Quick Reference Guide:
Care Coordination

Community Care NB
Soins Communautaires NB

| Quick Reference Guide |
July 2024

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Care Coordination

Service Requests

View Service Requests

1. From the homepage, select the **Service Requests** button.
2. Pending Service Requests will appear, select the **Order Number** link to view the offered service request's details.

Accept Service Requests

1. From the **Pending** tab, click and open an **Offered Service Request.**
2. If you can fulfill the request under **Service Request status,** click the **–None--** dropdown and then select **Accept request**.
3. Click the **Next** pushbutton, then click **Accept Request.**

Decline Service Requests

1. From the Pending page, click and open an **Offered Service Request.**
2. If you cannot fulfill the request under **Service Request status,** click the **–None--** dropdown and then select **Decline Request**.
3. Click the **Next** pushbutton, then click **Decline Request.**

Log an Incident Report

1. Open either an Active or Terminated Service Request (SR) by clicking on the SR's **Order Number** link.
2. Click the **Log an Incident** button on the right side of the screen.
3. A **Service Report Create** popup will appear, all fields with a red asterisk * next to them are required to be filled.
4. The **Type** and **Actions Taken** fields require you to click an option under **Available** and then click the forward arrow ▶ in order to choose said option. Repeat for all options that apply.
5. In the text box below **Description**, enter a description of the incident.
6. The **Urgency** and **Place** fields require you to click the **–None–** dropdown and then select an option from the list.
7. Check the **Repeated Occurrence** and **Follow-Up Required** boxes (*if applicable*).
8. Click the fields below **Date** and **Time**, then choose a date and time.
9. Enter who the incident was **Reported by**, and who were all involved.
10. Click the **Next** button on the bottom left of the popup, then click **Finish**.

Log an Observable Change

1. Open either an Active or Terminated Service Request by clicking on the SR's **Order Number** link.
2. Click the **Log an Observable Change** button on the right side of the screen.
3. A **Service Report Create** popup will appear, all fields with a red asterisk * next to them are required to be filled.
4. The **Type** field requires you to click an option under **Available** and then click the forward arrow ▶ in order to choose said option. Repeat for all options that apply.

5. In the text box below **Description**, enter a description of the observable change.
6. The **Place** field requires you to click the **–None–** dropdown and then select an option from the list.
7. Check the **Repeated Occurrence** and **Follow-Up Required** boxes if applicable.
8. Click the fields below **Date** and **Time**, then choose a date and time.
9. Enter who the incident was **Reported by**, and who were all involved.
10. Click the **Next** button on the bottom left of the popup, then click **Finish**.

Log a Change Request

1. Open either an Active or Terminated Service Request by clicking its **Order Number** link.
2. Click the **Log a Change Request** button on the right side of the screen.
3. Select the change request's **Category** from a dropdown.
4. Select the **Type** from the available list and click the left arrow to add the chosen type to the chosen list.
5. Type a **Description** of the change, then click the **Next** button on the bottom right of the popup.
6. Click the **Finish** button on the bottom right of the popup.

Terminate / Modify / Pause Service Requests

1. A Service Request can only be terminated, modified, or paused by a Social Development worker. Otherwise, a Service Request is automatically terminated after the Order's End Date.
2. All non-declined service requests are found in the Service Request tab.
3. A service provider can request a change by logging a change request, the Social Development worker is listed on the service request if follow up communication is required.