

How to Report Client Information



Questions/Observations to Report	What to do?	Examples
Non-urgent notes about client	<p>Mobile Meals App: Driver Comments Text Box</p> <p><i>Located at the bottom of each client's page</i></p>	<ul style="list-style-type: none"> •New Phone Number for a client •Change in directions on how to deliver the meal (as in use side door and not front door) •New Emergency Contact/Emergency Contact Phone Number •Client is getting too much food •Client violates MOWCM Policy (ex: dog running around yard without a leash)
Client Concerns, safety issues, additional resources required	<p>Mobile Meals App: "Is there a Change of Condition?" <i>Popup window after client is marked "Delivered"</i></p> <p><i>Please choose a category and explain the concern in the text box (do not leave the text box blank)</i></p>	<ul style="list-style-type: none"> •Client seems disoriented •Client doesn't have heat •Worried about condition of client's house •Client needs pet food or grocery shopping services •See more examples on Client Concerns Document
Meal questions & changes	<p>Ask the client to call Client Engagement: 410-558-0923 (Option 1)</p> <p>Encourage them to leave a message if they receive voicemail</p> <p><i>Please do not report this information in Mobile Meals App</i></p>	<ul style="list-style-type: none"> •Wants to cancel a future meal •Wants to change delivery schedule •Complaint about the meals
Question about the logistics of delivering	<p>Call your site coordinator or Client Engagement: 410-558-0923 (Option 1)</p>	<ul style="list-style-type: none"> • Don't remember the difference between the specialty meal stickers •Can't figure out how to get into an apartment building and the client is not answering

Call 911 (and then call your Site Coordinator):

Client is hurt

Client is in immediate danger