How to Create a Fixed-Time HHA or DSP Schedule in Accrecy

Learn how to create a fixed-time service schedule for an HHA or DSP, select the employee and recipient, choose service days and times, and create recurring schedules in Accrecy.

Employment & Assignments | Schedules | HHA Timesheets | DSP Timesheets | Frequently Asked Questions

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Overview

Accrecy allows authorized provider staff to create service schedules for employees working with patients or individuals.

A **Fixed-Time Schedule** is used when the employee is expected to provide service during a specific start and end time.

For example:

- HHA visit from 9:00 AM to 1:00 PM
- DSP service from 3:00 PM to 8:00 PM

Fixed-time schedules help employees know when they are expected to work and allow Accrecy to connect schedules with service documentation and other workforce workflows.

Step 1: Open Schedules

From the Accrecy provider workspace, select **Schedules**.

You can open Schedules from the top Quick Access menu or from the Workforce navigation when available.

The Schedules page shows the current scheduling week and a summary of scheduled services.

Step 2: Select Create Schedule

From the Schedules page, select **Create Schedule**.

This opens the schedule creation form.

Step 3: Select the Employee

Under **Employee & Assignment**, select the employee who will provide the service.

Make sure you select the correct employee before continuing.

You may also see a **Caregiver Type** option, such as:

- Primary
- Backup or other available caregiver types

Choose the option that accurately represents the employee's assignment.

Step 4: Select HHA or DSP Service

Under **Service & Recipient**, select the type of service being scheduled.

For an HHA schedule, select:

HHA

For a DSP schedule, select:

DSP

The recipient field changes based on the selected service.

HHA

HHA services are scheduled for a **Patient**.

Select the correct patient assigned to the employee.

DSP

DSP services are scheduled for an **Individual**.

Select the correct individual assigned to the employee.

> Always verify both the employee and recipient before creating the schedule. Scheduling the wrong employee, patient, or individual can cause incorrect workload and documentation records.

Step 5: Choose the Schedule Range

Under **Schedule Range**, select the **Start Week**.

Accrecy scheduling weeks run from **Sunday through Saturday**.

If you select a date within a week, Accrecy will use the Sunday of that scheduling week as the beginning of the schedule.

Next, choose how many consecutive weeks you want to schedule.

Depending on the available options, you may create multiple consecutive weeks at one time.

For example:

- 1 Week
- 2 Weeks
- 3 Weeks
- 4 Weeks

This is useful when an employee has a repeating service schedule.

Step 6: Select the Days the Employee Will Work

Under **Service Schedule**, each day of the week is listed separately.

Check **Schedule** next to each day the employee is expected to provide service.

For example, if the employee works Monday, Wednesday, and Friday, enable only those three days.

Do not enable days when no service is authorized or expected.

Step 7: Select Fixed Time

For each scheduled day, select:

Fixed Time

Fixed Time means the service is expected to occur during a specific start and end time.

This is different from **Flexible Hours**, where the employee may provide authorized service without one specific scheduled time window.

For this article, we are creating a **Fixed-Time Schedule**.

Step 8: Enter the Start and End Time

For each scheduled day, enter:

- **Start Time**
- **End Time**

Enter the actual expected service time.

For example:

Start Time: 10:00 AM
End Time: 3:00 PM

Review the time carefully before continuing.

The scheduled time should reflect the employee's expected service hours for that patient or individual.

Step 9: Complete Each Scheduled Day

Repeat the process for every day the employee will work.

Each enabled day can have its own start and end time.

For example:

- Monday: 10:00 AM – 3:00 PM
- Tuesday: Not scheduled
- Wednesday: 12:00 PM – 5:00 PM
- Thursday: Not scheduled
- Friday: 9:00 AM – 1:00 PM

Only schedule the days and hours that actually apply.

Creating Multiple Weeks

If you selected more than one week, Accrecy can use the first week's schedule as the starting schedule for the additional weeks.

Review each week before creating the schedule.

Additional weeks can be changed independently when the employee's hours are different.

This allows you to create a repeating schedule without manually rebuilding every day while still making changes when needed.

Step 10: Review the Projected Weekly Workload

Accrecy may display a **Projected Weekly Workload** section.

This helps you review the employee's expected workload before creating the schedule.

Use this information to check for scheduling issues such as:

- Too many scheduled hours
- Overlapping service times
- Existing employee schedules

- Other service assignments

Review the employee's existing schedule before adding new service hours.

Step 11: Add Schedule Notes if Needed

The **Notes** section can be used to enter optional scheduling information.

Use schedule notes when there is information the employee or provider team should know about the scheduled service.

Keep notes clear, professional, and related to the schedule.

Step 12: Create the Schedule

Before saving, review:

- Correct employee
- Correct caregiver type
- Correct HHA or DSP service
- Correct patient or individual
- Correct starting week
- Correct number of weeks
- Correct scheduled days
- Fixed Time selected
- Correct start and end time for each day
- Any necessary schedule notes

When everything is correct, select **Create Schedule**.

The scheduled services will then appear in the Accrecy scheduling system.

HHA vs. DSP Scheduling

Remember the basic difference:

HHA Schedule

Employee → HHA Service → Patient → Scheduled service time

DSP Schedule

Employee → DSP Service → Individual → Scheduled service time

Selecting the correct service type is important because Accrecy uses it to determine the correct recipient and service documentation workflow.

Why Accurate Scheduling Is Important

Schedules do more than tell an employee when to work.

Accurate scheduling helps Accrecy and the provider:

- Show employees their upcoming services
- Organize patient and individual assignments
- Track expected service times
- Support service documentation
- Identify missing documentation
- Monitor workload
- Support provider review and operational follow-up

Employees may also receive schedule-related reminders based on scheduled services.

Because of this, schedules should be created and updated whenever the expected service time changes.

Need More Help?

If you need assistance creating or managing an employee schedule, visit **Contact Us** to view Accrecy support information or send a message to the team.

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https://accrecy.com/help

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