AIR TOOL INFORMATION RESOURCES

INTENT *and* ***INSTRUCTIONS:***

The purpose of this document is to provide your independently owned and operated Massage Envy franchised location ("your Massage Envy location") with a helpful resource that is intended to help you locate information required to initially complete an Incident Report within the Automated Incident Reporting (AIR) Tool.

Please follow the steps below which will guide you through the process of navigating to the specific information required for both the Employee Information and Service Recipient sections:

INFORMATION FOR **SERVICE PROVIDER**

STEP 1 : Find **NI (Numeric Identifier)** [Located in MEEVO®]

a. Go to the Employee's 'Client Record'
(Type "**client**" in the convo bar, then search for and select the 'Client Record')

b. Under their name is the **NI**:

STEP 2 : Find **Address, Phone, Email, Gender** [Located in MEEVO®]

a. Go to the Employee's 'Employee Record'
(Type "**emp**" in the convo bar, then search for and select the 'Employee Record')

b. Info can be found in the **Main** tab of the 'Employee Record'

STEP 3 : Enter **School**

a. Reference the school the Service Provider received formal training

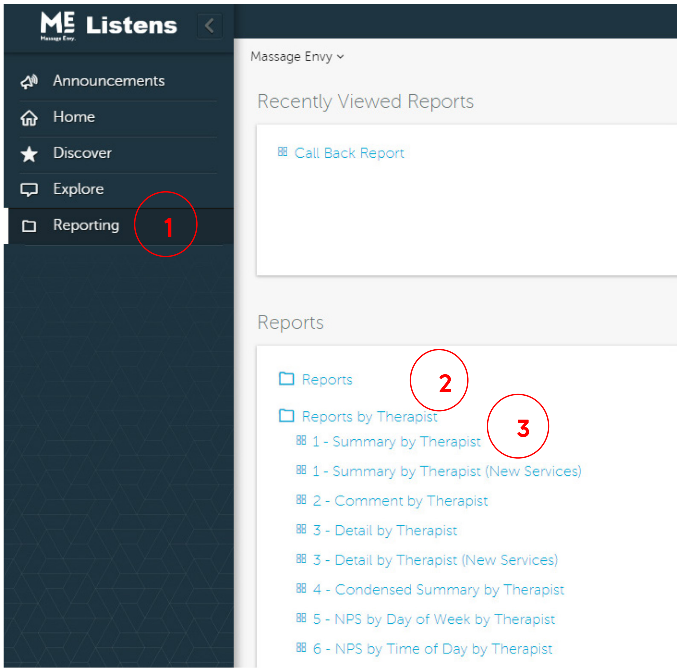
b. This may be located in the Employee's physical personnel file that was created during on-boarding

STEP 4 : Find **Service Provider Satisfaction Score**

a. Log into **ME Listens** at inmoment.com

b. Go to **Reporting** tab > **Reports by Therapist** folder > **Summary by Therapist**

▶ STEP 4 : Find **Service Provider Satisfaction Score** (Cont.'d)



c. When you run the report, use the **Service Provider Satisfaction Score**

IMPORTANT: DO NOT use the NPS score. Example report:

Report run: 5/29/2019 11:13 AM MDT
Data current as of: 5/29/2019 11:12 AM MDT

REPORT CRITERIA	
Date of Survey	5/1/19 - 5/31/19
Location(s)	Arcadia
Group Selected	Employee,Guest,Member,Valued Guest,Winback Guest
Feedback Channel	Contact Us,Corporate Contact,Customer Satisfaction

	# of Surveys	NPS	Service Provider Satisfaction Score	Front Desk Satisfaction Score	Alert Surveys	# of Comments
Totals	21	52.4	85.7	92.9	0	13
Arcadia	21	52.4	85.7	92.9	0	13
Jennifer Royden	4	25.0	75.0	97.5	0	2
Arricka Cox	3	100.0	100.0	93.3	0	2
Patricia Adams	3	0.0	76.7	73.3	0	2
Bryan Banda	2	100.0	95.0	95.0	0	2
Mikylah Laws	2	50.0	70.0	100.0	0	1
Ana Urias	1	100.0	90.0	90.0	0	0
Cece Becerra	1	0.0	60.0	100.0	0	0
Celina Gutierrez	1	100.0	100.0	100.0	0	0
Elizabeth Sandoval	1	100.0	100.0	100.0	0	1
Jennifer Gibson	1	100.0	100.0	100.0	0	1
Paige Nuckolls	1	100.0	100.0	90.0	0	1
Yadira Fernandez	1	100.0	90.0	90.0	0	1

▶ STEP 5 : Find **Date of Hire**

a. Located in Main Tab of Employee Tab in MEEVO®

STEP 6 : Find **Original Background Check Date**

a. If the original background check was processed through Universal Background Screening (UBS); **Log into UBS Account > Reports**

b. A Hard Copy is located in the Employee's physical personnel file created during on-boarding

STEP 7 : Find **Most Recent Background Check Date**

a. Located in the '**Service Provider Compliance Report**': Log into the Franchisee Portal > Reports > Corporate Operations > Service Provider Compliance

STEP 8 : Find **License Type and Expiration Date**

a. Go to the Employee Record in MEEVO® > 'License / Insurance' tab on the left)

b. Review this information

c. If no information has been entered into MEEVO® regarding their license, review their employee file.

STEP 9 : Find **Most Recent Required Training Completion Date**

a. Search Employee's **Training Transcripts** on **MEU**

b. Go to **Knowledge Base** > **Manager FAQ** > Training and Transcripts > "**How can I see if my employee has completed the training?**"

STEP 10 : Find **Total Service Hours Provided by Service Provider**

a. Use the MR200 report

b. Enter the Employee's **Hire Date as the Start Date** when running this report.
(End Date should be today's date)

c. **De-Select** the "All Employees" checkbox, then **select the specific employee** you need for the report

d. "Total Service for Date Range" will be totaled towards the end of the report

INFORMATION FOR **SERVICE RECIPIENT**

STEP 1 : Find **Email, NI, DOB**

a. All Found within the **Main Tab of Client Record** in MEEVO®]

STEP 2 : Find **Approximate Frequency of service (if not first visit)**

a. Review the **History Tab in the Client Record** in MEEVO®

STEP 4 : Find **Total Service Hours with this service provider**

a. Review the **History Tab in the Client Record** in MEEVO®

STEP 5 : Find **Member's Home Location, Start Date of Membership**

a. Go to the member's **membership record** (type "**memmanager**" in the convo bar in Meevo, then search for and select the member

b. In the Main Tab, **review the Home Location** and **Enrollment Date**