

When Sehlam is back: reconciliation checklist

Sehlam Home Care
Form DT-4 · coordinator

Downtime from (date, time)

Downtime to (date, time)

Coordinator

Date completed

Tick each step when done

- ☐ 1. Tell staff Sehlam is back (emergency message or phone round). Ask each worker to enter their own paper visit and medication records the same day.
- ☐ 2. From the office call log (DT-3), record each phoned-in arrival and departure on its visit. Each worker is notified automatically.
- ☐ 3. Collect every paper visit record (DT-1) and medication record (DT-2) covering the downtime. Count them against the run sheet for those days.
- ☐ 4. For each visit, check Sehlam against the paper form: arrival and departure times, every task outcome, medicines. Sehlam marks them "from a paper form" and as late entries.
- ☐ 5. Look for duplicates: a visit started both in the app and on paper, or entered twice. Correct times through "Correct start/finish times" with the reason; never delete. Raise an incident if a record cannot be reconciled.
- ☐ 6. Visits with no paper form, no call and no app record: follow up with the worker; record as missed if care did not happen, and tell the client's family.
- ☐ 7. Review and approve the visits only after the check. Sign each paper form ("Checked by") and file it in the locked paper-records file.
- ☐ 8. Write a short downtime note (start, end, cause if known, visits affected, problems found) and send it to the owner. Major or repeated downtime goes to the incident log.

Visits during downtime (run sheet)

Paper forms received

Phoned-in times recorded

Discrepancies / incidents raised

Notes

See the downtime procedure (in Sehlam: "If Sehlam is unavailable") for roles, contacts and the paper-records rule.