



Tuesday Tip – CaseTrakker "Special Instructions" Field

The **Special Instructions** field on the Member File can be used to note any critical information one should know prior to seeing a member or scheduling home visits (e.g., if the daughter needs to be called rather than the member). This field can also be thought of as a place to flag safety concerns going into a member's home – e.g., joint visit needed. You may also see this field used to note home address changes that haven't been updated in the address fields, to note a VNA who may be involved and their contact info, to document a member's spoken language if it's not correct in the language field.

Know that it is the Care Manager's responsibility to always review the **Special Instructions** field prior to any home visits.

Member File for Mary Poppins

Member Mary Poppins 321 Chimchimmeree Way Boston, MA 02477 (617) 555-4477	Member Information Gender: Female Birth Date: 2/18/1954 Age: 61 Language: English Ethnicity: SSN: 555-55-5555		
Eligible Status Active	Current Rate Cell NHC	Primary Owner Scott Azzalina - Administrator	Care Level Level 4 NHC

Emergency Info

Emergency Instructions No Yes

Special Instructions

Dietary Needs

Has Dietary Needs No Yes

Dietary Needs
Edit Dairy Free Diet • Gluten Free Diet

Member File | Activity Log Summary | Letters & Attachments | Assessment Summary | Authorization Summary | Medications/Medical History | Lal