Submitting Volunteer Hours Electronically updated 06.06.19

If you have any questions, please email Nancy Guder at nguder@hospicewr.org or call at 216.383.3731

You can use any internet browser to register and submit timesheets but, if you use Internet Explorer, whenever there are enhancements to the portal you will need to clear your cache.

HOSPICE OF THE WESTERN RESERVE

Your Needs ▪ Our Services ▪ Grief Services ▪ Volunteer/Community ▪ Giving Back

Search...

1. Go to our website hospicewr.org Make sure you see our logo

Staff/Volunteers

ADP Workforce Now
Employee Benefits Login
Outlook Mail
Submit Volunteer Hours

2. Scroll to the bottom of the websites page and click on Submit Volunteer Hours

Welcome to Hospice of the Western Reserve Volunteer Timesheets

Enter your account credentials below to log in

Email

Password

DO NOT ENTER YOUR EMAIL OR PASSWORD HERE. You need to register first. You only enter this information after you register as a new user.

☐ Remember me?

Log in

Register as a new user

Forgot your password?

3. Click on Register as a new user.

Once you create an account, the next time you login, you will only need to enter your credentials above

Register.

Create a new volunteer timesheets account.

Email	nguder@hospicewr.org
First Name	Nancy
Last Name	Guder
Volunteer Number	354853
Password	•••••••
Confirm password	•••••••

Please enter in your own email

Please enter in your own volunteer number. Call 216.255.9090 if you do not know your volunteer number.

Your password must contain 1 capital letter, 1 number and 1 symbol and be at least 6 characters long (ex: Volunteer#1)

[Register]

4. Complete above info & click on register.

Confirmation Email Sent

5. Go to your emails to complete this step

Please check your email address for the confirmation link before signing in. You must confirm your e-mail before accessing timesheets.

If you didn't receive the email or can't find it, you can always resend the confirmation email by clicking here.

2

HV

Wed 2/27/2019 9:37 AM

HWR Volunteer Timesheets

Confirm your Timesheets Account

To ✅ Guder, Nancy

Please Complete Your Hospice of the Western Reserve Volunteer Timesheets Registration

We received your registration for a new account with Hospice of the Western Reserve volunteer timesheets.

Please confirm your account by clicking here

6. After you complete this you will be taken to the dashboard

Volunteer Timesheets Dashboard

Select a timesheet type from the options below to log your volunteer hours.

Hospice Care Program

Hospice In-Person Visit

Cardio Pulmonary (CP) Support Phone Call

Check-in Support Phone Call

Spiritual Care Assessment

7. Locate the proper program then click on the correct type of timesheet for the assignment you are submitting hours for.

REMEMBER YOUR TIMESHEET BECOMES PART OF THE PATIENTS PERMANENT RECORD SO PLEASE CHOOSE THE CORRECT PROGRAM.

Navigator Program

Navigator In-Person Visit

Cardio Pulmonary (CP) Support Phone Call

Support Phone Call

Spiritual Care Assessment

Non-Patient Assignments

Non-Patient Assignment

Bereavement

Bereavement Phone Call

Bereavement In-Person Visit

Bereavement Contact Closure -Attended Funeral, Visitation Service of a Patient

>> **View and Edit My Timesheets**   >> **Log Out of Volunteer Timesheets**

8A. Enter Patient information – Start by

> You can either start typing the patients first name in the gray box and the autofill feature will bring up those with that first name. If you see the patient you visited, click on it. If you do not see the patient go to option B and Create a Patient Record

Patient:

Enter the patient's name below using the autocorrect feature to get the correct name and patient number.

Start with the patient's first name and last name. The full name will appear with a patient number. Make sure it is the correct patient number before clicking on the correct option to select it.

8A

Can't find your patient?

8B.

Create a Patient Record

Search Patient Records

DO NOT USE THIS OPTION

8B. Enter Patient information

> If you do not see the patient with the autofill feature above, click on Create a Patient Record. You only need to create a patient record 1 time. It will be saved the next time you enter a timesheet. See below for steps to create a patient record.

Create a Patient Record

First Name

Holly

Last Name

Graham

Patient Number

55555

Patient Zip Code (Only Needed for Navigator Patients)

Please Select a Team

Lakeshore Central Alt Home

Complete all information asked for. PLEASE NOTICE THAT YOU ONLY NEED THE PATIENT'S ZIP CODE IF THEY ARE A NAVIGATOR PATIENT.

Click on Create Patient Record

Create Patient Record

Previous Next   Options ▼

Your Needs ▪ Our Services ▪ Grief Services ▪ Volunteer/Commu

Create Hospice In Person Visit

Success! You created a new patient record for Holly Graham.

After you click on Create a Patient Record it will look like the information disappeared, but you will see a message that the record was created.

YOU NEED TO REFRESH YOUR PAGE BY HITTING THE F5 KEY OR THE ⟳ **IN THE BROWSER BAR**

Create Hospice In Person Visit

Patient:

Enter the patient's name below using the autocorrect feature to get

Start with the patient's first name and last name. The full name will ap
number before clicking on the correct option to select it.

| ho| | × |

Holly Graham   Patient Num: 55555

Begin typing the first name of the patient you just created a record for. Click on the name to select it.

Complete all other information requested. Do not leave anything blank. If you have nothing to enter in a comment box, please put N/A.

Volunteer Information

Volunteer Name: Nancy Guder   Volunteer Number: 33333   E-mail Address: nguder@hospicewr.org

Preview Timesheet

9. Click on Preview Timesheet and review the information for accuracy

Patient:

Holly Graham

Patient Number: 55555

Patient Team: Lakeshore Central Alt Home

Submit Timesheet   Edit Timesheet

10. Review the information, edit if necessary by clicking on Edit Timesheet. If no edits are needed, click on Submit Timesheet. The submission may take few a minutes to process. DO NOT CLICK MORE THAN ONCE.   You will be taken back to the dashboard and will see message of the successful submission of the timesheet. You will also get a confirmation email.

Volunteer Timesheets Dashboard

Success! You submitted a timesheet for a Hospice in Person Visit.

You can either submit another timesheet or logout of Volunteer Timesheets.