Caregiver Ratings - Admin

Description: In this topic, the user will learn how to enable caregiver rating emails on client profiles and view caregiver ratings. If the caregiver rating setting is enabled, all clients who receive hourly services can rate the service received for every punch entry, however, it is not a requirement. If caregiver rating emails are enabled, the client will receive an email after each punch inviting them to rate the service received. If not enabled, they will still be able to rate their service in the system. Caregiver rating is available in all DCI modalities.

*Please note: Caregiver ratings are an instance-level setting. Please submit a help desk ticket (Zendesk) to request the setting be enabled for the organization.

Role Required: Super User

Permission Required: N/A

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Related articles

View Caregiver Ratings by Client Profile

1. Log in to DCI
2. Click **Home** on the main menu
3. Click **Clients** on the submenu
4. Use filters to search for a client and click **Search**
5. Click anywhere in the row to view client details
6. Scroll down and select the **Entries** tab
7. View caregiver ratings in the Rating column (far right). Click the column header to sort entries by rating.

View Caregiver Ratings by Employee Profile

1. Log in to DCI
2. Click **Home** on the main menu
3. Click **Employees** on the submenu
4. Use filters to search for an employee and click **Search**
5. Click anywhere in the row to view employee details
6. Scroll down and select the **Caregiver Ratings** tab
7. View caregiver ratings. Click anywhere on a row to view comments and details.

Enable Caregiver Rating Email on a New Client Profile

1. Log in to DCI
2. Select **Home** from the main menu
3. Select **Clients** from the submenu
4. Click **Actions**
5. Select **Add New Client** from the drop-down menu. Complete the form wizard.
   a. Complete the Basic Demographics tab
   b. Click **Next**
   c. Complete the Client Information tab
      i. **Enable Caregiver Rating Emails (optional):** If checked the client and/or guardian will receive emails after each punch entry to rate their experience with their caregiver. If not checked, the client will still be able to rate their service but will not receive emails after each punch entry.
   d. Click **Next**
   e. Complete the EVV Location tab
   f. Click **Next**
   g. Complete the Authentication Information tab
   h. Click **Next**
   i. Review client information
   j. Click **Save** to continue and **Yes** to confirm

Enable Caregiver Rating Email on an Existing Client Profile

1. Log in to DCI
2. Click **Home** on the main menu
3. Click **Clients** on the submenu
4. Use filters to search for a client and click **Search**
5. Click anywhere in the client row to view client details
6. Click **Actions**
7. Select **Edit Client** from the drop-down menu
8. On the Client Information tab:

a. **Enable Caregiver Rating Emails (optional):** If checked the client and/or guardian will receive emails after each punch entry to rate their experience with their caregiver. If not checked, the client will still be able to rate their service but will not receive emails after each punch entry.
9. Click **Save** and **Yes** to confirm

Related articles

- Caregiver Ratings - Client
- Caregiver Ratings - Admin