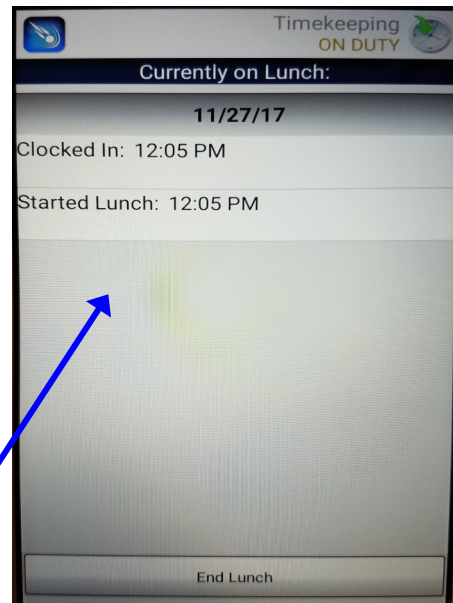


Your clocked in time will appear as shown above.

CLOCKING IN AND OUT FOR LUNCH



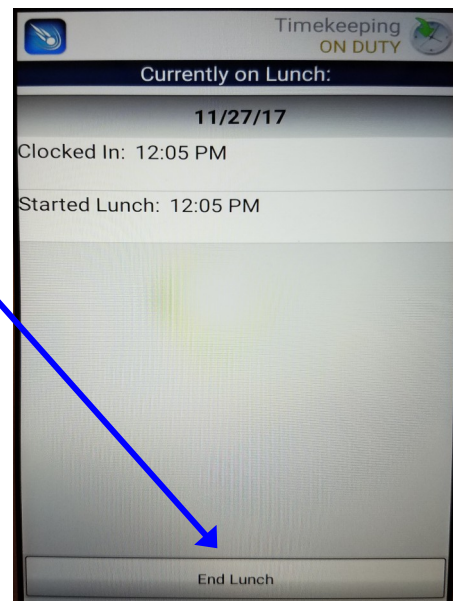
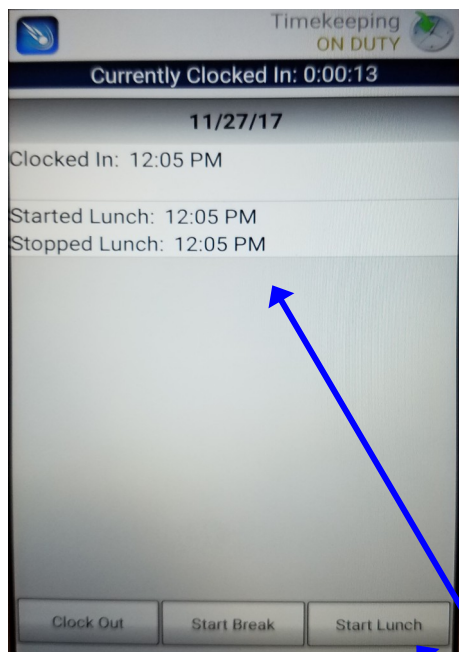
Clock in to begin your lunch break



Once you have clocked in for your lunch it will appear as shown.

*****Your lunch is (30) thirty minutes long, all employees working over (5) hours must take a lunch after their fourth hour worked*****

Once your lunch is over you will click end lunch located at the bottom of the screen.

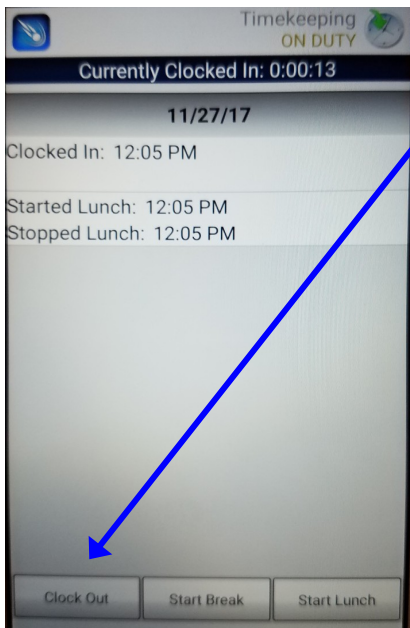


Once you have clicked end lunch you will see your start and end time for your break as shown to the left. **CLICK START LUNCH FOR YOUR BREAK NOT THE START BREAK ICON. YOU SHOULD BE USING THE ICON ALL THE WAY TO THE RIGHT OF THE SCREEN.**

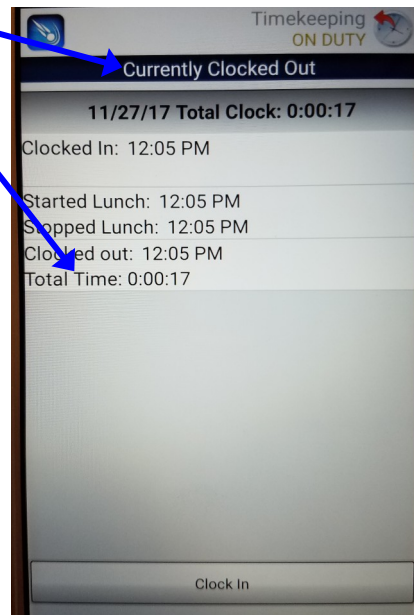
CLOCKING OUT

To clock out just click on Clock out located at the bottom of the screen as shown in Picture 1. It will then show you that you are currently clocked out and the total time you worked as shown in Picture 2.

Picture 1



Picture 2



Forms



This feature is used to create an electronic version for refusals and UTO's. Click on this icon to open the icon box.

Clicking on the above icon will bring you to a screen which is located below. For specific instructions on how and when to use this form please turn to the bottom of page 12, OTHER STATUS OPTIONS and read through to page 13.

 A screenshot of a form titled 'UTO/REFUSAL ON DUTY'. The form has three input fields: 'Form Type:' with a dropdown menu showing 'Tap to select a value', 'uto form image:' with a text input field, and 'NURSES SIGNATUR:' with a dropdown menu showing 'Tap to select a value'. Each field has a red asterisk to its right. At the bottom of the form are two buttons: 'Send' and 'Cancel'. A blue arrow points from the text 'As shown under Forms from the main menu.' to the 'Form Type:' dropdown.

PICTURE 1

As shown under Forms from the main menu.

Please note: when you receive an assignment under orders, you must complete this form by following the steps listed under the orders section. The form will have a unique order number as shown below indicating that the form is specifically for that request. This will automatically pop up once you change the order status to UTO or REFUSAL for that specific request.

Order number for request when used under orders. Please observe the difference between picture 1 and picture 2.

Please refer to pages 13-16 for additional information related to utos and refusals.

PICTURE 2

Orders



This feature is used to retrieve your assignments. This is the icon you select after receiving a text message that you have a new order to complete.

Once you have selected the above icon you will see the screen located to the right.

The numbers located to the left is the order number. (These numbers are automatically assigned by the system) The type of order will appear after followed by the status.

To view the order details just click on the order shown to the right.

ORDER DETAILS

Order number → ORD #: 561992

When order must be completed by → DUE DATE: 11/27/2017 8:05:46 PM

Service Type → SERVICE: STAT BLOOD WORK

Facility Name → CLIENT: A TEST FACILITY

Facility Address → ADDRESS: 2 KENNEDY BLVD
EAST BRUNSWICK
NJ
08816

Special Instructions → NOTE:
REF:
SPEC INST: DO NOT DRAW FROM HANDS

Patient Name → PAT: DOE JOHN

Room Number → ROOM#: 123

Tests → TESTS: CBC BMP

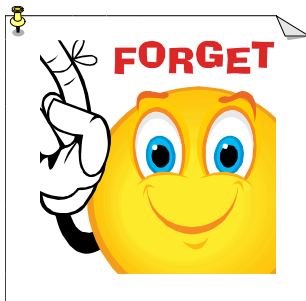
Unit → UNIT: 1ST FLOOR

Accession number → ACC#

An accession number will only be present if it's a redraw order → REASON:
DX(IMAGE):
CD REQUEST

Buttons: Next Status, Change Status, Form

Once you have viewed the assignment, click on change status or next status to accept the order. Clicking next status will automatically change the status to accepted and will follow the assignment pattern in order.



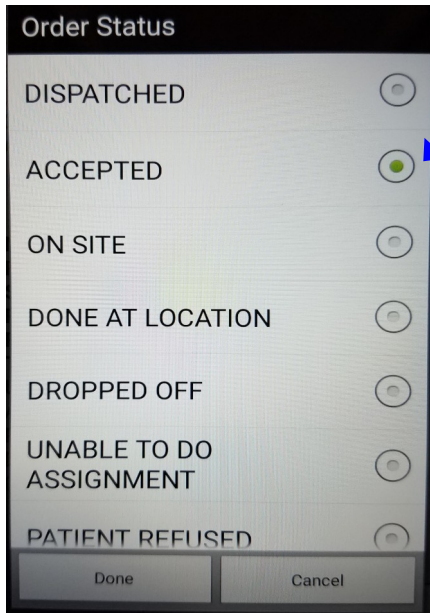
IMPORTANT! Read before continuing.....

All the steps listed on the next several pages must be followed in sequential order each and every single time. You cant skip a step. Beginning on the next page are the steps and instructions on when and how to use them.

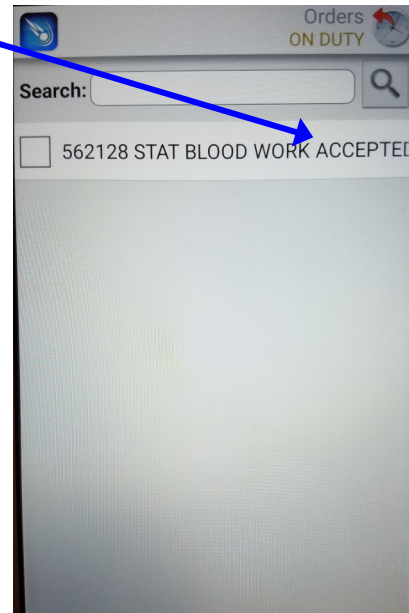
Failure to follow the steps exactly as shown will lead to progressive disciplinary action up to and including termination.

STEP 1 ACCEPTING THE ASSIGNMENTS

Under the status screen you will see a list of options to select from. **Step 1 is accepting the assignment.** Click on the status and you will see the circle turn green and then click done as shown in Picture 1. The status will also change when you view the order under text messages without clicking into it as shown in Picture 2.



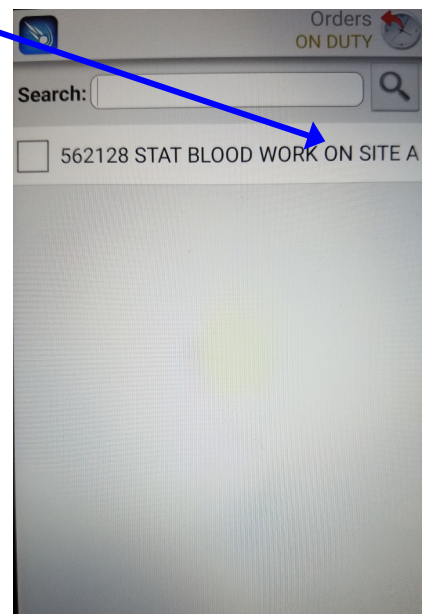
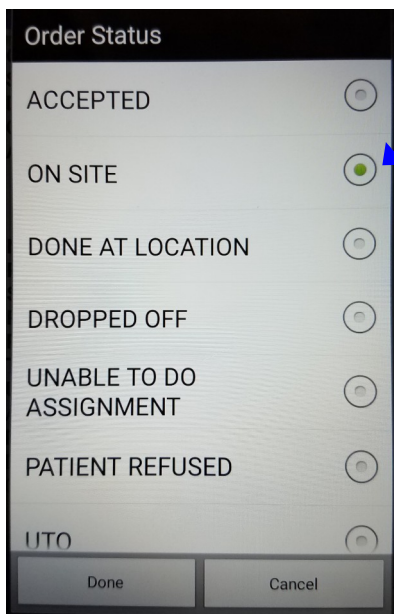
PICTURE 1



PICTURE 2

STEP 2 ON SITE...ARRIVING AT THE FACILITY

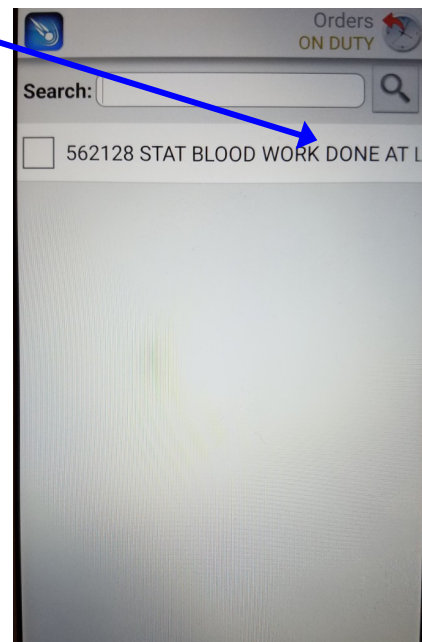
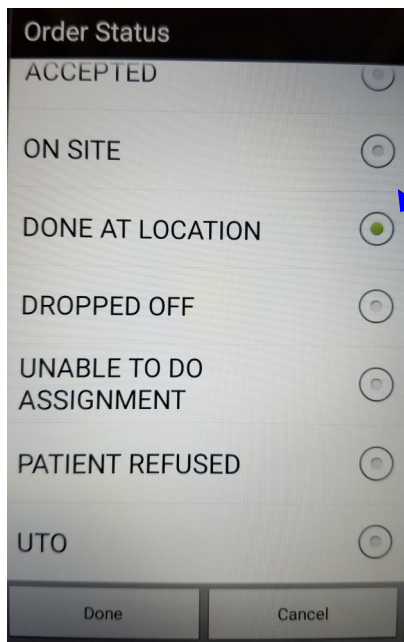
When you arrive at the facility, prior to completing the service needed you must change your status to ON SITE. This informs the dispatcher that you have arrived.



STEP 3

DONE AT LOCATION

When you are done at the location and get ready to leave you must change your status to **DONE AT LOCATION**. This informs the dispatcher that you are leaving.

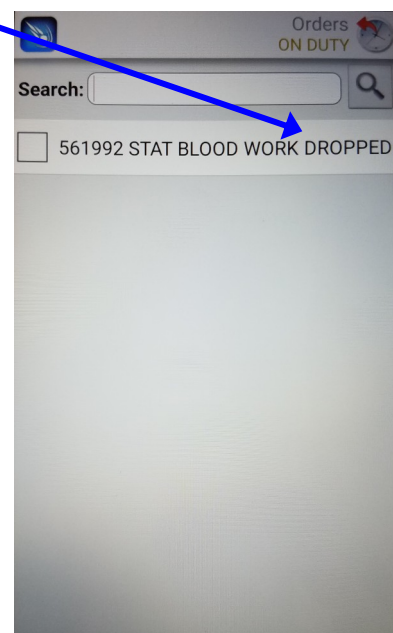
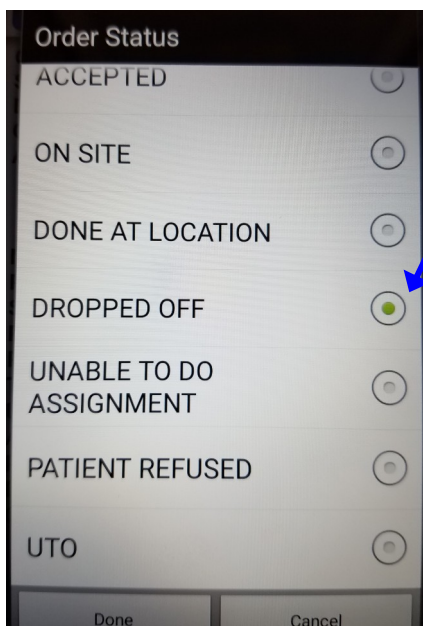


STEP 4

DROPPED OFF

When you have dropped off your assignment you must change your status to **DROPPED OFF**. This informs the dispatcher that you have finished the assignment and it is ready for pick up or processing.

***Please note, drop off locations vary and can include facility locations, remote collection stations, our main headquarters, etc. Drop offs also change depending on various factors.



OTHER STATUS OPTIONS

When the service required concerns sticking a resident there will be instances in which a patient will refuse, or you are unable to obtain due to various reasons or you are unable to do assignment. In these instances you must complete one of the following which is also under Status.

Order Status	
ACCEPTED	<input type="radio"/>
ON SITE	<input type="radio"/>
DONE AT LOCATION	<input type="radio"/>
DROPPED OFF	<input type="radio"/>
UNABLE TO DO ASSIGNMENT	<input type="radio"/>
PATIENT REFUSED	<input checked="" type="radio"/>
UTO	<input type="radio"/>

Done Cancel

PATIENT REFUSALS

When a patient refuses you must notify the charge nurse immediately. They will either escort you back to the room and try to get the patient to agree to the draw or they will inform you that it is ok. If the patient is a refusal you must first fill out the manual UTO/ REFUSAL/REDRAW form and have the nurse sign it. (please refer to page 15) You must change the status to PATIENT REFUSED and then complete the form that will appear after the selection has been made on your phone.

Form for order #562128
ON DUTY

Form Type: UTO

uto form image: [Image]

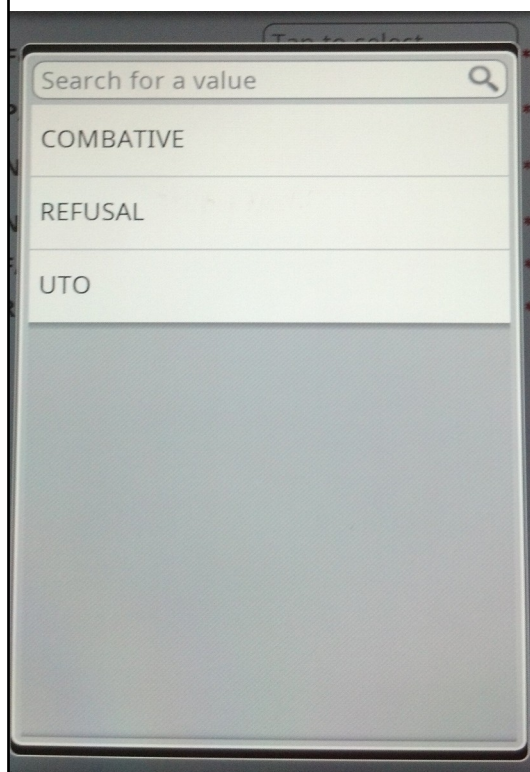
NURSES SIGNATUR: YES

Send

- The form to the left will need to be filled out completely .
- The red asterisks' indicate that there are multiple options. Click on field to see drop down menu.
- For the uto form image, take a picture of the manual completed form, the camera will automatically open when you click on this field.
- Once completed click send.

OPTIONS UNDER LIST FOR FORM TYPE

You must pick one of the following form types, an explanation of each is listed below:

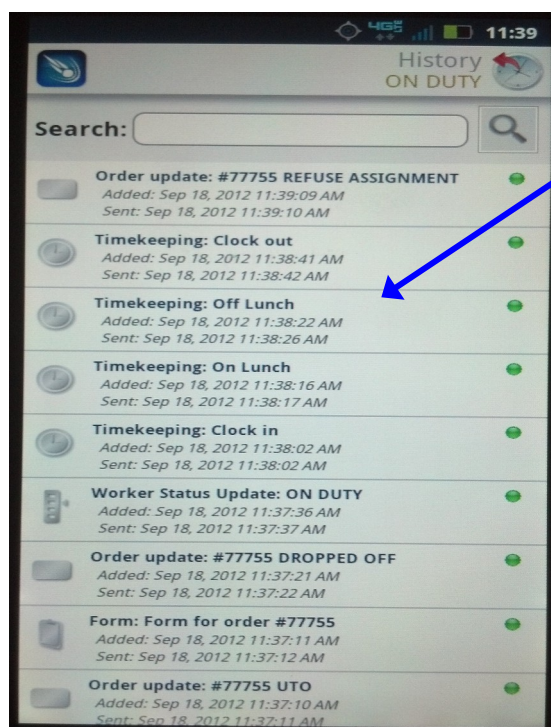


- **Combative-** Patients who resist or become aggressive during venipuncture, any violent behavior should be labeled combative. Combative still means refusal, it alerts the dispatcher to take additional precautions when sending another tech.
- **Refusal-** Patients who verbally refuse prior to venipuncture should be labeled refusal. You still must follow the procedure for refusals found on page 13 and page 15.
- **UTO (Unable to Obtain)-** After two unsuccessful attempts the order becomes a UTO. **Do not stick the patient more than two times!!**

HISTORY



This feature is used to show all activity performed through Comet Tracker. It will allow you to keep accurate track of your assignments and your time.



All activity is recorded and logged under your history tab. It will indicate what was done and will include the time and date as shown to the left.

Please Note: your history will not be saved permanently. After a couple of weeks the oldest recorded data will be deleted to make room for newer data.


UTO/REFUSAL/REDRAW MANUAL FORMS

All employees must completely fill out this form when you have a refusal, uto, unable to do assignment, and/or redraw.

Samples of how to fill out the form for each instance are below.

UTO FORM

PHLEBOTOMIST MUST OBTAIN A COPY OF THE REQUISITION FORM AND SEND IT TO ACULABS ALONG WITH THIS FORM.


ACULABS
 2 Kennedy Boulevard
 East Brunswick, NJ 08816
 732.777.2588

order # 560000 ← order # must be added if the order is in come + tracker

UTO / Refusal / Redraw
 (circle one)

PLACE LABEL HERE
 DO NOT WRITE IN THIS AREA
 PLACE LABEL HERE

Date: 11-27-17

Facility: A test facility

Patient Name: John Doe Room #: 123 Unit: 1st Fl.

Phlebotomist (print name): Jane Smith ID# 1234

Communicated to Supervisor: ☒ Yes ☐ No

Reason for Reschedule: ☐ Refusal ☒ UTO

If Not Available, please explain: _____

Nurse Signature: Have RN Sign Here

☐ Nurse Refused to Sign Nurse's Name: _____

Accession #: _____

Test Name: _____

Accession # Must Be on Form for Redraw
 Place this form in Biohazard Bag with Specimen

☐ SST

☐ GY

☐ B

☐ WH

☐ Y

☐ L

Sign here


Tech Signature: _____

Date: _____

Time: _____

Time of attempt

Phlebotomy Location (circle)



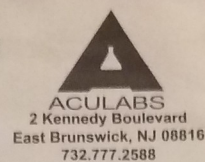
For Phlebotomist Use Only

White Copy -- Aculabs Yellow Copy -- Facility Pink Copy -- Team Leader

REFUSAL FORM

PHLEBOTOMIST MUST OBTAIN A COPY OF THE REQUISITION FORM AND SEND IT TO ACULABS ALONG WITH THIS FORM.

order # 560000 ← order # must be added if the order is in comet tracker.



UTO / Refusal / Redraw
(circle one)

PLACE LABEL HERE
DO NOT WRITE IN THIS AREA
PLACE LABEL HERE

Date: 11.27.17

Facility: A test Facility

Patient Name: John Doe Room #: 123 Unit: 1st Fl.

Phlebotomist (print name): Jane Smith ID# 1234

Communicated to Supervisor: ☒ Yes ☐ No

Reason for Reschedule: ☒ Refusal ☐ UTO

If Not Available, please explain: _____

Nurse Signature: Have RN Sign Here

☐ Nurse Refused to Sign Nurse's Name: _____

Accession #: _____

Test Name: _____

Accession # Must Be on Form for Redraw

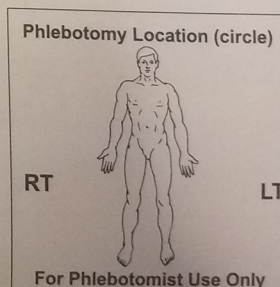
Place this form in Biohazard Bag with Specimen

☐ SST ☐ GY ☐ B ☐ WH ☐ Y ☐ L

Tech Signature: Sign here

Date: Date

Time: Time of attempt



White Copy -- Aculabs

Yellow Copy -- Facility

Pink Copy -- Team Leader

PHLEBOTOMY CALL OUT POLICY

When calling out you must follow the below steps each and every time you cannot report to work:

IF YOU ARE A NORTH PHLEBOTOMIST:

1. Text your north QA Supervisor Ramon Fernandez at 732-512-8488.

IF YOU ARE A SOUTH PHLEBOTOMIST:

2. Text your south QA Supervisor Sherri Stewart at 732-735-3970.

AND ALL PHLEBOTOMIST MUST ALSO

3. Text 908-229-9627. This number is saved in your company phone under contacts as DISPATCH PM ACULABS. Please text your full name, the reasoning for your call out and the facility assignments you had for that day.

IMPORTANT REMINDERS:

- The company policy states that proper notification requires you to give at least two hours notice of a call out. Ex: If you are scheduled to start at 5am, you must follow the above steps by no later than 3am. Failure to do so will result in progressive disciplinary action up to and including termination.
- If you fail to call out and you do not report your callout as instructed above it is considered a **NO CALL NO SHOW**.

NO CALL NO SHOW

- If you are a no call no show it will result in a **FIRST AND FINAL WARNING**. A second offense will result in immediate termination.

Any employee absent for two consecutive workdays without communicating the reason for their absence is considered to have voluntarily resigned his or her employment with the Company.

COMMUNICATIONS AND CONDITIONS:

Responding to an assignment:

1. Upon receiving work you will have (10) minutes to accept/respond to your assignment. **(please note that response time will be monitored and will also be part of evaluations)**
2. It is mandatory that all steps of comet tracker and all time and attendance policies are followed each and every time.
3. Once you have received and accepted an assignment it must be done as soon as possible. Ensuring timely and quality service to our clients is always a priority!!

Importance of your assigned mobile phone:

Your assigned phone must be with you at all times during work. Without the phone you will not be able to perform your responsibilities as it is a mandatory tool in performing your job. If you do not have your phone, you will not be able to begin work and you will be instructed to go and get your phone prior to beginning your shift. Failure to do so will result in progressive disciplinary action up to and including termination and will also be considered a call out. Below are some important reminders about your phone.

- **Ensure your battery is fully charged at the start of your shift.**
- **Make sure you have a car charger .**
- **Do not download apps of any kind, this will impact battery life on your phone.**
- **Safeguard and protect your device as if it was your own.**

Issues with the phone.....

If you experience any issues with your device you must contact Gail Colon at 732-777-2588 ext. 5293 or Alexis Frowery at 732-777-2588 ext. 5103 immediately. You must never be without your mobile phone as it is a vital key to performing your job.

Failure to follow all terms and conditions will lead to disciplinary action up to and including termination.

TIME CORRECTIONS

If you miss a punch or if you have punched in error and need an adjustment, you must submit a Time Adjustment form to the main lab immediately.

All time corrections should go to the attention of Payroll. They can also be emailed to jlowande@aculabs.com.

If you run out of the below forms you are still able to complete a time correction by filling out the below information on a blank piece of paper.

Time Adjustment Form

100-0002.0
Rev. 06/2007

**Time Adjustment
Clocking In/Out & Missing Punch Form**

Employee Name: _____

Date to Adjust	Clock In Time	Clock Out Time	Facility Name

Employee Signature: _____

Supervisor's Signature: _____

Note:
This form must be **COMPLETELY** filled out and submitted to **PAYROLL** no later than the following business day of the date in question. Failure to submit on time will result in disciplinary action up to and including termination. A delay in processing will cause your paycheck to be shorted hours and reimbursement will be issued the following pay.

2 Kennedy Blvd.
East Brunswick, NJ 08816

Time Adjustment Sample Form

**Time Adjustment
Clocking In/Out & Missing Punch Form**

Employee Name: JANE DOE

Date to Adjust	Clock In Time	Clock Out Time	Facility Name
DATE	5:00	6:10	ANN MANOR

Employee Signature: YOUR SIGNATURE

Supervisor's Signature: _____

SUBMIT FORM WITHIN 24 HOURS

Note:
This form must be **COMPLETELY** filled out and submitted to **PAYROLL** no later than the following business day of the date in question. Failure to submit on time will result in disciplinary action up to and including termination. A delay in processing will cause your paycheck to be shorted hours and reimbursement will be issued the following pay.

Mileage Sheets

Please make sure everything is filled out on your mileage sheet. Refer to "Sample Mileage Sheet" below.

Mileage sheets must be submitted to payroll by 12 noon the following day. No Exceptions!!

Toll receipts must be submitted and attached to your mileage sheet, please make sure to include your name and employee id number on each toll receipt.


If you fail to submit your mileage sheet within 24 hours, you will not be reimbursed for that day. Please completely fill out your mileage tracking sheet.

Timesheets are only used to calculate mileage, and are kept on file as support.

Keep pink copies for your personal records!!

SAMPLE MILEAGE SHEET

Attach Toll Receipts Here



Mileage Tracking Sheet

CHECK ONE

Check One Must Enter
☐ Company Car
☐ Personal Car (Reimbursed)

PRINT YOUR NAME HERE

Date

FACILITY	FACILITY	ODOMETER START	ODOMETER END	NO. OF MILES	NO. OF STICKS	NO. OF SPECIMEN	COMMENTS (Tolls, Stat, Extended Trips, etc.)
Start Point	1st Facility	001	005	5	20	5	Morning rounds
1st Facility	2nd Facility	005	010	5	15	2	Morning rounds
2nd Facility	3rd Facility	010	015	5	1	0	Stat
3rd Facility	End Point	015	020	5			Drop Off Headquarters
You must specify where you dropped off							
PLEASE NOTE: WE DO NOT REIMBURSE FOR TRAVEL OR TOLLS TO AND FROM WORK.							
				TOTAL MILES	20		

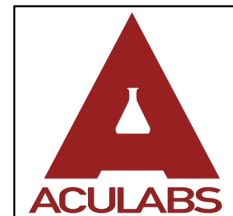
NOTE: 1. NO RECEIPTS, NO REIMBURSEMENT FOR TOLLS, ETC.
 2. FORM MUST BE COMPLETELY FILLED OUT, PRINT CLEARLY & SUBMIT DAILY TO YOUR SUPERVISOR FOR APPROVAL.
 3. THIS FORM IS STRICTLY FOR MILEAGE.
 ANY MISSING HOURS SHOULD BE SUBMITTED ON THE PROPER FORM AND SIGNED OFF BY YOU AND YOUR SUPERVISOR.

SIGN HERE

EMPLOYEE SIGNATURE: _____

SUPERVISOR SIGNATURE: _____

WHITE = PAYROLL
CANARY = BILLING
PINK = PHLEBOTOMIST



EMPLOYEE ACKNOWLEDGEMENT FORM

COMPANY PROPERTY

I understand that upon receipt of the circled items below I will be held responsible for the corresponding amount. Upon termination of employment with Aculabs, regardless of the reason, I will return all equipment, or anything that can be considered Company Property. Failure to return or damage to any of the circled items will result in a deduction applied to my final paycheck.

Company Phone Number: _____

Company Cell Phone **\$400.00**

Broken/Cracked Phone Screen **\$125.00**

Cell Phone Charger **\$25.00**

Transportation Cooler **\$35.00**

Employee Signature

Employee Name (Print)

Date

Human Resources Representative

Date

Important Note: This receipt must be read, understood and signed.