

Approval for Long and Short Shifts

Why the Change?	Approval for shifts under 15 minutes, or over 24 hours, required multiple steps. This step has been simplified for the user.
What Changed?	The user now has an easier, two-step consumer approval process without requiring the need to choose multiple reason codes.
Who is Affected?	Consumers and Surrogates in the Portal when approving shifts.
When will it take affect?	April 18, 2024

Approving Shifts Less than 15 Minutes

Example 1

App



Portal



If approving a shift, which is less than 15 minutes, the system will alert the Consumer/Surrogate to approve the shift as there could potentially be a mistake. If the shift is correct, the **Approve** button, followed by the **Confirm Approval**, will approve the shift.

Once approved, the final approve box will be shaded in blue with a green check.

1 ⚠️ 0h 9m Approve Deny ...

2 Approve Shift X
This shift is less than 15 minutes. Are you sure you want to approve?
Cancel Confirm Approval

3 ✓ Approve Deny ...

Approving Shifts Over 24 Hours

Example 2

App

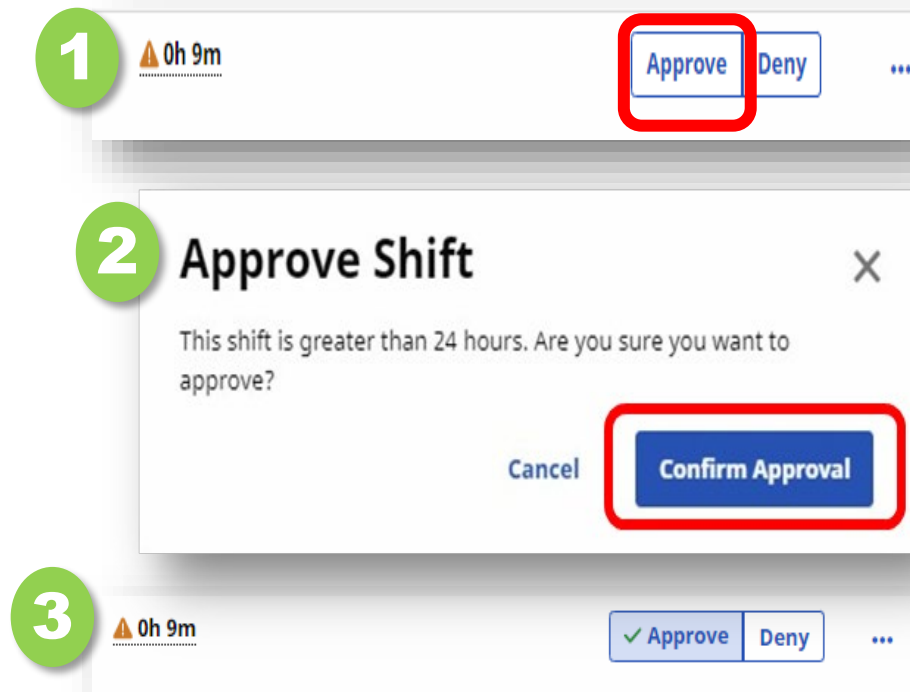


Portal



If approving a shift, which is over 24 hours, the system will alert the Consumer/Surrogate to approve the shift as there could potentially be a mistake. If the shift is correct, the **Approve** button followed by the **Confirm Approval** will approve the shift.

Once approved, the final approve box will be shaded in blue with a green check.



Correcting Short or Long Shifts

Example 3

App

Portal

1. If the shift is incorrect, click the **Cancel** button.
2. Choose **Deny** which will alert the PCA via a notification the shift has been denied (if notification is enabled).
3. To **Adjust** the shift, click the ... and choose **Adjust Shift** to correct.
4. Final step is to **Approve**.

