Clarus Mobile App

Welcome to Clarus, the easy-to-use call management solution for daytime and after-hours calls.

This guide is meant to serve as an introduction and instruction to using the Mobile App. We'll cover how set notification preference, complete calls, document notes, and more.

If you have any questions or desire further training resources, please contact our team at support@claruscare.com.
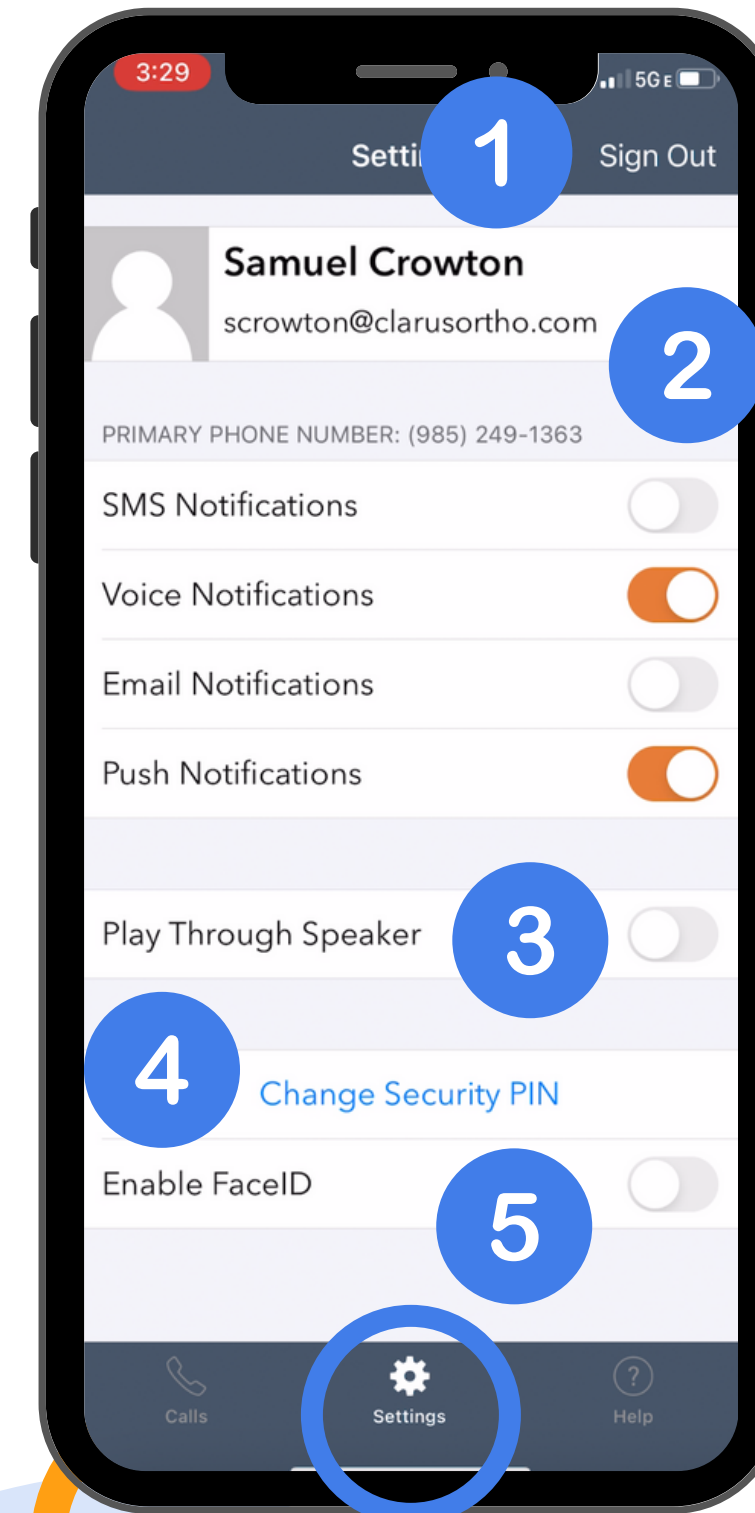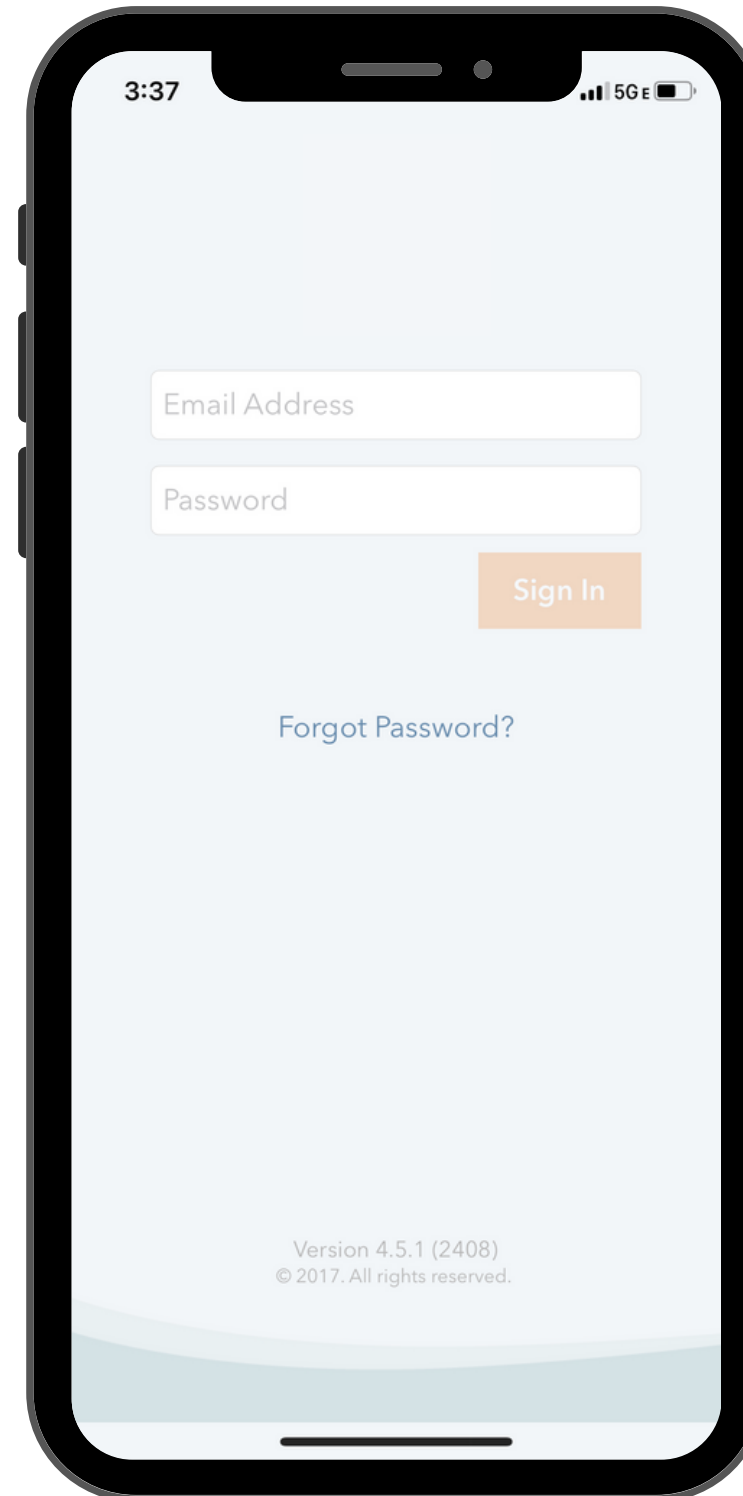
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If you are a provider covering after-hours calls, you will receive an onboarding email with login information.

To login, you must first download the Clarus OnCall Mobile App from the Apple App Store or Google Play. Simply search "Clarus OnCall" to find and download.

Once downloaded, open the app and enter the credentials provided via email.

You will be prompted to set a 4-digit security pin that will be asked for in future logins.

GUIDE
Logging In

support@claruscare.com | 615.375.4500

Login Screen

3:37

Email Address

Password

Sign In

Forgot Password?

Version 4.5.1 (2408)
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Settings Screen

3:29

Settings   Sign Out

Samuel Crowton
scrowton@clarusortho.com

PRIMARY PHONE NUMBER: (985) 249-1363

SMS Notifications

Voice Notifications

Email Notifications

Push Notifications

Play Through Speaker

Change Security PIN

Enable FaceID
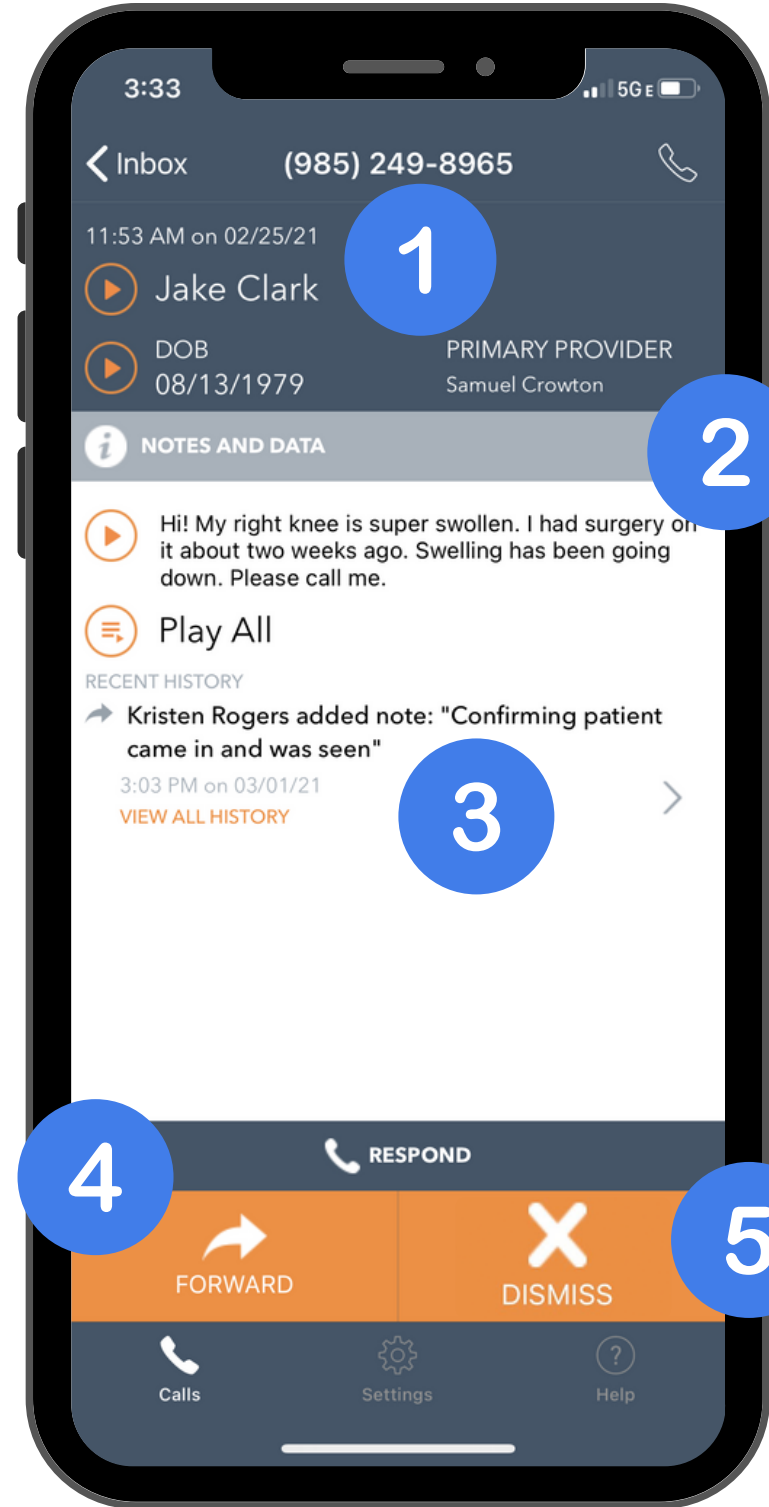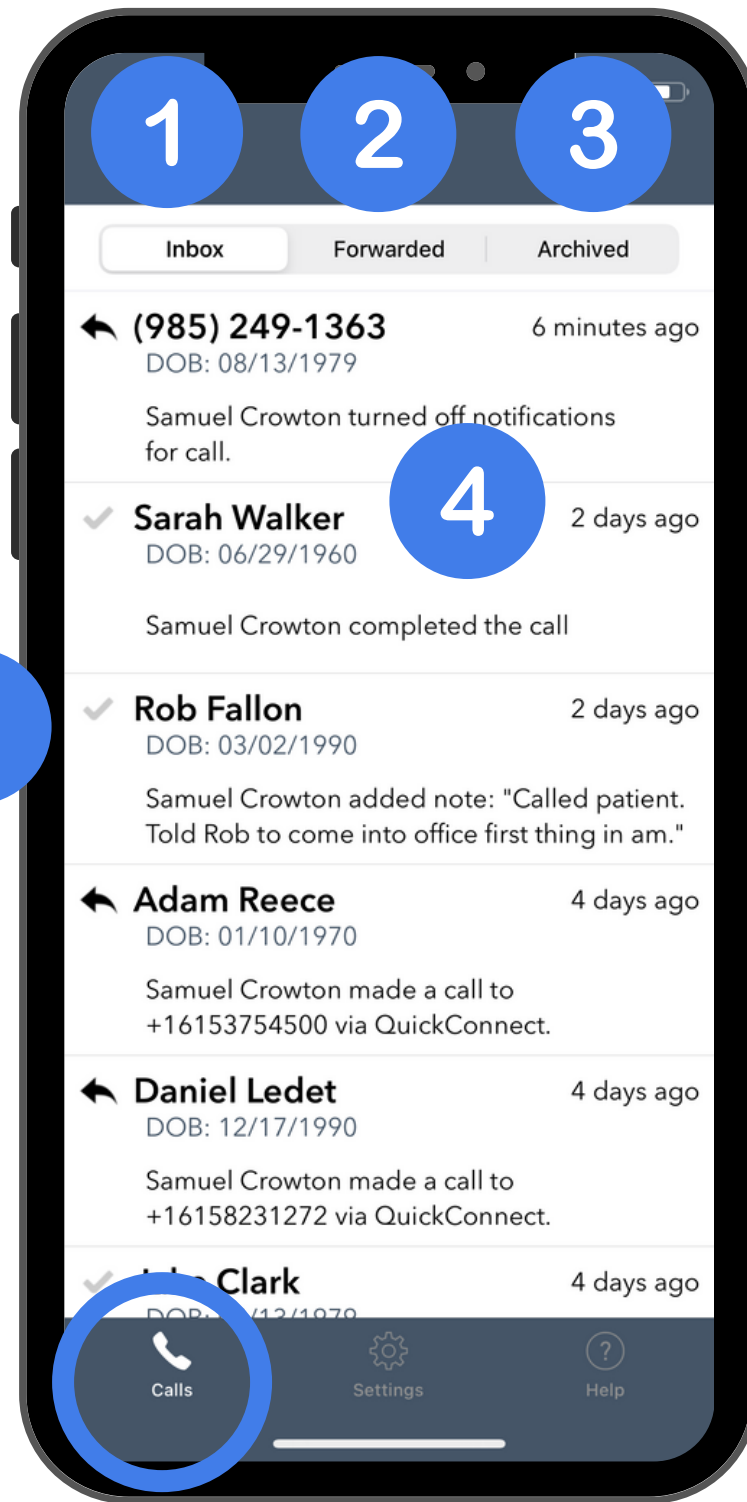
Calls   Settings   Help

GUIDE
Settings

1. Sign Out: this will completely log you out of your Clarus account, this is not advised
2. Notification preferences: toggle on (orange) the types of notifications you want to receive; it's highly recommended to use at least SMS Text Messages or Voice Phone Call
3. Play Through Speaker: if you want to hear the message via speaker phone, toggle this setting on with phone volume turned up
4. Change security PIN: edit the 4-digit security pin
5. Enable FaceID: allow FaceID to be used for login

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GUIDE
Call Inbox

1. Inbox: where you'll find new urgent calls
2. Forwarded: where you'll find non-urgent calls forwarded to you from another provider
3. Archived: where you'll find archived urgent calls
4. Timestamp: view time the urgent call came in
5. Completed: calls that have been complete will have a gray checkmark next to them

Inbox | **Forwarded** | **Archived**

↰ **(985) 249-1363**   6 minutes ago
DOB: 08/13/1979
Samuel Crowton turned off notifications for call.

✓ **Sarah Walker**   2 days ago
DOB: 06/29/1960
Samuel Crowton completed the call

✓ **Rob Fallon**   2 days ago
DOB: 03/02/1990
Samuel Crowton added note: "Called patient. Told Rob to come into office first thing in am."

↰ **Adam Reece**   4 days ago
DOB: 01/10/1970
Samuel Crowton made a call to +16153754500 via QuickConnect.

↰ **Daniel Ledet**   4 days ago
DOB: 12/17/1990
Samuel Crowton made a call to +16158231272 via QuickConnect.

✓ **Jake Clark**   4 days ago

Calls | Settings | Help

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‹ Inbox   (985) 249-8965   ☎

11:53 AM on 02/25/21
▶ Jake Clark
▶ DOB   PRIMARY PROVIDER
08/13/1979   Samuel Crowton

ℹ NOTES AND DATA

▶ Hi! My right knee is super swollen. I had surgery on it about two weeks ago. Swelling has been going down. Please call me.

▤ Play All

RECENT HISTORY
↱ Kristen Rogers added note: "Confirming patient came in and was seen"
3:03 PM on 03/01/21
VIEW ALL HISTORY   ›

☎ RESPOND
↱ FORWARD   ✕ DISMISS

Calls | Settings | Help

GUIDE
Call Record

1. Click on a call in your inbox to view details of the call including patient name, DOB, primary provider and message; click the orange play button to listen to the recordings
2. Notes: add a note to the call for documentation or to communicate with staff
3. History: view actions taken on call and by whom, including notes
4. Forwarding
   a. Urgent Forward: click the forward button to notify a recipient to take immediate action - do not complete the call
   b. Non-urgent Forward: after completing a call, click the orange forward button to send an FYI email to another provider regarding the call
5. Dismiss: before responding to the call, it will give you the option to dismiss notifications. The call will automatically stop notifications as long as you respond via the Clarus App. If for some reason you don't need to respond, or respond outside the app, you will need to manually press "dismiss" to stop notifications.

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Responding to Calls

1. Respond to Calls
   a. Call: choose to directly call the patient back; your number will be protected
   b. Voice Message: choose to send a voicemail directly to the patients phone
   c. Text to Speech: send a voice message read in a computer automated voice to patient
2. Complete Calls: after a call is responded to, you will see the option to complete call; a completed call can be archived (before responding to a call dismiss will be presented as an option)


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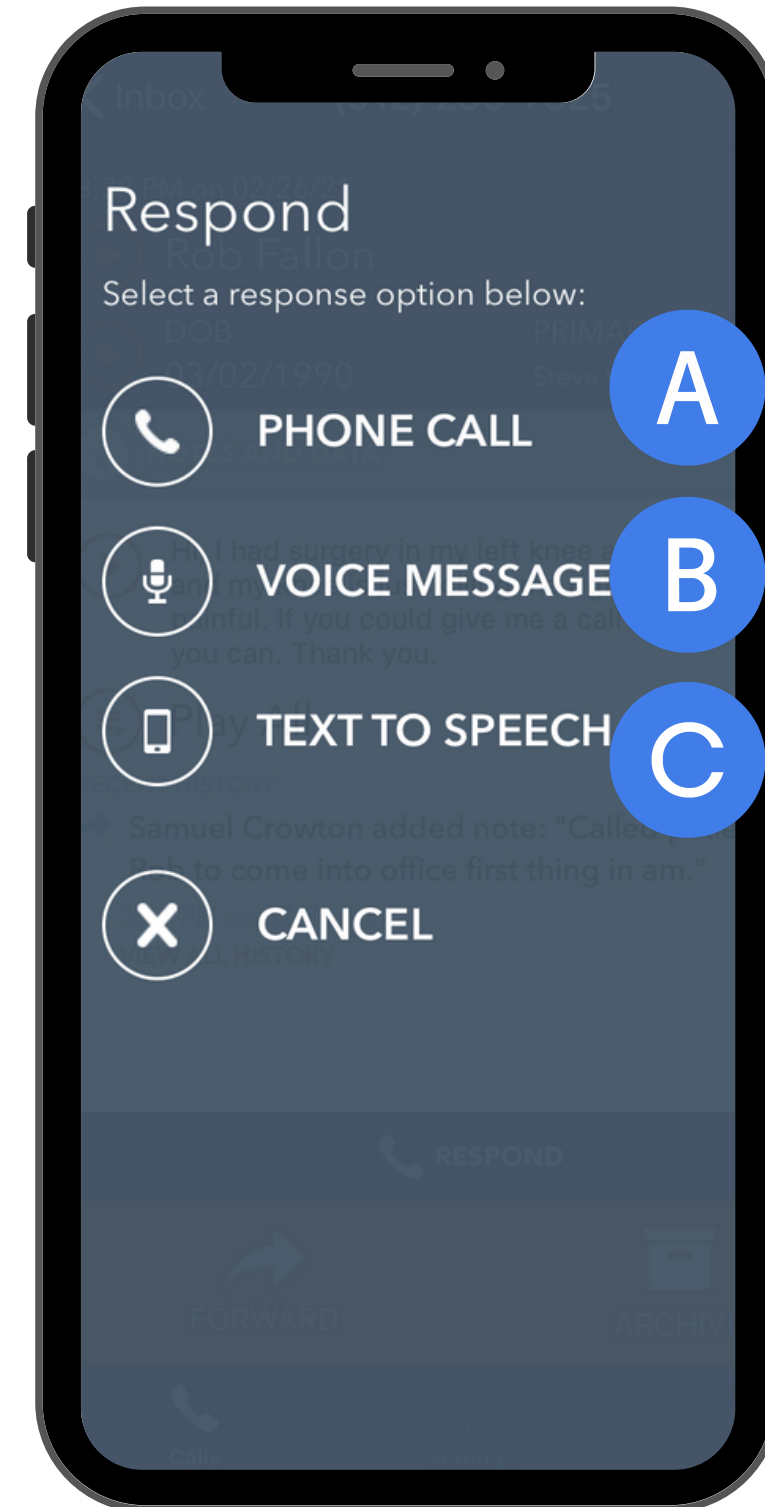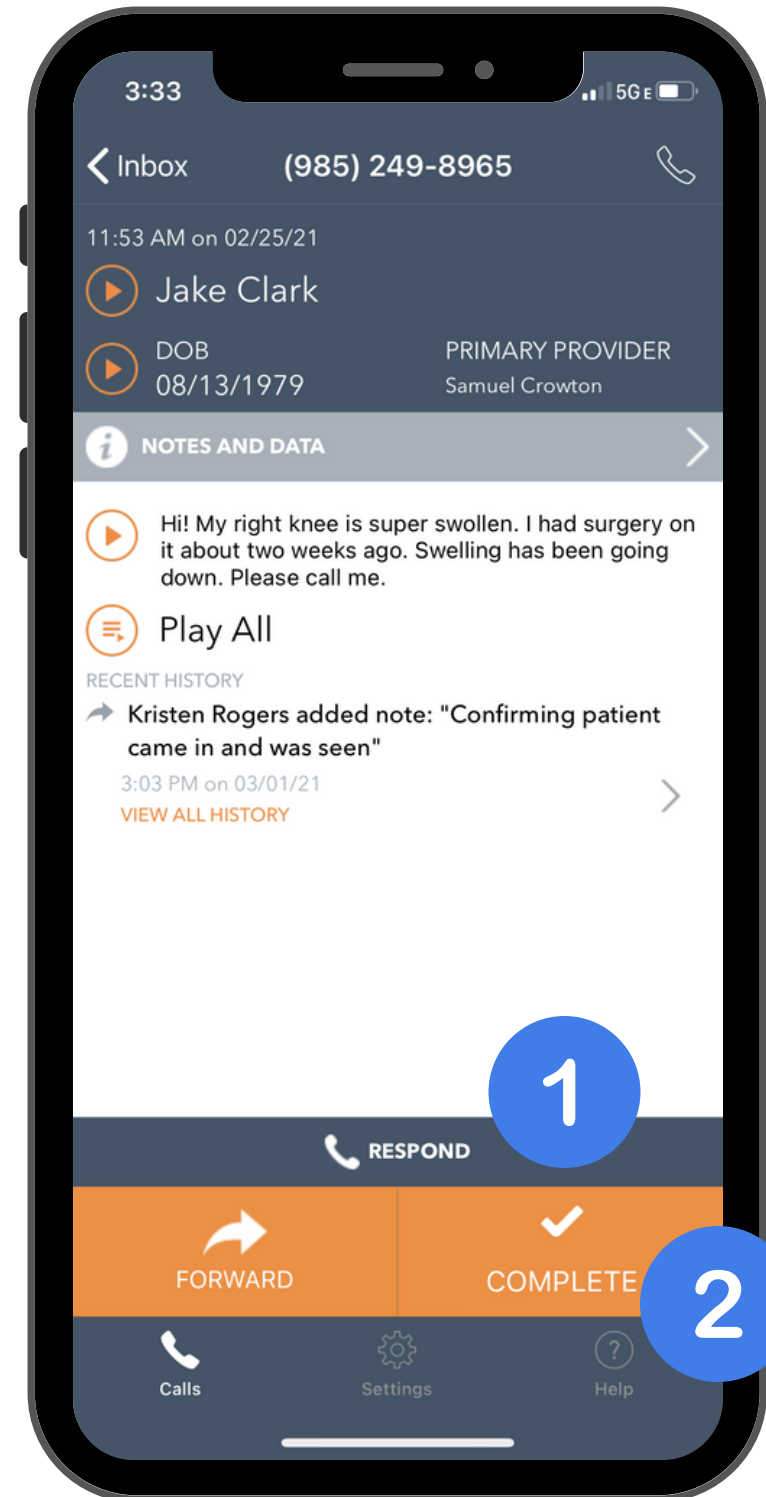
Checking Coverage Calendar

1. My Calendar: shows the dates and time you are scheduled to cover call
   a. If there are multiple providers on call in a group, you can expand the group to see full details
2. Group Calendar: this will show the schedule for your entire practice; if you take call for multiple locations using Clarus you'll be able to choose a location on the bottom of the screen
3. Cover My Call: will show requests sent and received for call coverage from colleagues

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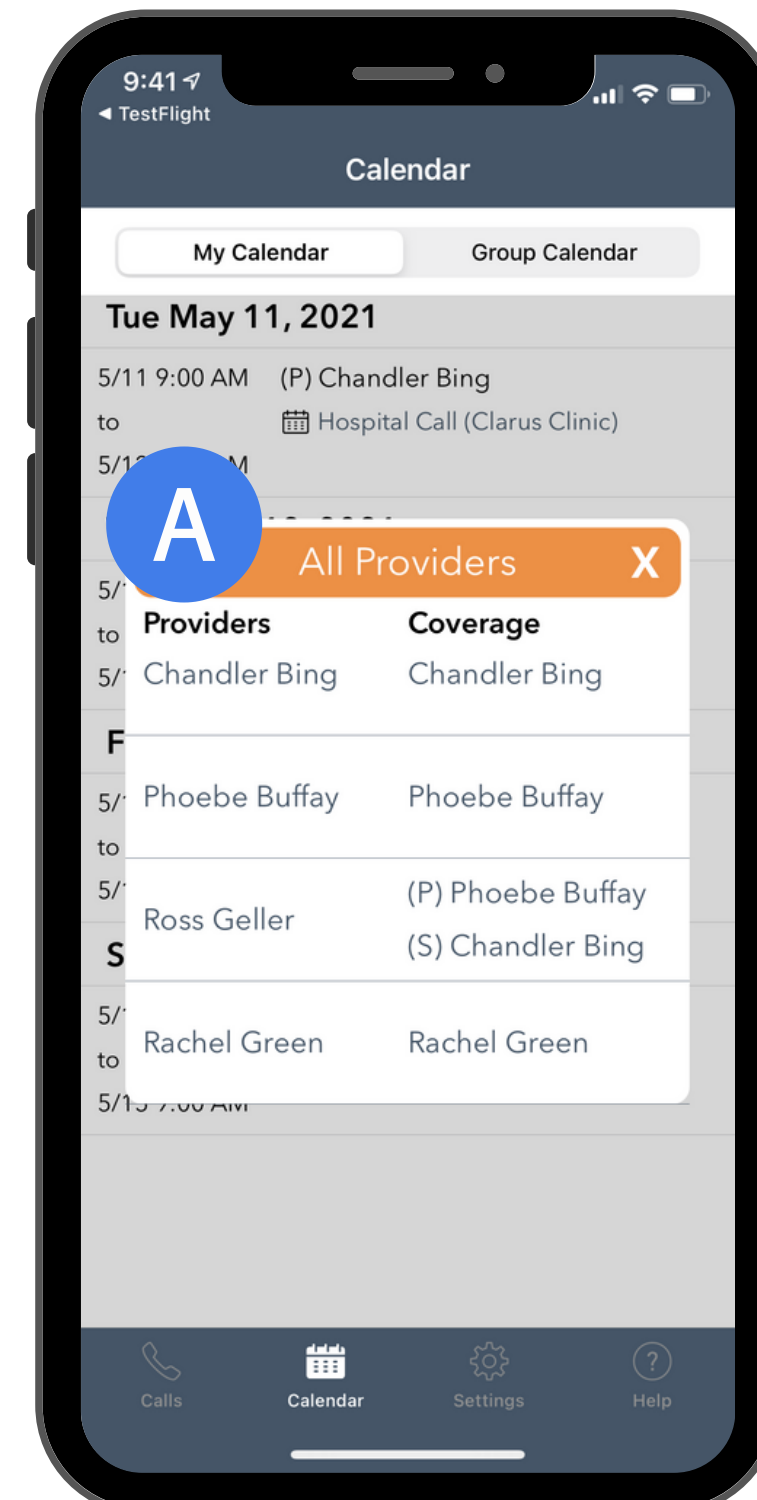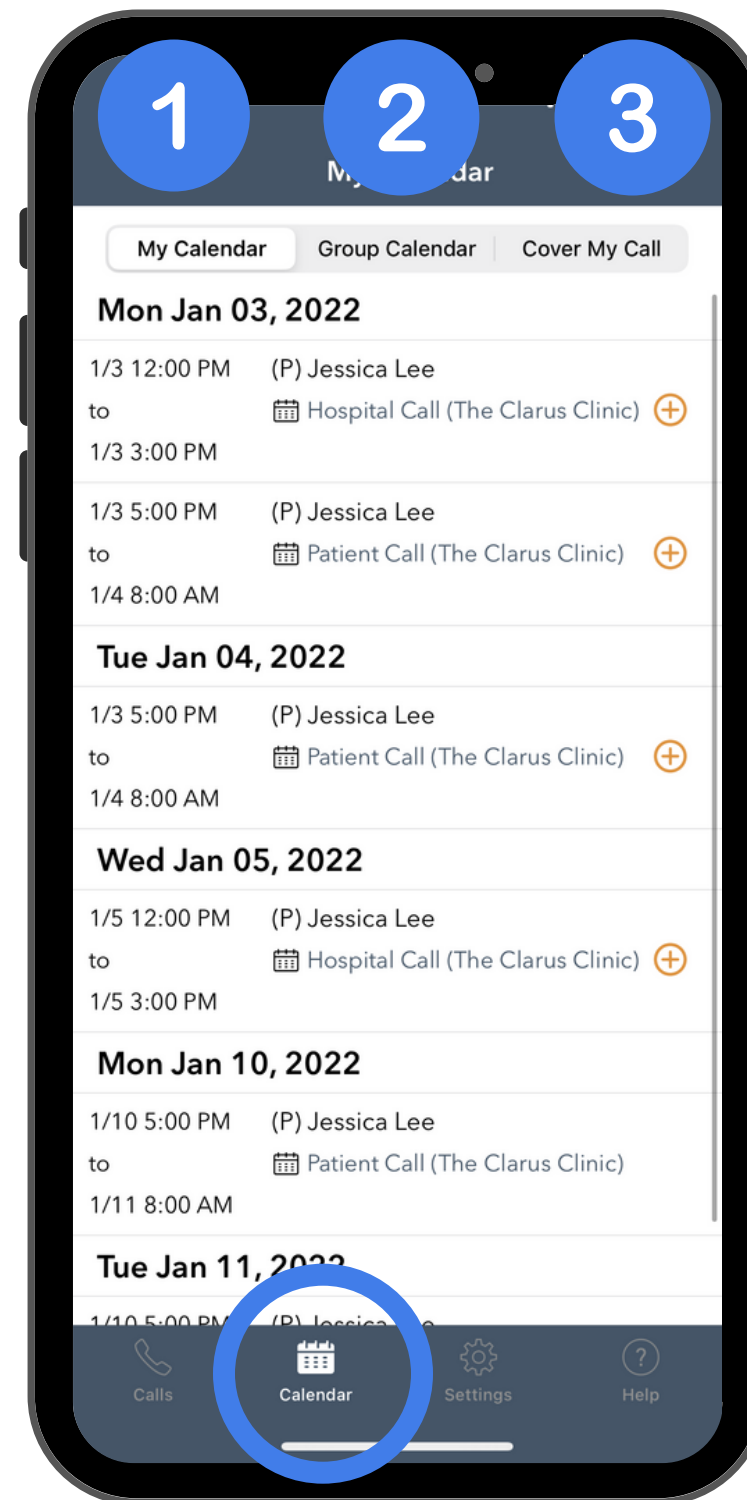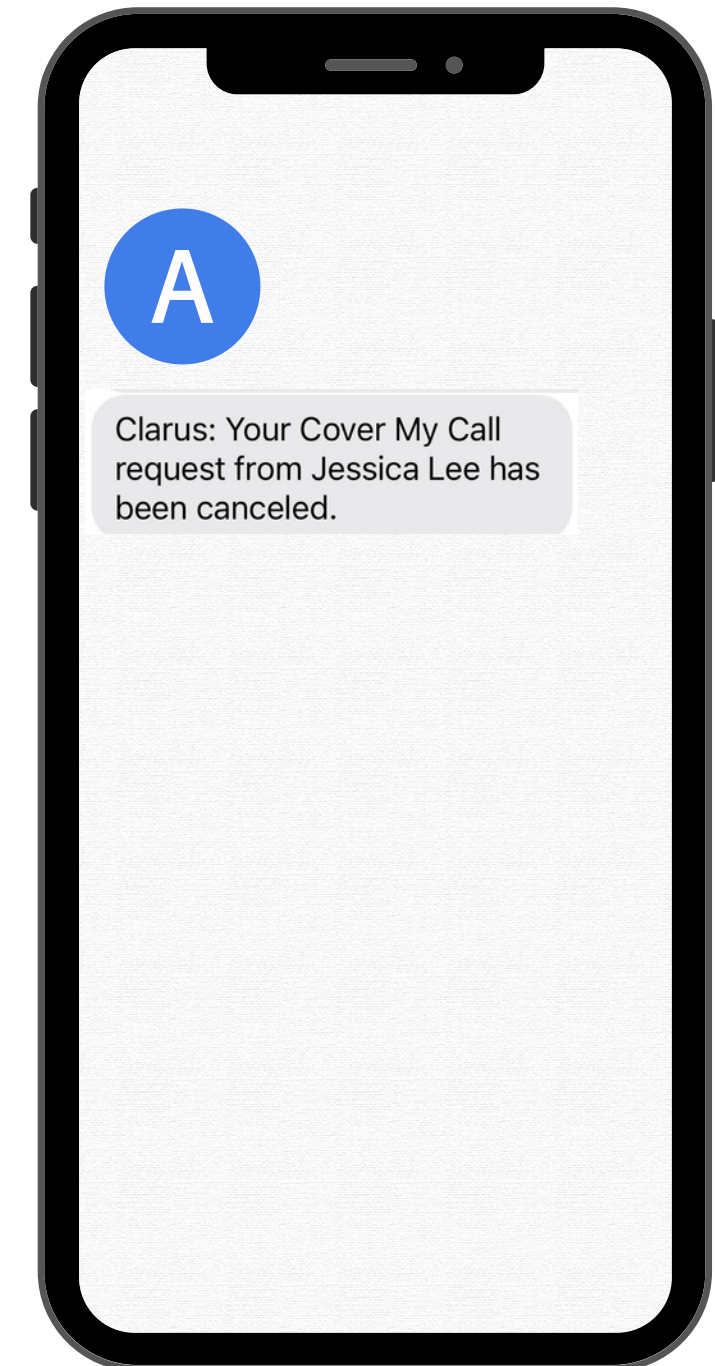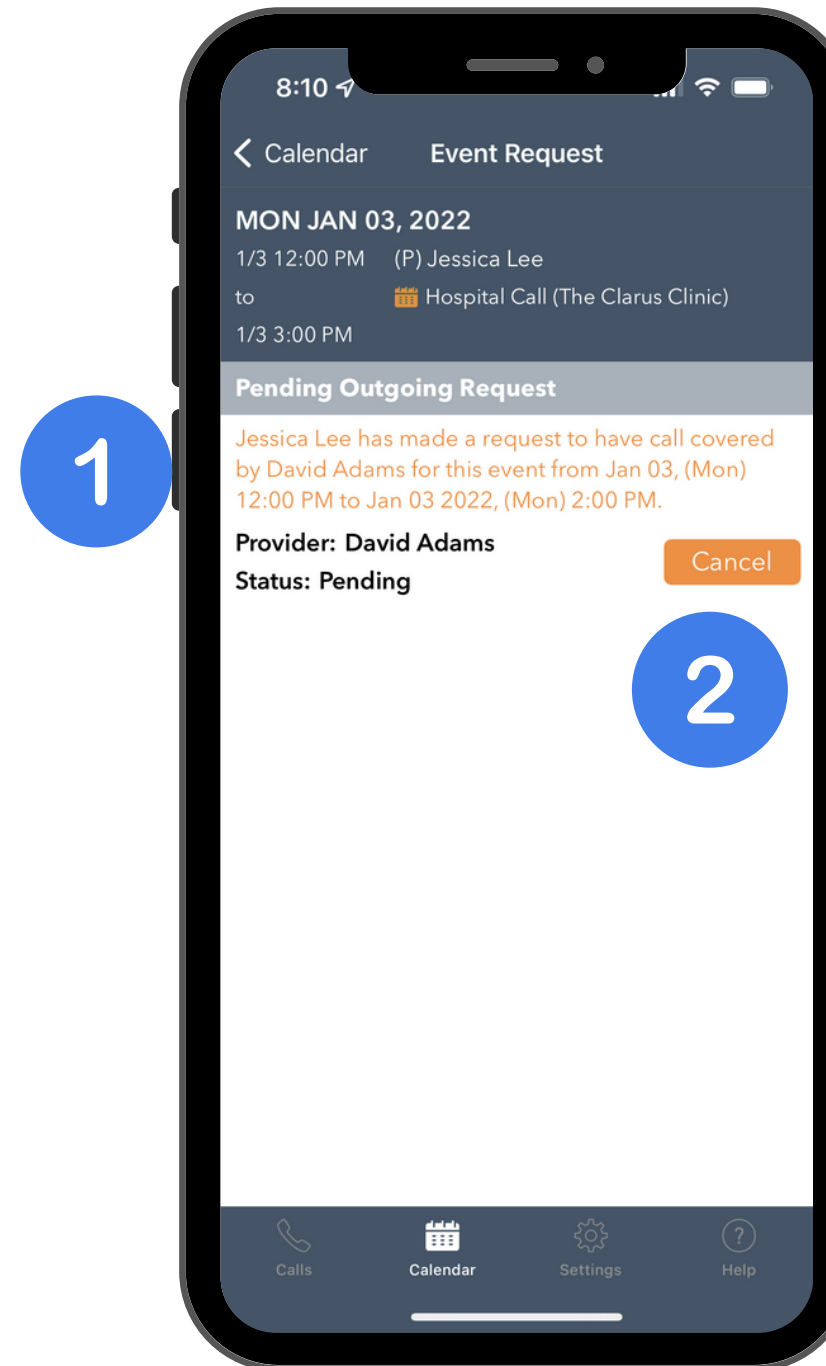
GUIDE
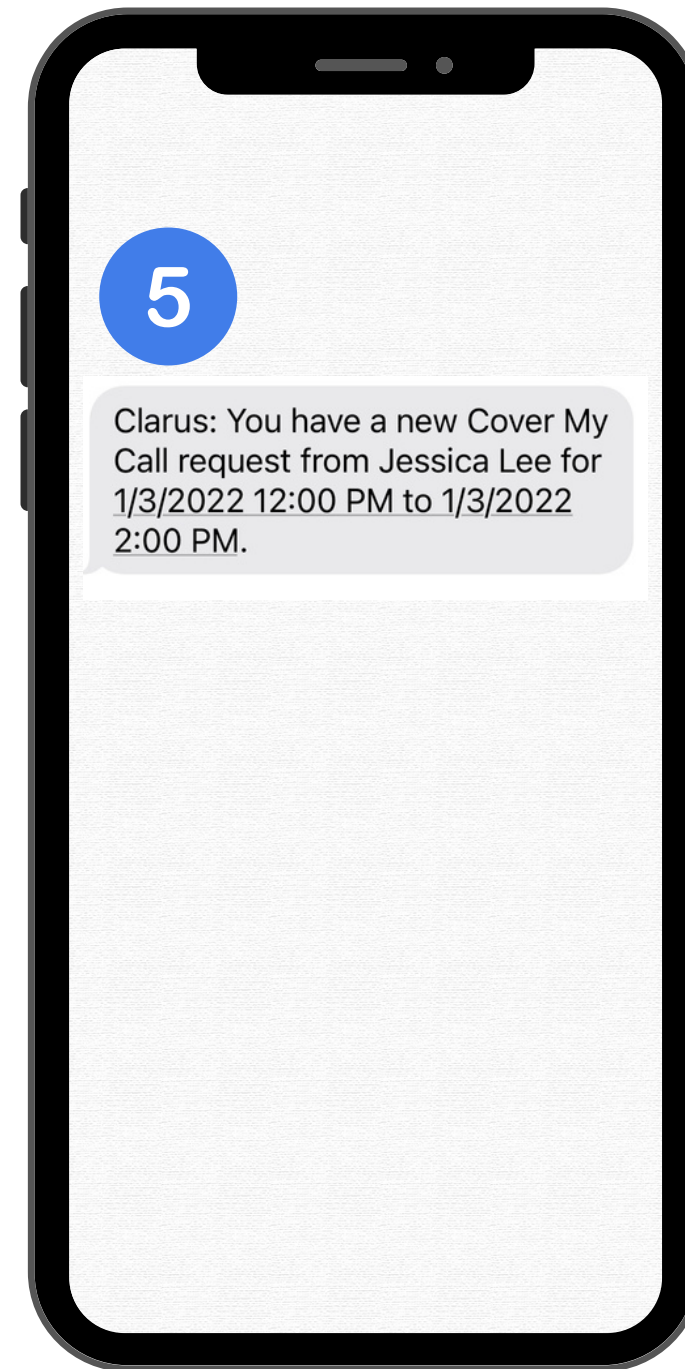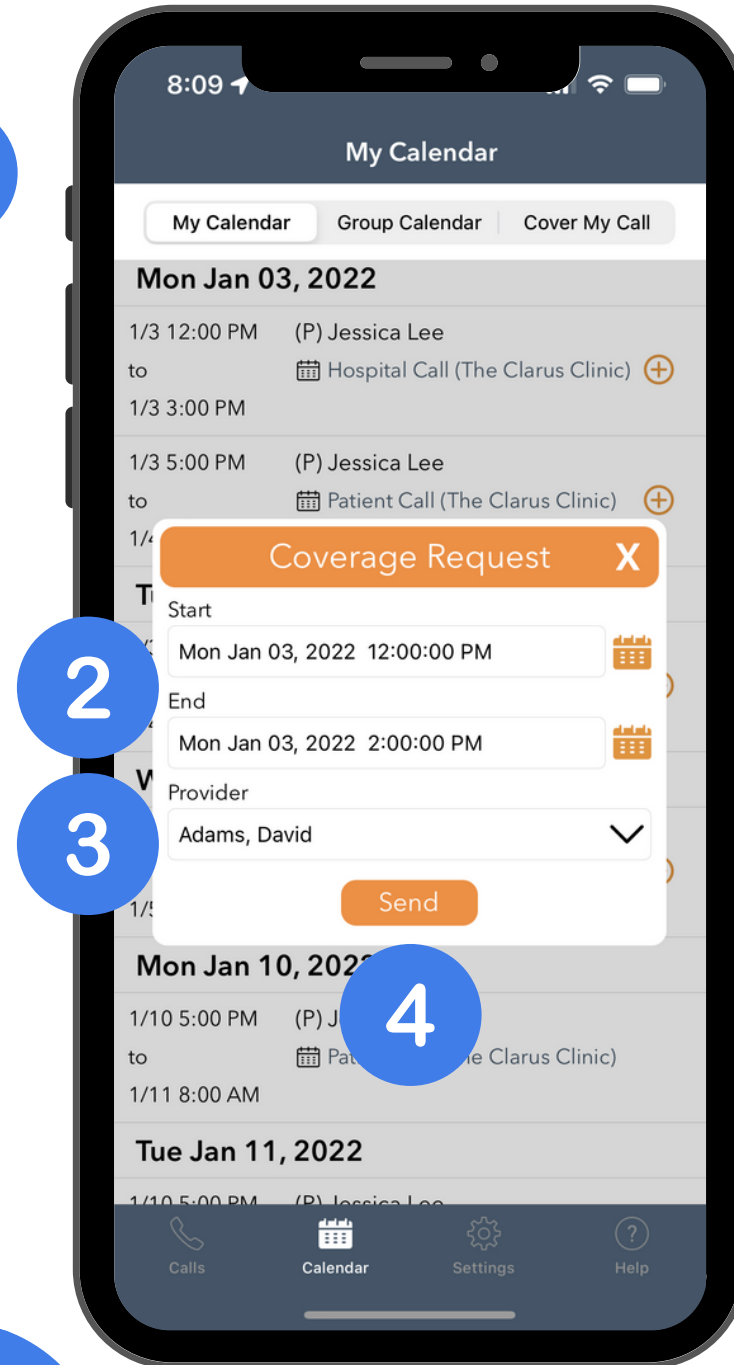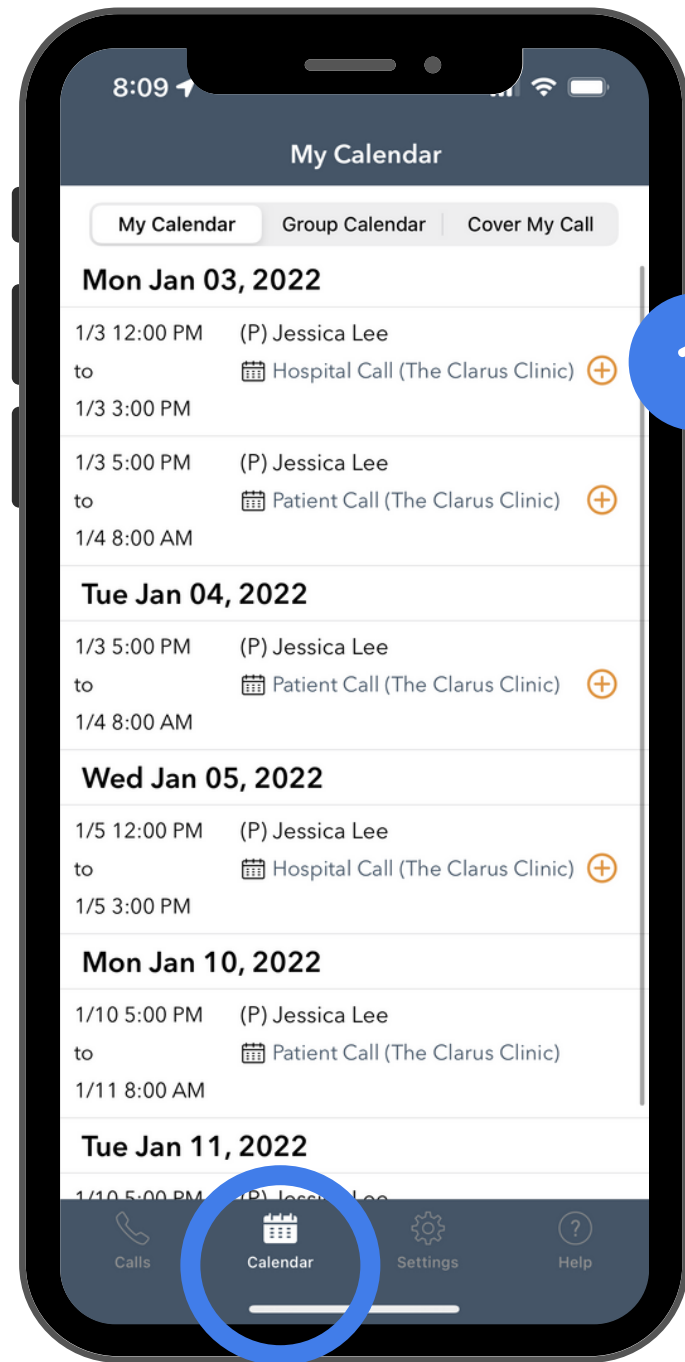
Cover My Call

1. Coverage events that are eligible to submit a Cover My Call request will have an orange "+" sign next to the event; request can only be made 72 hours in advance of the start of your on-call schedule
2. After clicking the orange "+" select start time and end time; requests are able to be sent for partial or full coverage of the time on-call
3. Select the provider to send the request
4. Click "Send"
5. The selected provider will receive a text and push notification alerting them that they have been sent a request

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Cover My Call cont.

Once a request has been sent, the provider sending the request will see an orange arrow next to the calendar entry.

1. By selecting the arrow, the provider can see the full history of the request
2. If the request is still pending, the provider can cancel from this screen
   a. The sender and recipient of the request will both be notified that the request has been canceled

8:10

‹ Calendar   Event Request

MON JAN 03, 2022
1/3 12:00 PM   (P) Jessica Lee
to   📅 Hospital Call (The Clarus Clinic)
1/3 3:00 PM

Pending Outgoing Request

Jessica Lee has made a request to have call covered by David Adams for this event from Jan 03, (Mon) 12:00 PM to Jan 03 2022, (Mon) 2:00 PM.

Provider: David Adams   Cancel
Status: Pending

Calls   Calendar   Settings   Help

1

2

A

Clarus: Your Cover My Call request from Jessica Lee has been canceled.

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Cover My Call cont.

You will receive a text message notifying you of the request.

1. On the call inbox there will be an orange banner that says incoming requests, click the banner to navigate to the Cover My Call tab
2. Here you can accept or decline the request
3. The sender of the request will receive a notification of the action taken
4. If the event is accepted, the event will now show on the recipients My Calendar

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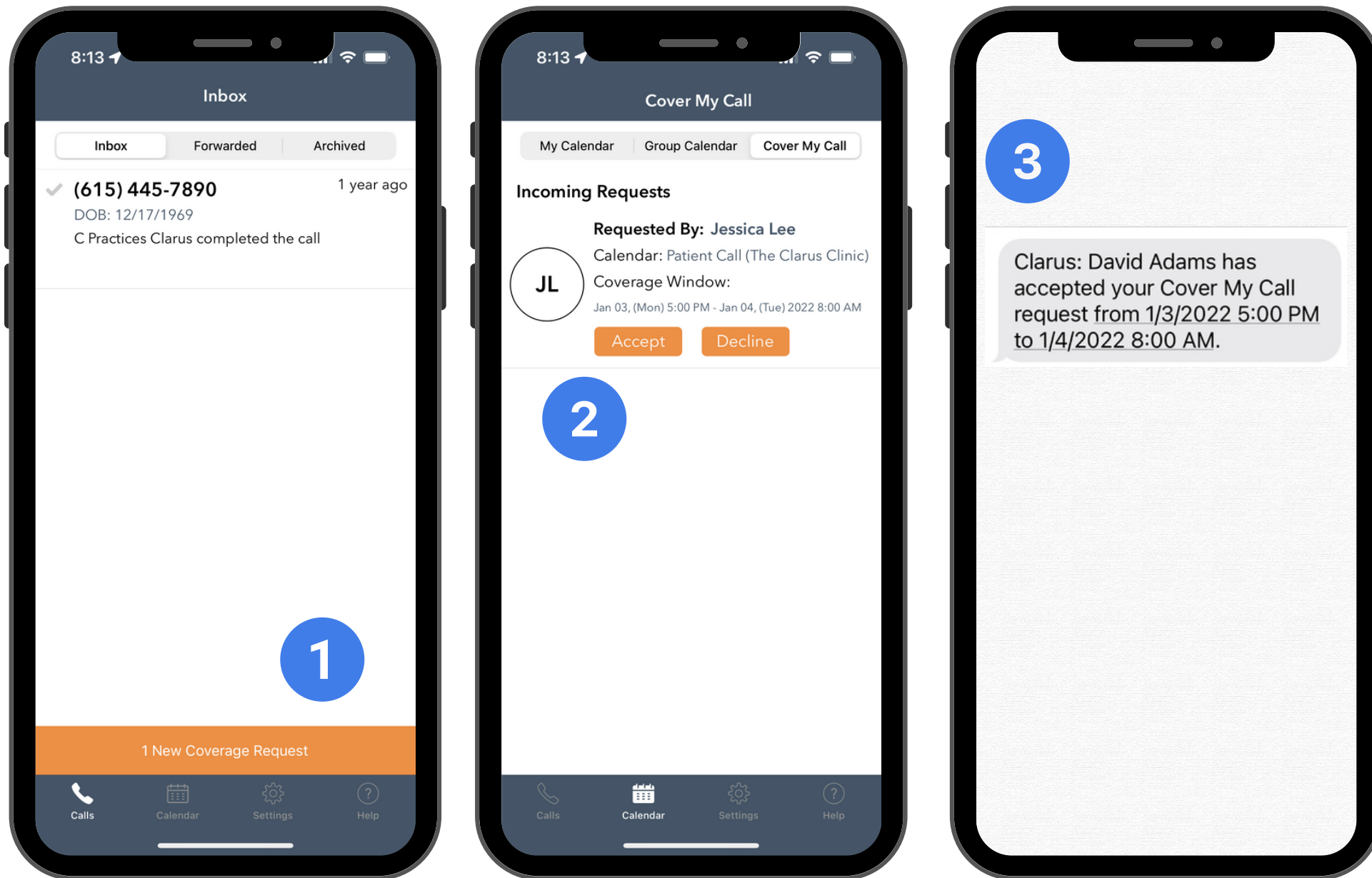
Final Tips

- Don't see a new call immediately? Pull down on the center screen of your inbox to refresh
- Having trouble loading calls? Trying turning Wifi off, or connecting to a stronger Wifi connection
- No audio? Make sure volume is up and try Play Through Speaker in settings
- Keep getting notifications? Notifications only stop after you respond to or dismiss the call
- Quick Connect: if you have voice notifications enabled, you can connect with a caller without using the app
  - Follow the prompts and make selections using your keypad to listen, respond, or dismiss
- When notification or feature is toggled on it will appear orange, when off it will appear white

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