

## Client Scenario Tutorial

These instructions provide you with the steps to replay and practice the same simulation on your phone that was used during your remote training. Use this instruction sheet together with your handout titled, Procura Simulation – Thursday, September 19.

### Start the Simulation on your phone by following these steps

From your home screen tap on Procura Help , then tap on the box with “Mobile”. Tap on the “Practice Using Procura Mobile” article, tap on the blue link [Procura Training Simulation \(Vancouver\)](#). These steps will launch the Procura Simulation. Tap on the triangle play button or the Restart button. The Simulation will have its own Navigation bar at the bottom of the screen, , which you will use to Navigate this program.













On this simulated phone home screen, tap on Procura which will be surrounded by a red box .


Tap on the two lines above **Log in** to enter your simulated username, HSupport, and password, **\*\*\*\*\***, then tap on **Log in**.

There are 4 client scenarios. The first client scenario below, is for Bob Svenson and will have step by step instructions guiding you through each action to take in order to complete the visit. The other 3 scenarios, have less detailed step by step instructions, but will have enough information for you to complete the visit. For our Simulation; today is Thu, Sep 19.

### Scenario 1: Bob Svenson

During your visit with Bob, he says that he is not feeling well and refuses to take a bath today. You therefore need to write a note on this incomplete task. Keep this in mind when documenting later.

1. Tap on Bob Svenson to view **Appointment Details**.
  - **Notice:** Directions and Care Plan Information
2. Tap on RQ, BATH and THER care plan to read all of the task details.
3. Tap on  to get back to Appointment Details after reading each task.
4. Tap on  to view **Client Details**.
  - **Notice:** Client Information, address, allergies & languages
5. Tap on  menu, and then Tap **View Notes** to see if there are any past notes.
6. Tap on **client out of toiletries** to view the full note
7. Tap on  several times until you get back to **Appointment Details**
8. Tap on  to open Google maps and navigate to Bob’s home
9. Upon arrival at client’s home Tap on  to get back to **Appointment Details**.
10. Tap on  to begin the appointment then Tap **Start** (before pressing buzzer)
11. *After asking the Respiratory Screening Questions you would normally put away your phone and perform the Care Plan Tasks. Upon completion you would then unlock your phone and go into Procura to document the visit before leaving the client’s home.*
12. Tap on  Respiratory Screening Question, Tap on red box, Select **Complete** then Tap **OK**.
13. Select **Next**. Tap in red box **Bathing** . Select **Not Complete** then Tap **OK**. Tap in red box **Reason**  select **Client Refused** then Tap **OK**. Tap **Next**
14. Tap in red box **Therapy Program** , Select **Complete**, then Tap **OK**. Tap **List**
15. Tap on  to get back to Appointment Details to create a note on the incomplete bathing task.
16. Tap on . Tap **Create Note** to create a note
  - Tap into the **red** areas to populate the text of the note
  - Tap **Save** to save note.

17. Tap on  to finish documenting.

18. Tap **Complete**, Tap  **PPE Questions**. Tap on each question, select Yes or No, then Next

Did you don the standard PPE: mask, glove...

Did the client answer 'yes' to any of the scr...

If yes, did you don a gown?

Tap **Complete** twice. **Notice:** Bob's appointment has a Complete status

19. Tap  to Refresh the schedule

Complete the next three scenarios on your own using the information provided.

### Scenario 2: Harpreet Salim

You have two tasks to complete for Harpreet, RQ and MEDAD which is a DOT (Delegation of Task). Completing these task was successful and you have no observations or issues to record in a note. You need to make sure you have read the details of the DOT before you start the visit.

1. Review appointment details including care plan tasks
2. Review client details including DOT and Client updates
3. Review past notes
4. Use the map for travel directions
5. Start visit, document all items including PPE then complete the visit
6. Refresh the schedule

### Scenario 3: Hazim Ghorbani

A family member greets you at the door and tells you that Hazim was taken to hospital an hour ago. You do not see Hazim; you need to make sure that this is documented and that you call the scheduler to cancel.

**Hint:** You will not complete the visit nor the care plan list because you did not see the client.


1. Review appointment details including care plan tasks
2. Review client details like hazards.
3. Review past notes.
4. Start the visit. You cannot document since the client was not seen.
5. Write a note from Appointment Details.
6. Return to Today's Appointments and refresh schedule.
  - o **Notice:** Hazim's appointment has a Cancelled status
  - o **Notice:** Doris Lee has changed to Sumi Kobayoshi

### Scenario 4: Sumi Kobayoshi (replaced Doris Lee)

When you were providing care, you noticed a bruise on Sumi's foot. She says she dropped a cup on it, it doesn't hurt much and she can walk fine. This will need to be documented.

1. Review appointment details including care plan tasks
2. Review client details and past notes.
3. Start visit.
4. Complete the visit.
5. Write the note about Sumi's bruise.
6. Refresh the schedule
7. Log Out of Procura

**Pro Tip:** you can go back and record notes when a visit has been completed or cancelled.

**To close the Simulation-** Tap on the real navigation bar , Select **Close all**.