

Caregiver Ratings - Client

Description: In this topic, the client will learn about caregiver ratings. DCI has a setting that allows clients to rate service received from caregivers. If the caregiver rating setting is enabled, clients have the ability and option to rate service received per caregiver punch entry. Caregiver rating is available in all DCI modalities. Employees do not see their ratings, however, their supervisors and employers do have access to view ratings and feedback.

Role Required: Client

Permission Required: N/A

Rate Caregiver via Web Portal

1. Log in to DCI
2. Click **Home** on the main menu
3. Click **Entries** on the submenu
4. In the entries table, locate the Rating column.
5. Click the **Rate Now!** hyperlink to rate service associated with a particular punch entry
6. On the Rating pop-up box:
 - a. Select a one through five-star rating
 - b. Enter an optional comment
 - c. Click **Submit** and **Yes** to save the rating
7. **QR**, after step 3, click on the entry row to open the entries detail page.
8. Click **Actions**
9. Select **Provide Caregiver Rating** from the drop-down menu
10. Complete step 6

The rating is now complete and visible on the entries table.

Rate Caregiver via Mobile App

1. Log in to DCI mobile app
2. Click the menu in the upper left-hand corner, indicated by three horizontal lines.
3. Select **Entries** from the menu options
4. Click the **Rate Now!** hyperlink on the appropriate punch
5. Click the blue **Entry ID** hyperlink
6. In the Feedback area:
 - a. Select a one through five-star rating
 - b. Enter an optional comment
 - c. Click the blue **Submit** button
 - d. Click **Confirm** in the alert pop-up box
7. **QR**, after step 3, click a blue **Entry ID** hyperlink for a specific punch entry to view the details.
8. Click the blue **Provide Caregiver Rating** button
 - a. Select a one through five-star rating
 - b. Enter an optional comment
 - c. Click the blue **Submit** button
 - d. Click **Confirm** in the alert pop-up box
9. The rating is now complete and visible on the entry
 - a. Click the blue **Entry ID** hyperlink
 - b. Click the blue **Review Detail** button
 - c. Click **< Back** to return to the punch details

Rate Caregiver via Email

If the Enable Caregiver Rating Emails field is enabled on the client profile, DCI will automatically generate an email at the end of the service for the client to rate the caregiver's service.

1. Open the email from support@dcisoftware.com
2. Click the **Rate this service** link in the email
3. On the Rating pop-up box:
 - a. Select a one through five-star rating
 - b. Enter an optional comment
 - c. Select **Submit** to save the rating

Related articles

- [Authorizations - Overview](#)
- [Authorization Remaining Balances as Time in the Mobile App](#)
- [Mobile App - Logging into the Mobile App](#)
- [Reimbursement - Client Creates Reimbursement Entry - FI Mode Only](#)
- [Enter a Punch - Web Portal](#)