

AXXESS CARE MOBILE iOS MANUAL

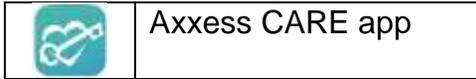
October 2020

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Common Icons & Buttons

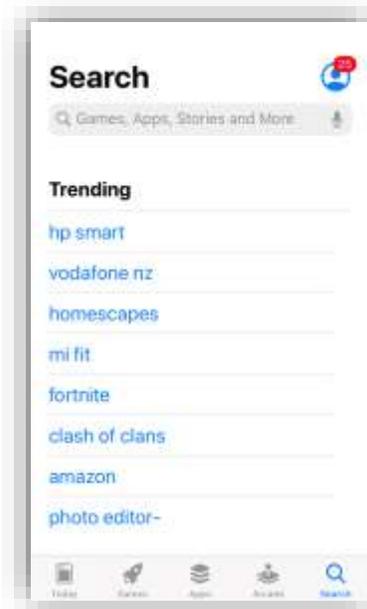


DOWNLOADING APP

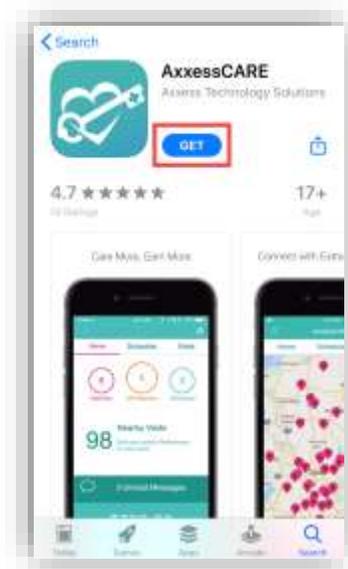
Go to the Apple App Store.



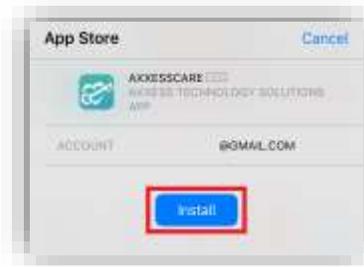
Tap on the search feature at the bottom right of the page.



Search for “Axxess CARE.” The app is teal and has the Axxess logo (heart & key). Tap the **GET** button.



Then there will be a pop up from the bottom of the screen (if logged into Apple account) with an **Install** button.

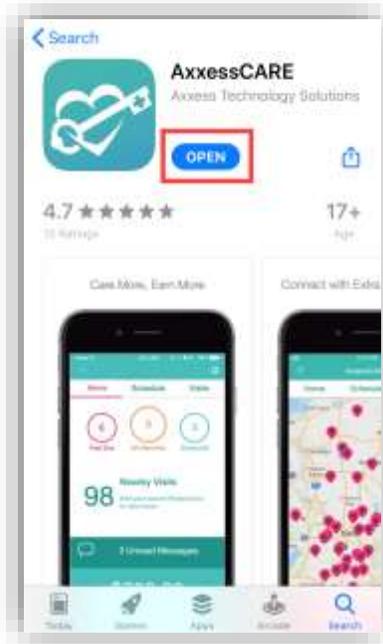


NOTE: If the app is accidentally removed, go back to the App Store, search for Axxess CARE and after locating it, there will be a cloud  icon to tap to re-download the app.

Then the download process will begin.



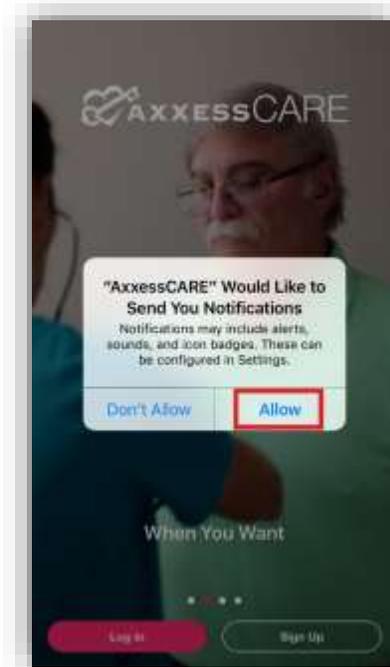
Once downloaded, tap the **OPEN** button.



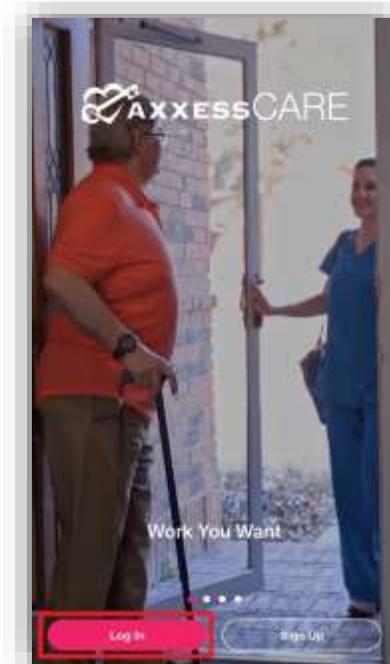
The app will now be located with the rest of the user's apps. Always download the latest update from the App Store for free.



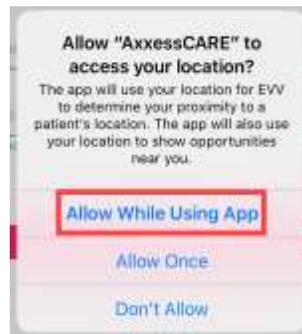
Tap on the Axxess CARE app to open. Tap **Allow** so that Axxess can send notifications including alerts, sounds and icon badges depending on how the app notifications are configured in the device's settings.



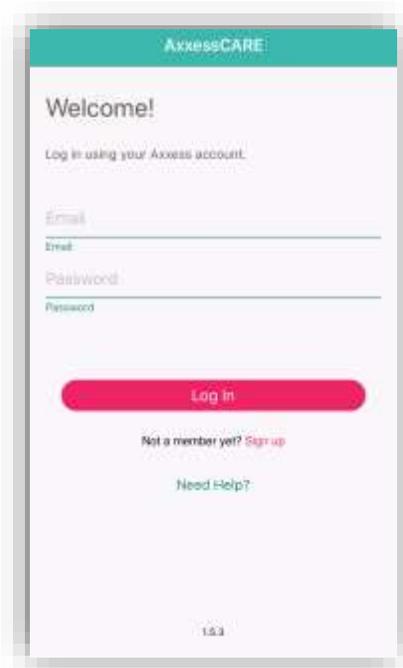
Tap on the pink **Log In** button.



Tap **Allow While Using App** so that Axxess can access the location while using the app. Allowing this feature is **critical** for the app to pinpoint locations accurately for Electronic Visit Verification (EVV), which will be covered later.



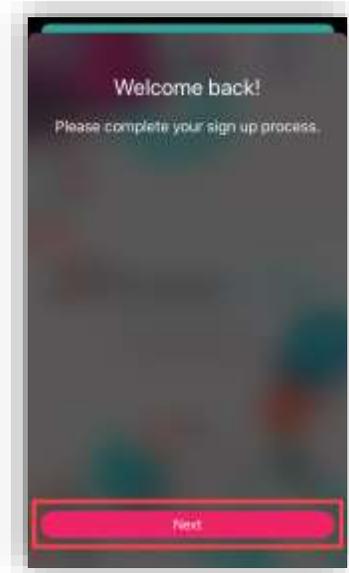
The following is the login screen. To use Axxess CARE, a clinician must sign up using an active Axxess account. Enter the email that was provided to the agency and the established password while logging into the web version of Axxess Home Health. If the user does not have an Axxess CARE account, tap on the pink **Sign up** hyperlink. The app will show how many visits are currently available in the area. If the password was forgotten, then tap the **Need Help?** hyperlink. The version number of the app will be listed at the bottom. After the Email and Password are entered, tap on **Log In**.



NOTE: Depending on the version of the iOS software or device, the Touch ID can be used to log in by moving the “Enable Touch ID” slider.

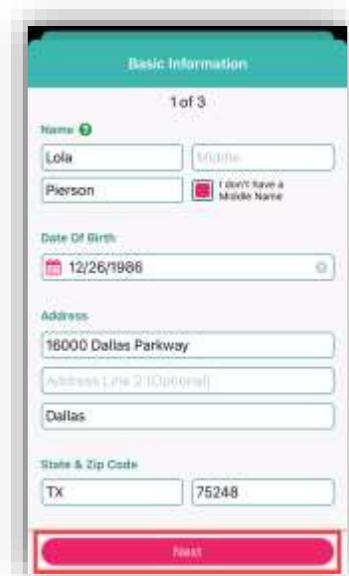
New Account/Sign Up

Tap the Next button after tapping on the **Sign up** hyperlink from the login page.



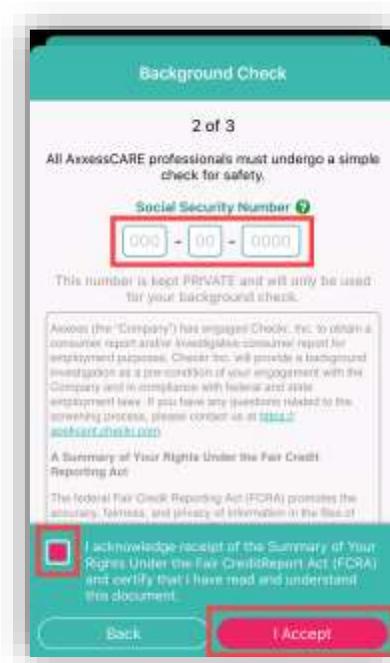
Setting up a new account is done in three steps:

1. Basic Information – Enter the user’s name (if no middle, tap no Middle Name checkbox), DOB, Address and Mobile Number then tap **Next**.



After entering Basic Information, the Nearby Opportunities screen will display what visits are available in the area. The day and date of the visit are listed first. The type of visit is shown in bold teal type. Below that is the agency caring for the patient. Below is the Pay Rate and how far away the visit is based on the device’s GPS. Tap **Continue** to finish the sign-up process.

2. Background Check – Enter the user’s Social Security Number, tap the FCRA acknowledgment receipt checkbox, then tap **I Accept**.



Background Check

2 of 3

All AxxessCARE professionals must undergo a simple check for safety.

Social Security Number

000 - 00 - 0000

This number is kept PRIVATE and will only be used for your background check.

Axxess (the "Company") has engaged Check, Inc. to obtain a consumer report and/or investigative consumer report for employment purposes. Check, Inc. will provide a background investigation as a pre-condition of your employment with the Company and in compliance with federal and state employment laws. If you have any questions related to the screening process, please contact us at hr@axxess.com

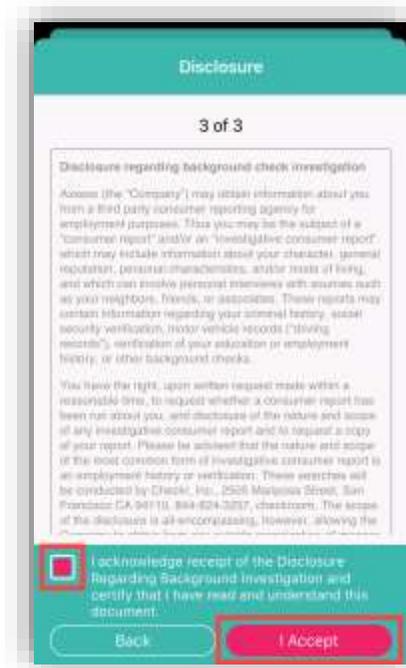
A Summary of Your Rights Under the Fair Credit Reporting Act

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the credit

I acknowledge receipt of the Summary of Your Rights Under the Fair Credit Reporting Act (FCRA) and certify that I have read and understand this document.

Back I Accept

Then another Background Check screen will show with more information for the user to read. Tap the acknowledgment receipt checkbox, then tap **I Accept**.



Disclosure

3 of 3

Disclosure regarding background check investigation

Axxess (the "Company") may obtain information about you from a third party consumer reporting agency for employment purposes. This you may be the subject of a "consumer report" and/or an "investigative consumer report" which may include information about your character, general reputation, personal characteristics, style of life, and which can involve personal interviews with sources such as your neighbors, friends, or associates. These reports may contain information regarding your criminal history, social security verification, motor vehicle records ("driving records"), verification of your education or employment history, or other background checks.

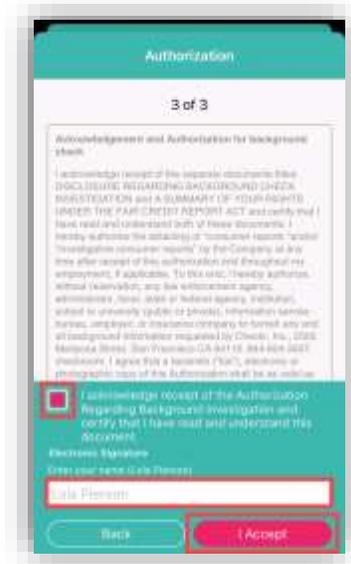
You have the right, upon written request made within a reasonable time, to request whether a consumer report has been run about you, and disclosure of the nature and scope of any investigative consumer report and to request a copy of your report. Please be advised that the nature and scope of the most common form of investigative consumer report is an employment history or verification. These searches will be conducted by Check, Inc., 2526 Mariposa Street, San Francisco, CA 94110, 844-624-3257, chatroom. The scope of the disclosure is all-encompassing, however, allowing the

I acknowledge receipt of the Disclosure Regarding Background Investigation and certify that I have read and understand this document.

Back I Accept

3. Disclosure - Read the Authorization Regarding Background Investigation. Tap the acknowledgment receipt checkbox. Then the user will enter their First name and Last name, which serves as their Electronic Signature. Then tap the **I Accept** button.

NOTE: The Electronic Signature must match the first and last name entered during step 1 of the sign-up process.



After completing the previous three New Accounts steps, the following prompt will ask the user to enter a 4-digit passcode:



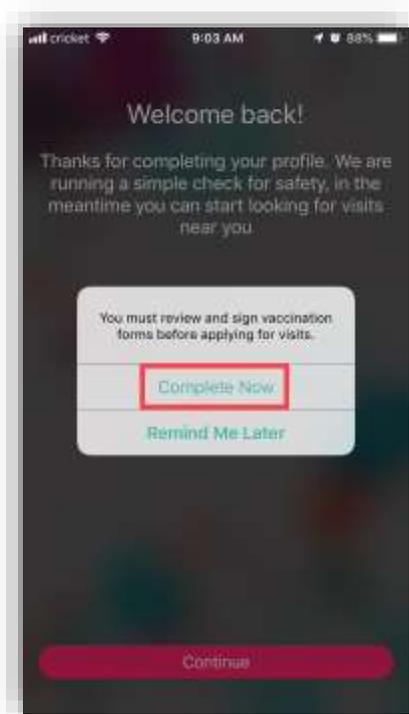
Once a 4-digit passcode has been entered, confirm the passcode by entering it one more time. The passcode must be reentered any time a user leaves the app and comes back or the app times out due to inactivity.

NOTE: More than 5 wrong passcode attempts will lock users out of the app.



If a new user is being created, the profile setup is still not finished.

The following window will show instructing that the user “must review and sign vaccination forms before applying for visits.” Tap **Complete Now** to go to the User Profile and complete the signup (Profile covered below).



Trying to view visits will display the following orange warning until the background check is complete.

Your background check is still not complete. You will have limited access to viewing visits and your account until the background is complete.

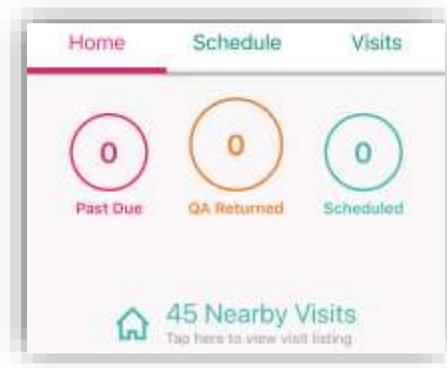
MAIN MENU

Common Icons & Buttons

	Available Visit
	Current Location Address
	Refresh

Home

The following is the Axxess CARE Home screen. It is split between three tabs; **Home**, **Schedule** and **Visits**. The selected section will be highlighted in pink at the bottom of the tab. To refresh the screen, tap the  icon. See any visits that are Past Due, QA Returned and/or Scheduled (more details later). Below that, users can see how many visits are currently available in the area.



Below is a direct link to clinician Daily COVID-19 Screenings and below that are any Unread Messages an organization sends shown on the counter. The bottom portion is seven quick colorful links that can be seen by swiping left:

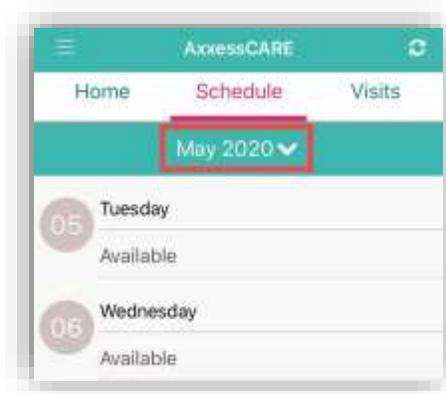
- Search Visits
- Earned Last 30 Days
- Avg. Visits Per Week
- Avg. Pay Per Visit

- Earned This Week
- Avg. Star Rating
- Projected Earnings

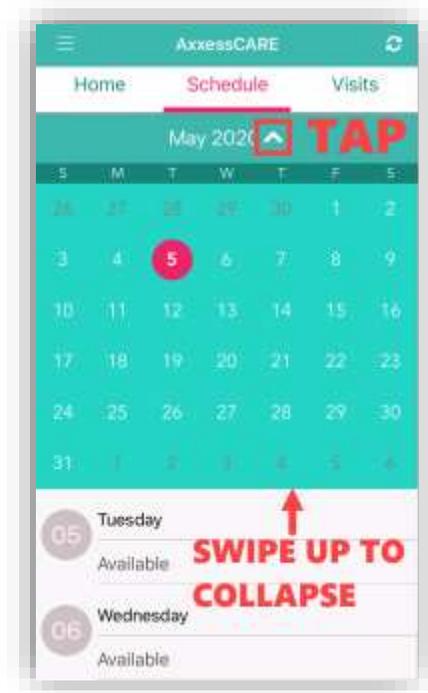


Schedule

The following is the Schedule tab. It shows a rolling calendar of past and upcoming days. If there is a visit on a day, the date number on the left will be pink. Tap on the month with the drop-down arrow.



This will show the calendar in a monthly view. The number of the current day will be in pink text. To collapse the monthly view, either tap on the upward-facing arrow or swipe up on the list calendar.



Visits

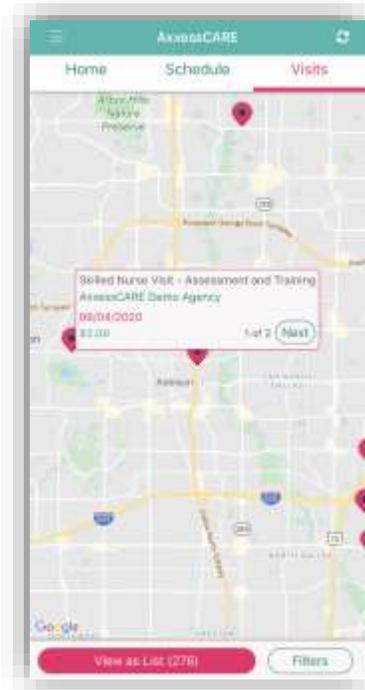
The third tab is available visits for which users can apply. The list displays the day, date, type of visit, agency, pay rate and how far away the visit is.



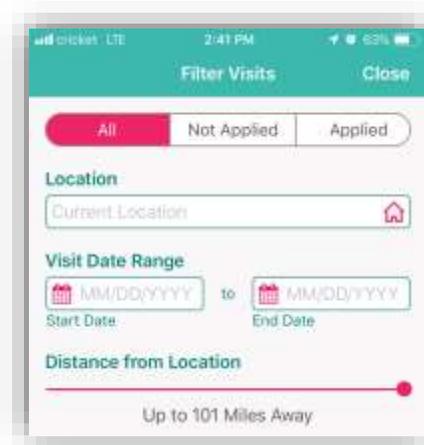
The list can also be shown as a map view by tapping on the “View as Map” button. The number in parentheses is the count of how many visits are currently available in the area.



A  icon will list available visits. Tap the pin to view details about the visit. It will list the type of visit, agency, date and pay rate. Another way to search through available visits is by tapping the “Filters” button in the bottom right.

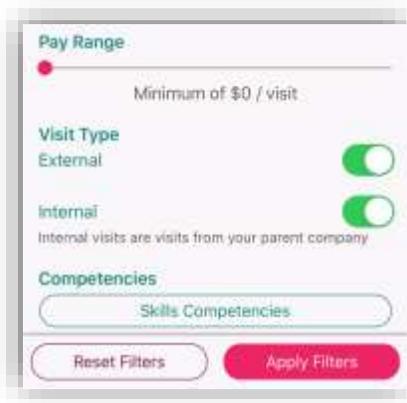


The three tabs inside the filter are **All**, **Not Applied** and **Applied**. The tab being viewed is highlighted in pink. Search by Location by typing in an address in the text space or tapping the  icon which will enter the current location's address. Enter a date range by either writing in or tapping the calendar icon and selecting a date. Decide how wide (in miles) the search for visits should be by dragging the pink dot along the pink line.



In the bottom half of the page, use the same type of line to determine the minimum pay range. Decide to view visits that are External or Internal by moving the sliders. Internal visits are visits from the user's parent company/agency. Tap

the **Skills Competencies** button to select all applicable competencies, i.e. IV, CHF or COPD Management etc. Then either tap **Done** in the top right or the Filter Visits back arrow in the top left to return. After selecting the filters, tap on the **Apply Filters** button or tap **Reset Filters** to set back to the default parameters.



The Visits list will indicate if any visits are posted from the user's primary agency and are only available to the staff members of that agency with the following purple icon:



SIDE MENU

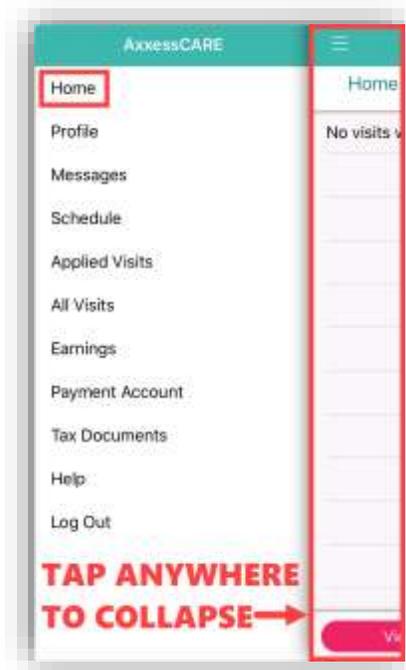
Common Icons & Buttons

	Menu Button		Back Arrow		Edit
	Camera		Completed Category		Incomplete Category

Tap the menu button  in the top left to see the Side Menu. It has the following 10 options:

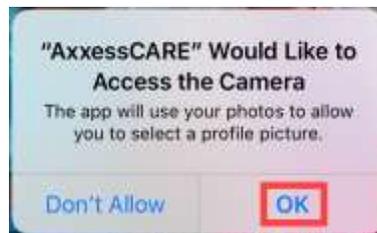
Home

Tap **Home** to collapse the side menu, or tap anywhere outside of the side menu to collapse.

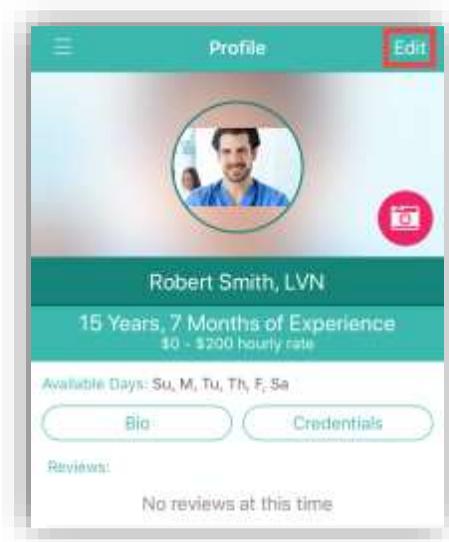


Profile

Tapping **Profile** goes to the personal clinician profile. The Profile will show the user's picture. To upload a picture, tap the  icon. Choose to **Take a Photo** or **Choose from Library**, and select **OK** to give access to camera.



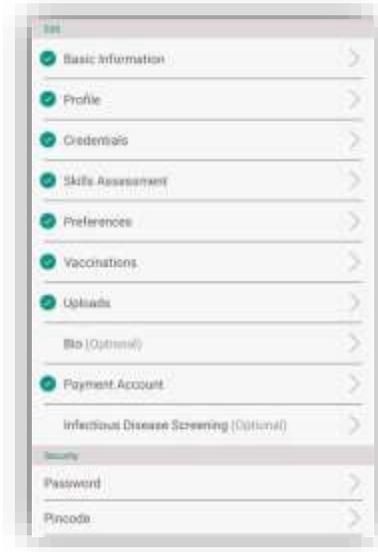
The Profile will list the name and credentials, length of time in the field, rate and available days. The bottom portion will show the reviews received from agencies for which the user has performed a visit. Tap the **Edit** option in the top right.



Make edits to the personal profile including changing the Passcode and Password. The Profile Editing screen reviews the nine-step profile setup.

1. Basic Information
2. Profile
3. Credentials
4. Skills Assessment
5. Preferences
6. Vaccinations
7. Uploads
8. Bio (optional)
9. Payment Account
10. Infectious Disease Screening (optional)

Go back and make edits by tapping each step. The steps will show the  icon when complete. Tap the back arrow  to return to Profile.



Tap the **Bio** button from the Profile.



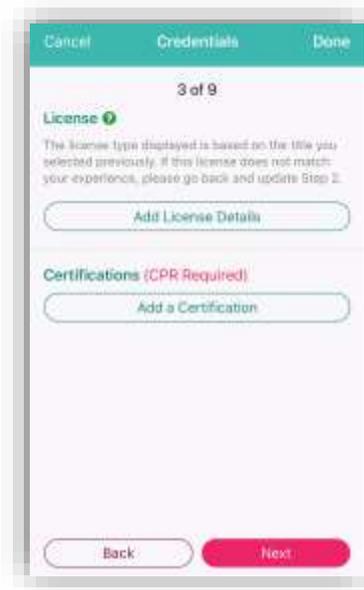
Users can enter their experience in the healthcare industry in the free text space. There are also text spaces below this area to enter optional links to their LinkedIn Profile or Other Professional Link. The next two steps are setting up payments, which will be explained later.



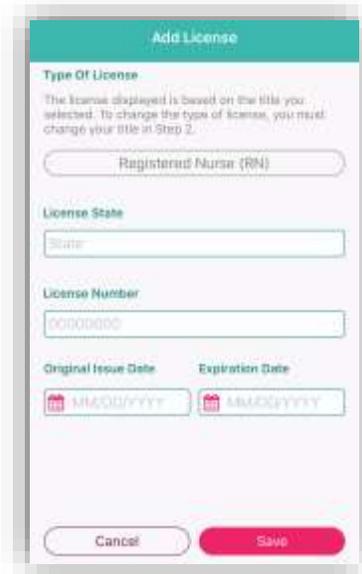
From the Profile, tap **Credentials**.

Credentials

The page will list Licenses and Certifications. To edit a license, tap on the  icon.



From the Add License page, tap on the RN button below Type of License to choose from a list of other licenses. Fill in the License State, Number, Date and Expiration Date. Then tap the **Save** button.



The license will be listed as "Verification in Process" after initially being added. Once completed the license will show as "Verified." Back at the Credentials page, tap on the **Add A Certification** button.

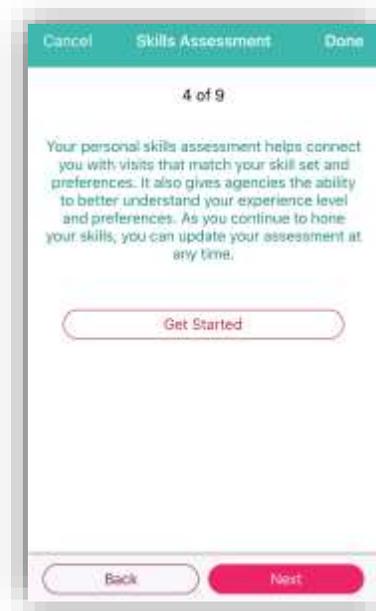
Tap the **Tap to Choose** button below Type of Certification to find a certification. Enter an Expiration Date. Then tap the **Tap to Add** button to add a photo of the certification for the front and the back (both required). Then tap the **Save** button.



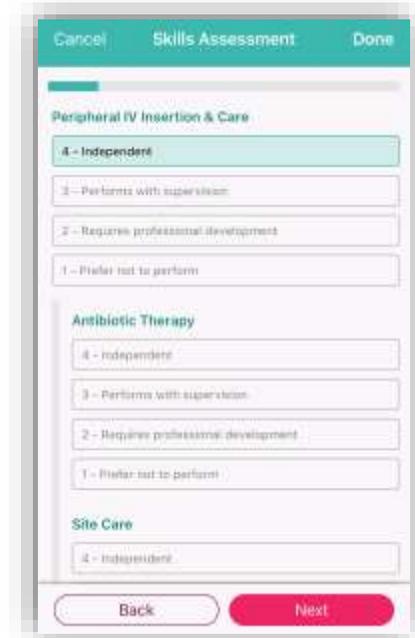
NOTE: Adding the CPR Certification is required.

Skills Assessment

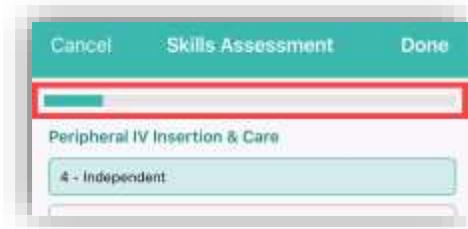
Clinicians must document their skills in the Skills Assessment. Tap on **Get Started**.



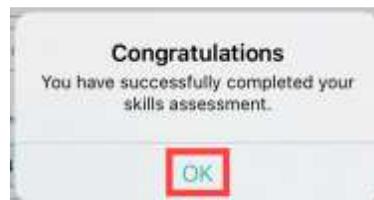
Select the skill level for each category of care between Independent, Performs with supervision, Requires professional development and Prefer not to perform. Most categories have sub-categories of skill levels to be answered. Tap **Next** to move on to more assessment categories.



As the user makes their way through the assessment, the progress bar will move at the top.

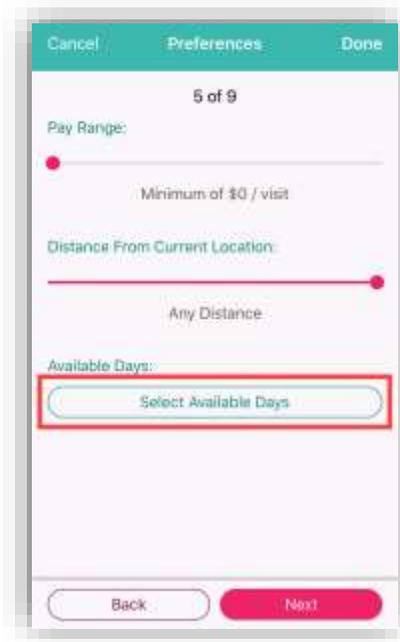


Users will receive a confirmation message once complete. Tap **OK** to continue.

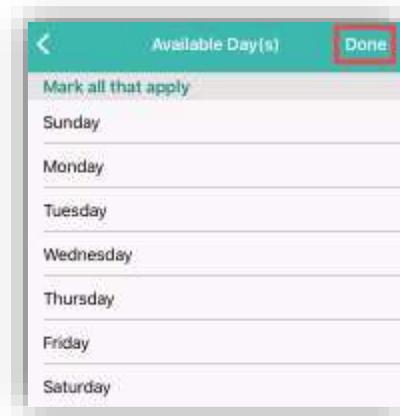


Preferences

Clinicians must decide specific preferences on the minimum Pay Range, the Max[imum] Distance willing to travel and which days they are willing to work. Tap **Select Available Days** to choose the days.



Tap the day(s) the user is available to complete visits in Axxess CARE. Tap **Done** in the top right when complete.



Vaccinations

During the initial setup, clinicians will need to document their vaccinations. Tuberculosis and Hepatitis B are required. Tap on the vaccination.



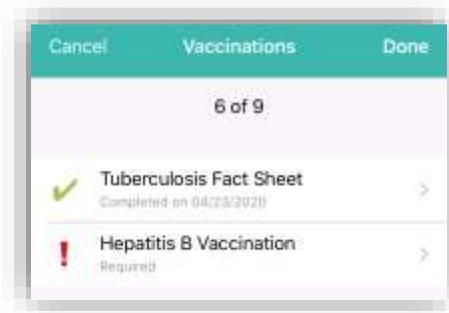
Read the information, then check the boxes confirming personal attestations. Select **Tap here to sign** in the bottom left.



Clinician will enter their signature and then tap the **Done** button in the top right.

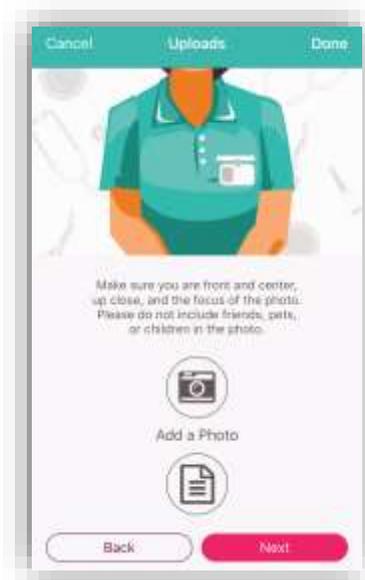


Complete each vaccination, and the page will change from exclamation points to check marks signifying completion.



Uploads

It is recommended that the clinician upload their Profile Photo and Resume. Tap on either icon to upload.

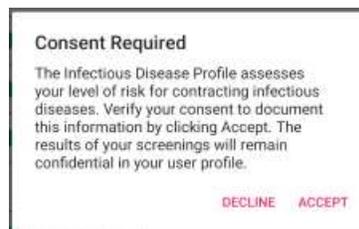


Then decide to **Take a Photo** or **Choose from Library** to find a photo from the device to upload.



Infectious Disease Screening

View user completed screenings or add a new screening. Before completing a clinician COVID-19 screening on Axxess CARE, users must provide consent by selecting **ACCEPT** in the Consent Required pop-up box.

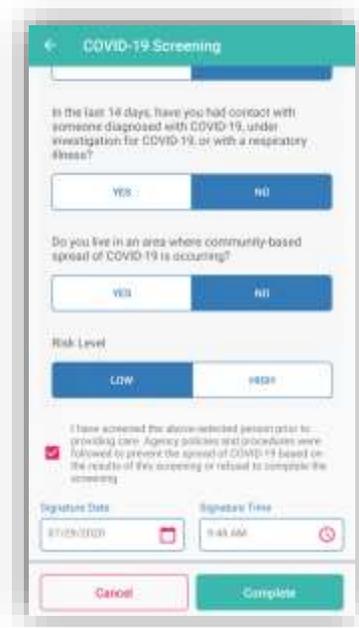


Select a completed screening to view the screening questions and answers. The screening questions and answers appear in gray.

NOTE: Completed screenings cannot be edited.



Select **Add COVID-19 Screening** to add a new screening.



Answer the screening questions, assign a risk level and enter Signature Date and Time. Select **Complete** to finish and save the screening. Once a clinician COVID-19 screening is completed, the results appear in the clinician's profile for agencies to review before assigning a visit. Based on the COVID-19 screening risk assessment, **Low Risk** or **High Risk** appears above the clinician's photo for agencies to quickly and easily review when selecting visit applicants.

Messages

The Message Center is split into three tabs: Messages, Alerts and Deleted. The selected tab will be highlighted in pink. The number in parentheses to the right of the tab indicates how many new items there are in that tab. Use the Search bar to narrow down the list in each tab.



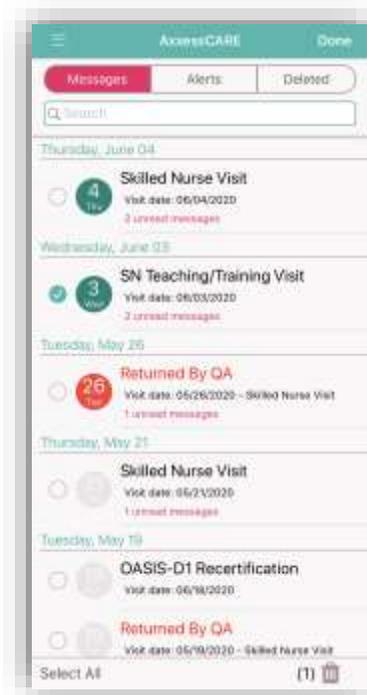
Messages are tied to previous, current and future visits. The visit date is listed to the left. The visit type is at the top, followed by the visit date (unread will show in pink text). For unread messages, the date to the left is highlighted teal, and read messages are light gray. Tap on a message to view.



The visit information will be listed at the top with a button to view the **Visit Details**. Below the messaging exchange is shown. Messages from the agency appear on the left side of the page, citing the date and time they were sent. QA returned notes will be listed in orange (more on QA process later). Messages sent by the user will be on the right side. To write a message, type in the free text space at the bottom of the page, then tap the **Send** button. Tap the back arrow in the top left when done messaging to get back to the Message center.



Tap on the **Edit** option in the top right to remove one or more messages. Bullets will appear to the left of the messages where one or more may be selected. Tap the **Select All** option in the bottom left to automatically check all messages. The number of selected messages will be in parentheses in the bottom right next to the trash icon. Tap the trash icon when ready to delete it. Tap on **Done** in the top right when finished deleting visits.



There will be a pink notification at the bottom of the screen allowing users to **Undo Delete**.



Removed messages will now be in the **Deleted** tab.



Schedule

See previous Schedule section

Applied Visits

This shows a list of all visits that the user applied to perform. Visits are listed one by one with the date at the top, the type of visit, agency, Pay Rate and how far

away the visit is from the current location. Tap on **Status** in the top right to see the total numbers for all visits.



A table will expand from the bottom of the page to show the number of Applied, Unassigned and Withdrawn/Returned visits. Tapping outside the table will collapse it.

Applied (2)
Unassigned (0)
Withdrawn/Returned (0)

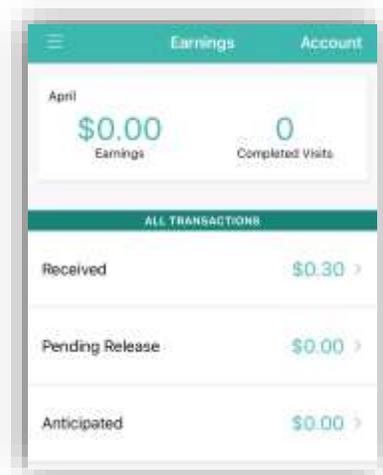
All Visits

Shows all visits in every status. It will list the type of visit; the status will appear in the line below. The patient's name will be on the left and to the right users will see the date of the visit. Tap on the visit to view more details. This page can be sorted by Status and Date by choosing either in the top right.

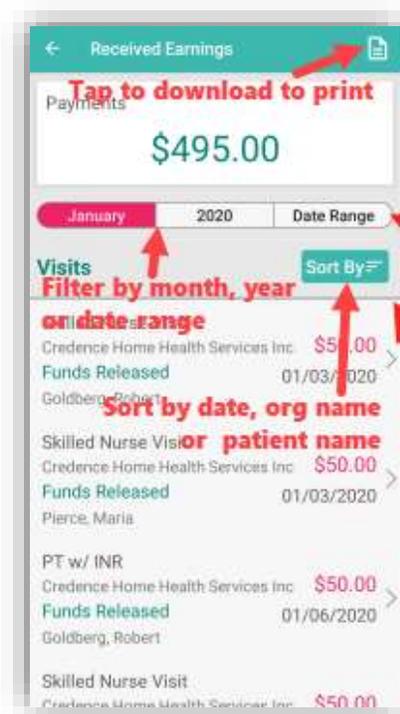


Earnings

This page will show the total amount earned in the last 30 days. Below this number, users will see the Received amount, which is the amount deposited from the agency into the bank that is set up in the Payment Account. The Pending Release amount shows the total of payments currently being processed by the agency. The Anticipated amount reflects any visits that have been started and finished pending a QA review with the agency.

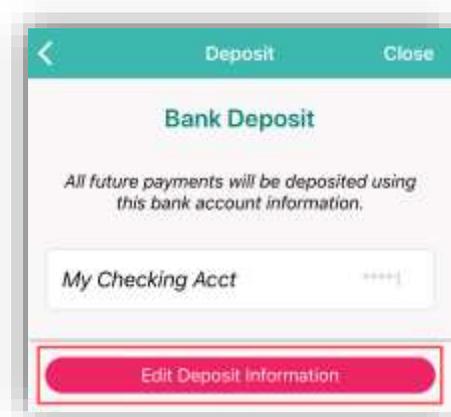


In the Received Earnings section, select the icon in the top right corner of the screen to download and/or print payment details. Use the buttons across the top of the screen to filter payment information by month, year or a selected **date** range. Use the **Sort By** button to sort payment details by date, agency name or patient name.

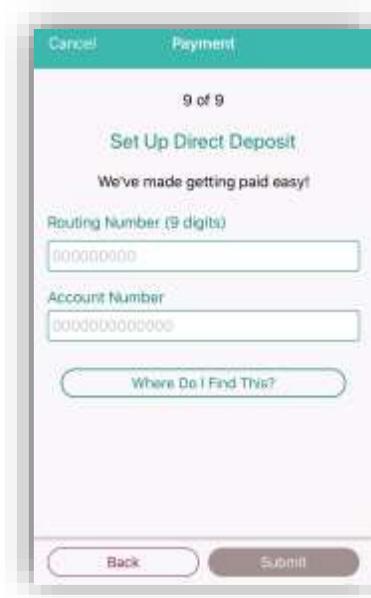


Payment Account

All payments from agencies will be deposited into the bank account information listed by the summary here. To update the bank account, tap the **Edit Deposit Information** button.

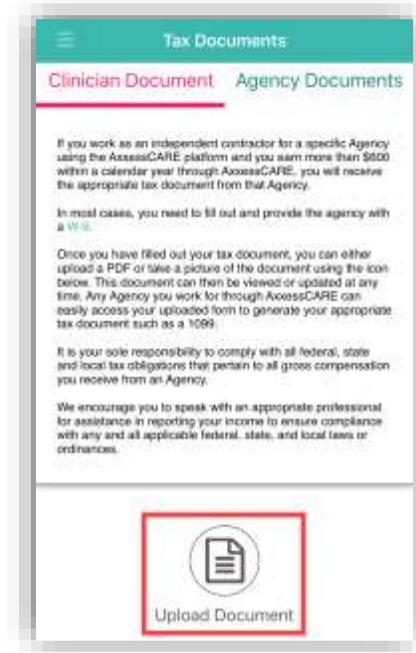


Enter the Routing and Account Number of the user's bank account. If those numbers cannot be found, tap the **Where Do I Find This?** button. Once entered, tap the **Submit** button to complete.



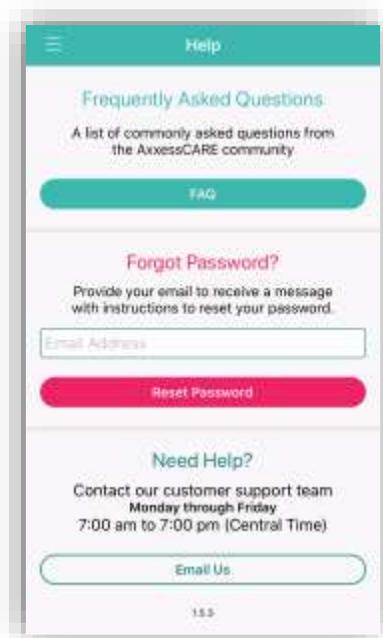
Tax Documents

If users work as an independent contractor for a specific agency using Axxess CARE and earn more than \$600 within a calendar year through Axxess CARE. In that case, users will receive the appropriate tax document from that agency. Upload that document by tapping the Upload Document button.

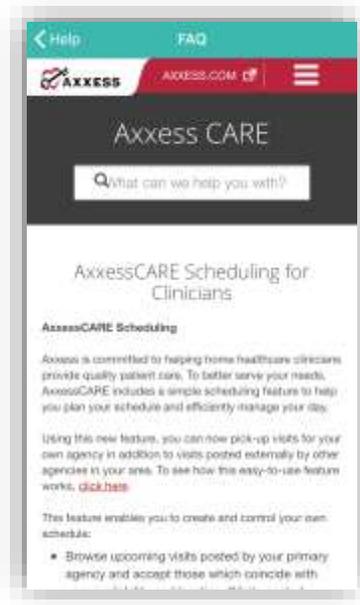


Help

If the password is forgotten, enter the email address associated with the account and tap **Reset Password**. To call Axxess Support, who are available Monday – Friday from 7:00 am – 7:00 pm CST. The phone number is (214) 575-7711.



The top section (Frequently Asked Questions) **FAQ** button will send users to a Axxess Help Center site to ask any questions related to Axxess CARE.



Log Out

To leave the app, tap on **Log Out**. To get back into the app, tap the **Log In** button, re-enter the email address and password, then tap **Log In** button again.

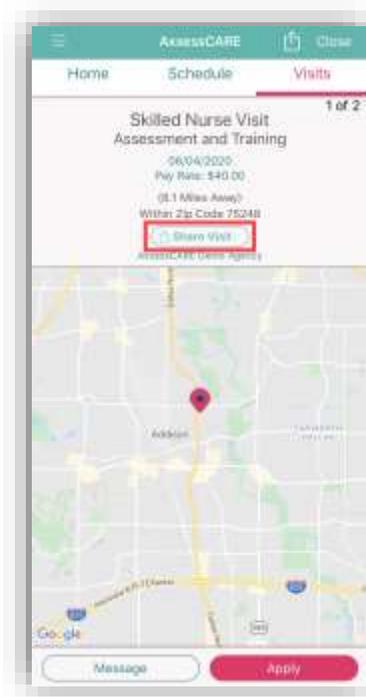
VISITS

Common Icons & Buttons

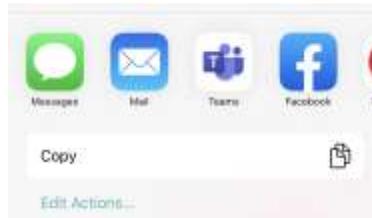
	Message Care Team Member
	Phone Care Team Member
	Patient Address
	Visit Started Location
	Visit Ended Location

Applying for Visit

Tap on a visit from *Main Menu/Visits*. It will list the visit type, date, Pay Rate, how far away and the agency. Tap on **Share Visit**.



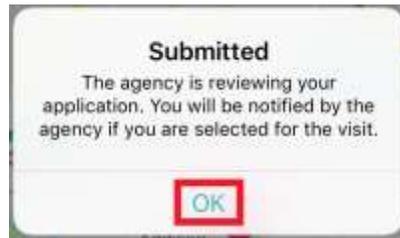
A window expands below. Choose an option to share the visit. Options may be different based upon apps downloaded/available. Tap outside the window to collapse or tap **Cancel**.



Tap on the **Apply** button.



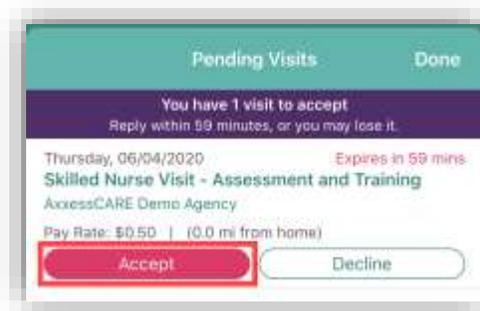
After applying for a visit, a confirmation window will appear. Tap **OK**. The visit will now be on the list of Applied Visits. The agency will now have to determine whose application they will accept (if there's more than one) in the Axxess CARE web application.



There will be a purple notification bar toward the top of the screen, if the agency accepts the application. There is also a one-hour timer to accept the visit. Tap on the notification bar.



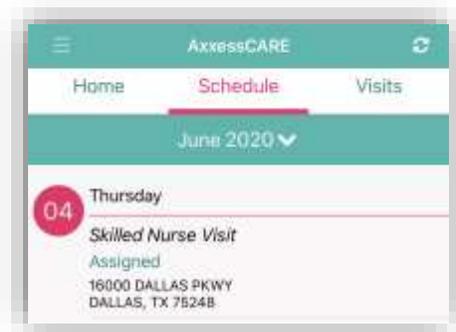
The next page is the Pending Visits screen. Tap the **Accept** button.



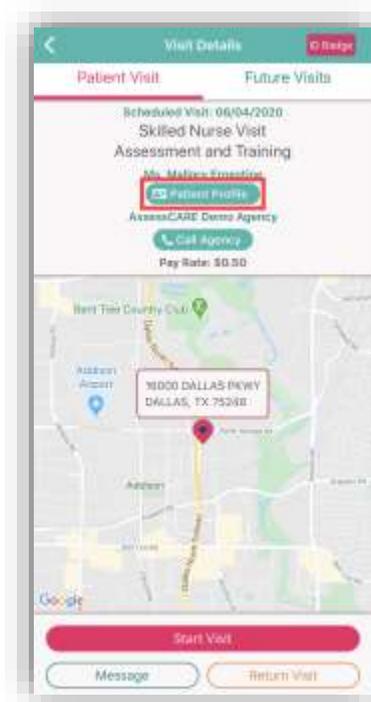
There will be a confirmation that the visit has been accepted. Tap on **OK**.



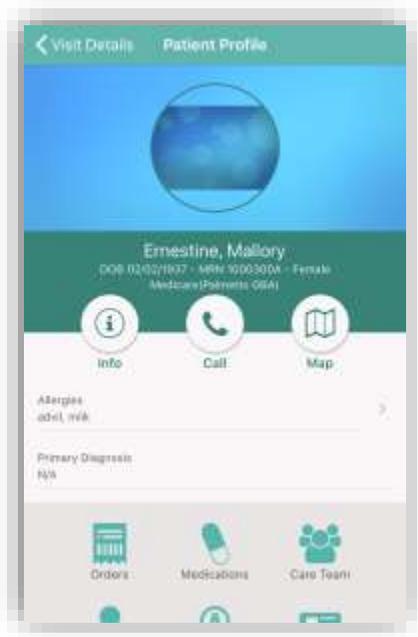
The visit will now show on the Schedule as Assigned. Tap on the visit to go to the specifics, including the Patient Profile and the ability to start the visit.



There is now an option to call the agency if there are any questions. Also, if the visit cannot be performed, tap the **Return Visit** button. Tap on the **Patient Profile** button to be able to look at the patient chart before starting the visit.



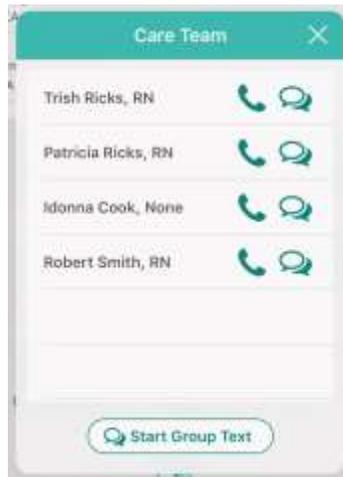
The following is the Patient Profile. All information shown has been entered through the Axxess Home Health application. It shows the patient's DOB, MRN #, Gender, Payor. Tap **Call** to auto-dial the patient's phone number. Tap **Map** to see the patient's location in the map/directions apps available.



The Patient Profile will also show the patient’s Allergies, Primary Diagnosis and links to view, edit and/or add to their Orders, Medications, Care Team, Physicians, Pharmacy, Emergency Contacts, Communications, Visit History, Documents and Immunizations. Tap the **Care Team** button.



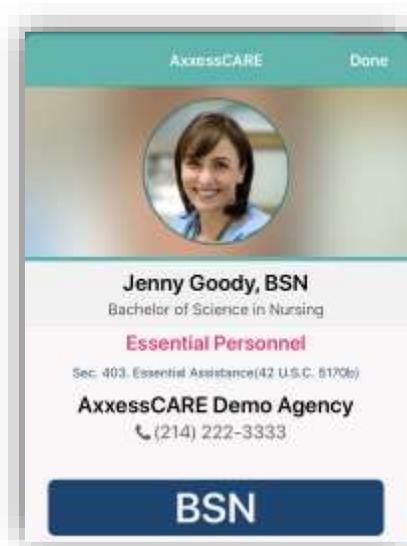
The Care Team window will show all users/clinicians that are tied to this patient. Message team members individually by tapping the message  icon or call them by tapping the phone  icon. To message the group, tap on the **Start Group Text** button. Tap outside of the window to close or the **X** in the top right.



If there is a request to see the user's identification during the visit, tap the **ID Badge** button from the Visit Details page.



The following ID Badge will display. Tap on **Done** in the top right to close the badge.

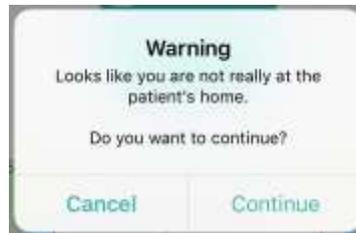


Performing Visit

From the Visit Details, tap on the **Start Visit** button.

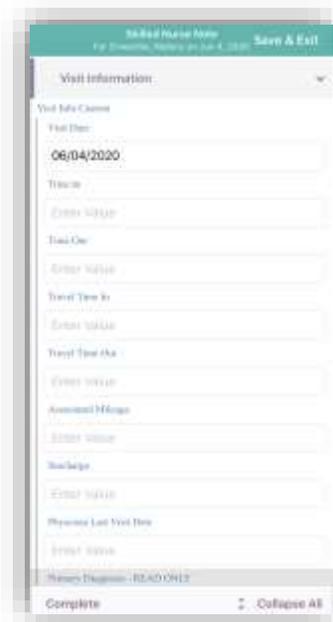


If the user is not in the area of the patient's address, the following Warning will display:



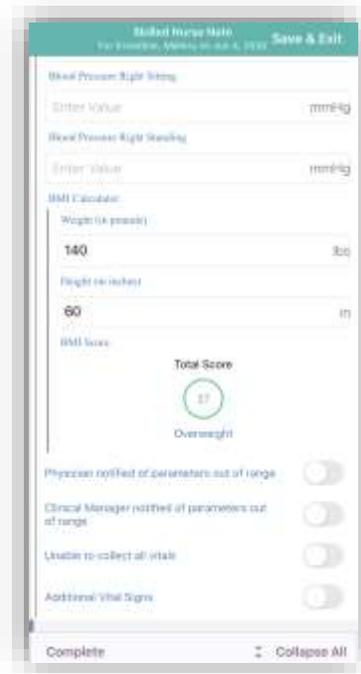
The following is the main menu of the visit. The following are examples of a Skilled Nurse Note. The visit is split into sections that can be expanded or collapsed. When categories are expanded, the arrow to the right will be facing downward. Tap on **Collapse All** in the bottom right to minimize all categories.

Required questions will have either a red asterisk * or it will be written that "At least one response is required" or "Must have answer."



Depending on the assessment being completed, there might be some built-in tests. The following is an example of a BMI Score. The score will be automatically updated while completing the test, depending on how questions are

answered. The Total Score will show (green text in the circle), depending on the test, their score might put the patient in a group. The following example shows that based on the weight and height, the patient's score indicates obesity.



Billed Nurse Note Save & Exit
 Feb 07, 2016, 10:00 AM - 10:05 AM

Blood Pressure Right Sitting
 Enter Value mmHg

Blood Pressure Right Standing
 Enter Value mmHg

BMI Calculator:

Weight (in pounds)
 140 lbs

Height (in inches)
 60 in

BMI Score

Total Score
 27
 Overweight

Physician notified of parameters out of range

Clinical Manager notified of parameters out of range

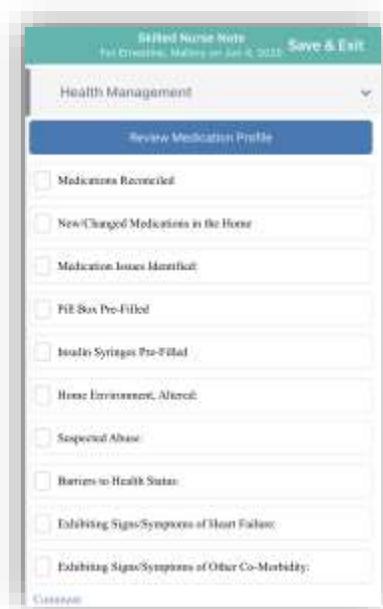
Usable to collect all vitals

Additional Vital Signs

Complete ⌵ Collapse All

Medications

To add medications during a visit, go to the **Medication Profile**.



Billed Nurse Note Save & Exit
 Feb 07, 2016, 10:00 AM - 10:05 AM

Health Management ⌵

Review Medication Profile

Medications Reconciled

New/Changed Medications in the Home

Medication Issues Identified

Pill Box Pre-Filled

Insulin Syringes Pre-Filled

Home Environment Altered

Suspected Abuse

Barriers to Health Status

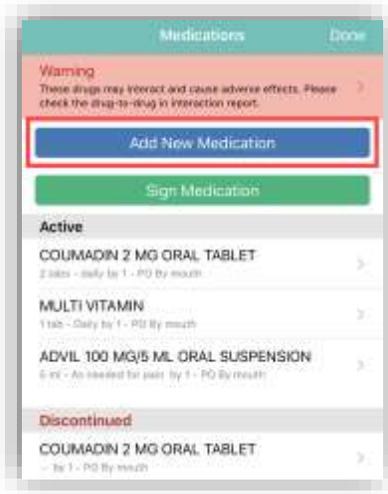
Exhibiting Signs/Symptoms of Heart Failure

Exhibiting Signs/Symptoms of Other Co-Morbidity

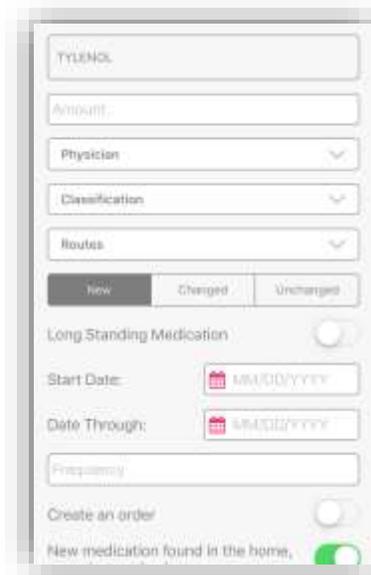
Continue

NOTE: The functionality of adding a medication works the same outside of the visit in the Patient Profile.

Inside the Medication Profile, tap on **Add New Medication**. Then search for the medication in the text box. Once found, tap on the medication.



Write in the amount. Select the Physician, Classification and Routes from their corresponding drop-down menus. Tap the tab whether the medication is **New**, **Changed** or **Unchanged**. Move the slider if it is a Long-Standing Medication. Select a Start Date and Date Through. Write in the frequency, then move the slider depending on whether the medication needs to be added as new through an order or a current one found in the home. Once completed, tap the **Done** button unless there are additional medications, then tap **Add Another**.

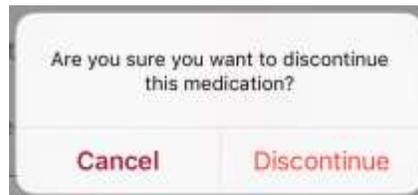


If more than one medication is added, the system will automatically run them for potential interactions. If the system finds any interactions, they will be listed as a Warning highlighted in the color of severity at the top of the page. Tap the Warning. Then tap the combination of medications that are conflicting to read more. Tap Medications in the top left to go back to the Medication Profile.



NOTE: Interactions are only run for medications currently listed in the Axxess Home Health database.

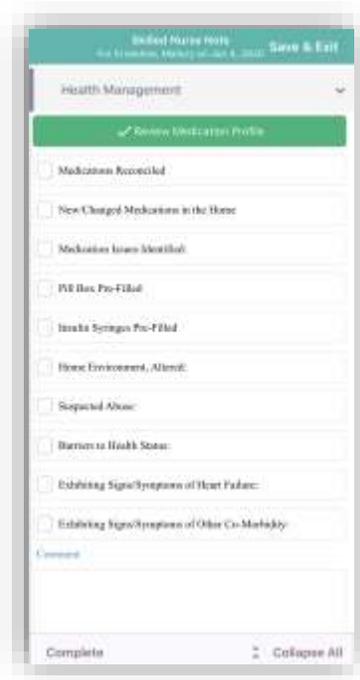
Once a medication has been entered, edit by tapping on the name of the medication. Scroll to the bottom of the page to **Delete** (added in error) or **Discontinue** (patient is no longer taking this medication). After tapping Discontinue, confirm by tapping **Discontinue** again. It will then be listed in the Discontinued section of the medication profile.



Once finished with the medication reconciliation, tap the **Sign Medication** button to verify medications have been clinically reviewed. Sign with a finger or stylus above the line after the X. When completed, tap **Done** in the top right.

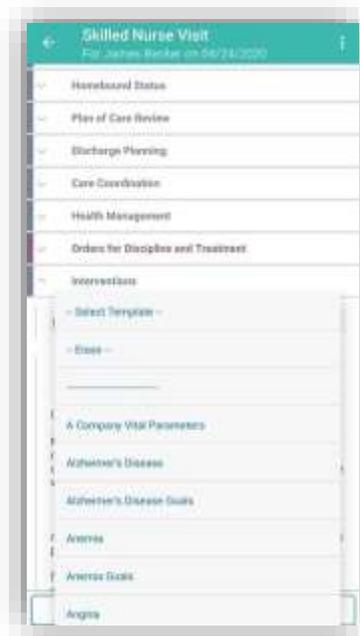


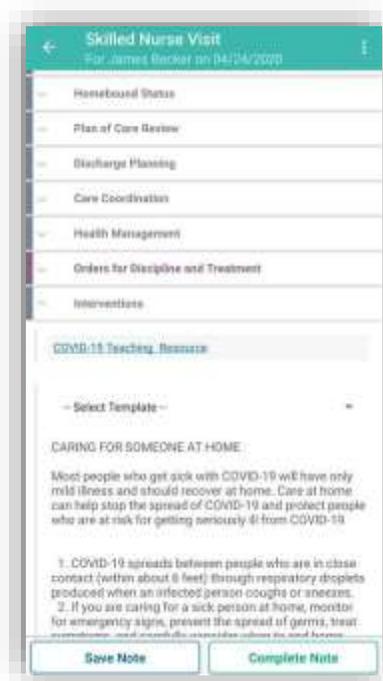
The medication profile will now show as reviewed.



Templates

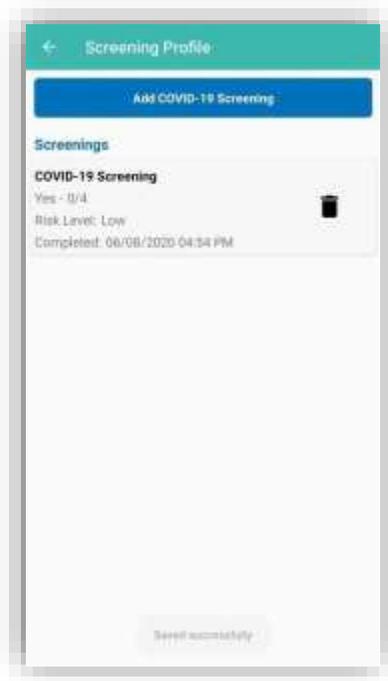
When completing documentation, users can select a template from the **Templates** menu to populate the template's text in the associated text field for patient teaching and seamless point-of-care documentation.



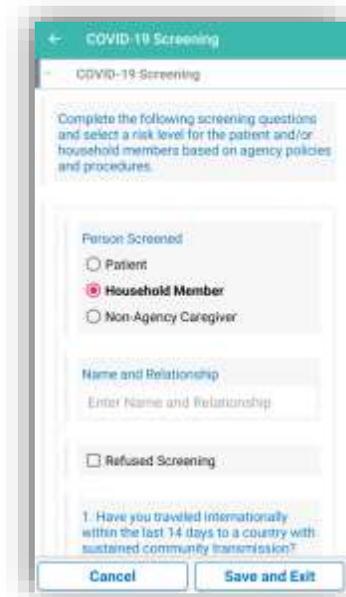
The screenshot shows a mobile application interface for a "Skilled Nurse Visit" for James Becker on 04/24/2020. The interface has a teal header with a back arrow and a menu icon. Below the header is a list of menu items: Homebound Status, Plan of Care Review, Discharge Planning, Care Coordination, Health Management, Orders for Discipline and Treatment, and Interventions. A section titled "COVID-19 Teaching Resource" is expanded, showing a "Select Template" dropdown menu. Below the dropdown is the text "CARING FOR SOMEONE AT HOME" followed by a paragraph: "Most people who get sick with COVID-19 will have only mild illness and should recover at home. Care at home can help stop the spread of COVID-19 and protect people who are at risk for getting seriously ill from COVID-19." Below this text are two numbered points: "1. COVID-19 spreads between people who are in close contact (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes." and "2. If you are caring for a sick person at home, monitor for emergency signs, prevent the spread of germs, treat symptoms, and avoid unnecessary contact with the sick person." At the bottom of the form are two buttons: "Save Note" and "Complete Note".

COVID-19 Screenings

COVID-19 screenings can be documented through skilled nurse visits, OASIS assessments, therapy assessments and therapy visit notes. Select the **Infectious Disease Profile** button to navigate to the patient's Infectious Disease Profile.

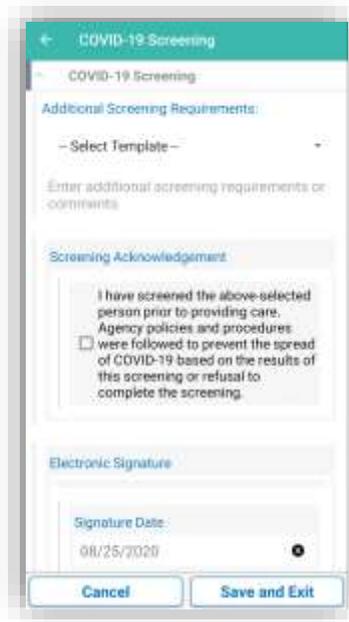


To add a COVID-19 screening, select **Add COVID-19 Screening** at the top of the Infectious Disease Profile.



Choose the person screened and enter their name and relationship. Answer the screening questions and assign a risk level. Users can select a template from the drop-down menu to load it into the screening. Under the Templates menu, users can enter additional screening requirements or comments in the Additional

Screening Requirements section. When all the screening fields are complete, tap **Sign Screening** to sign and save the screening in the patient's record.



Completing Visit

To leave the visit and save progress, tap on the **Save & Exit** button in the top right of the visit menu.



To return to the visit, tap on **Documentation** button. To leave the patient's residence before documenting is finished, tap on the **Patient Signature** button.



When documentation is finished, tap **Complete**.



Confirm the Signature Date, then tap **Complete**.



This is when the Electronic Visit Verification process begins. If the patient is not able to sign, tap **Select Unable to Sign Reason**, and choose the reason why they are not able to sign from the following options:

- Physical Impairment
- Mental Impairment
- Other (must indicate other reason)

Tap the **Get Patient Signature** button.



The patient is then prompted to enter their signature. Either sign with a finger or use a stylus. When finished tap on **Done** in the top right.



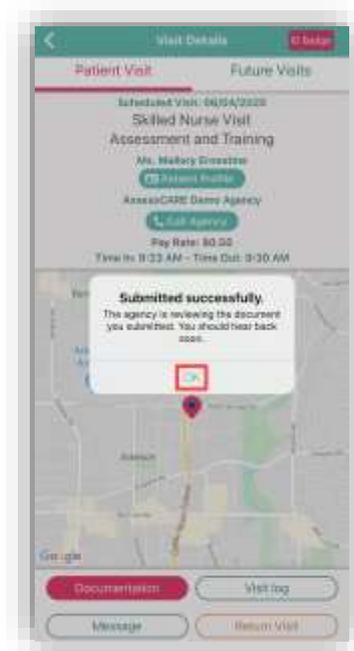
Tap the **Get Staff Signature** button.



The clinician is then prompted to enter their signature. Either sign with a finger or use a stylus. When finished, tap on **Done** in the top right. Then tap on the **Submit Signatures** button at the bottom. The following confirmation will display. Tap on **OK**.



Another completion confirmation will display along with instruction that the agency's QA department will be reviewing the visit. Tap on **OK**.



On the Visit Details page, to see the Electronic Visit Verification, tap on **Visit Log**. The Visit Verification page shows the Verified Time In & Out and the Signature along with the:

-  – Patient Address
-  – Visit Started Location
-  – Visit Ended Location

Tap on **Back** in the top left to get back to the schedule.

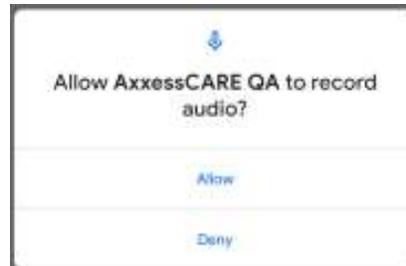
Patient Voice Recording

Users can collect a patient voice recording after selecting **Patient Unable to Sign**. When a patient cannot provide a signature to verify services, select **Patient Unable to Sign** and select the reason that a patient signature cannot be obtained. After specifying a reason, select **Collect Patient Voice Recording** to capture the patient's audio voice recording.

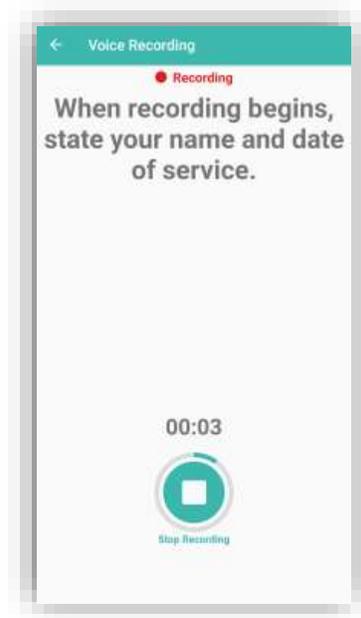


The screenshot shows a 'Visit Verification' form with a teal header. Below the header, there is a red box containing the text 'Patient Unable to Sign Reason: Physical Impairment'. Underneath, there are two checkboxes: 'Collect Caretaker Signature' and 'Collect Patient Voice Recording'. Below these is a text input field with the label 'End Visit Location Does Not Match Patient Location Address' and the text 'testing' entered. At the bottom of the form is a red 'Submit' button.

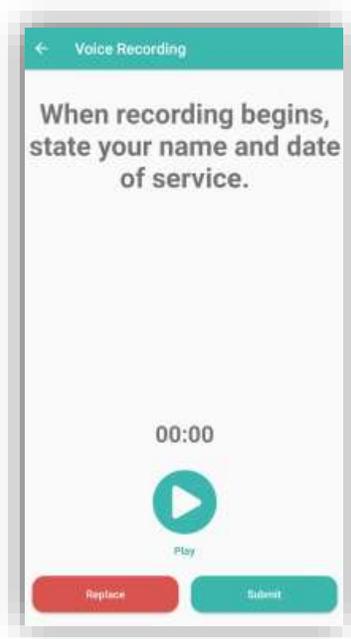
Select **Start Recording** and instruct the patient to state their name and the date of service.



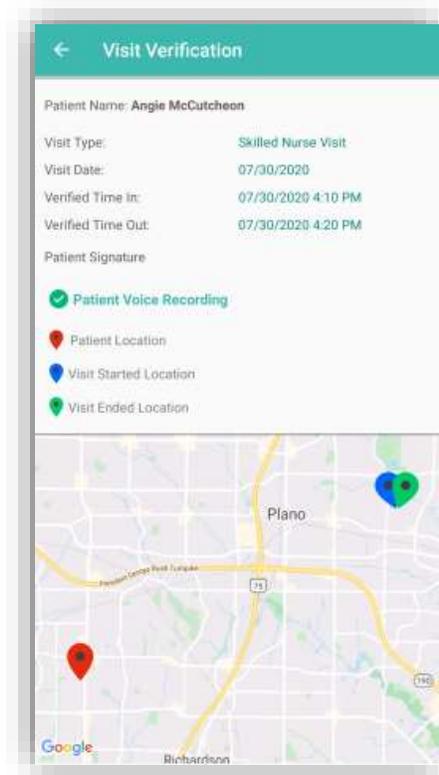
Select **Stop Recording** to end the recording once the patient has stated their name and the date of service. The recording will stop automatically if not ended before 30 seconds.



Select **Play** to play the recording. Select **Replace** to re-record or **Submit** to submit the recording. Once submitted, the **Patient Voice Recording** button updates to green to indicate that the recording was saved, and the user can continue completing the visit.



The Patient Voice Recording label will appear on the visit EVV log attached to the visit on the Axxess CARE app, instead of the patient signature, to indicate that a voice recording was collected to verify the visit.



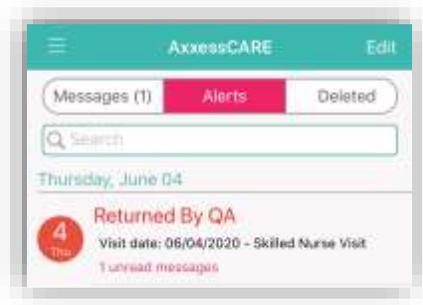
Once the visit is complete, the patient voice recording is saved and stored on the Electronic Visit Verification (EVV) Log screen.

QA Returned

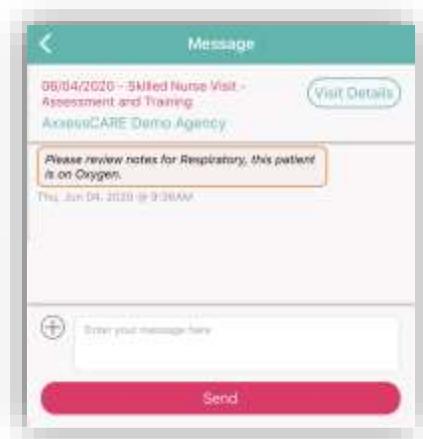
While the visit is being reviewed by the agency's Quality Assurance (QA) staff, the visit status will show as Reviewing.



Once it has been returned from the QA staff, it will show as an "Alert" in the Message Center. Tap on the unread message/alert to view.



The message from the QA staff is listed in orange.



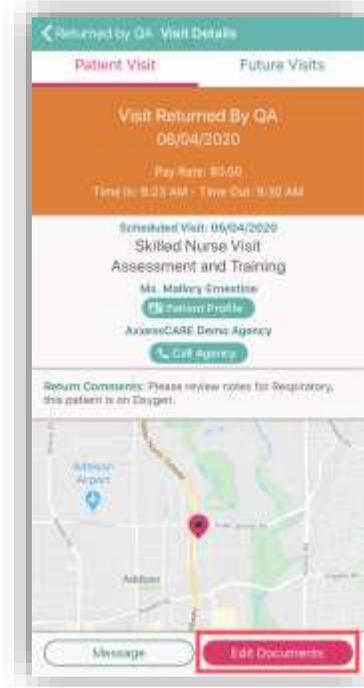
The orange counter on the Home page will also change. Tap **QA Returned**.



All visits that have been reviewed will be listed on the Returned by QA page. Tap on the visit to review the notes.

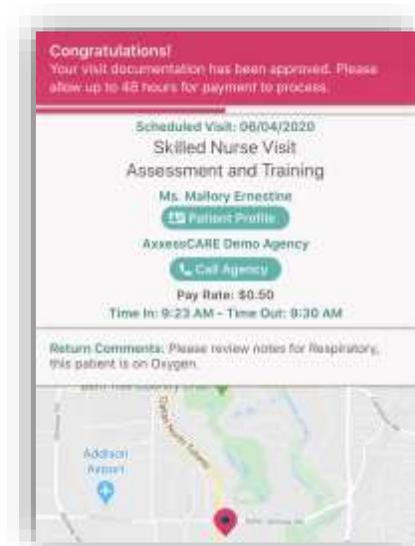


The reason why the document was returned will be listed at the bottom of the page in the Return Comments. Tap on **Edit Documents** to make the requested changes, which will return to the visit. Make requested updates inside the visit, Complete again and re-sign.

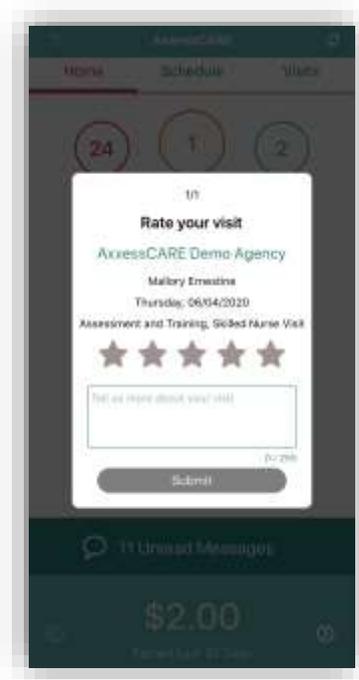


Paid

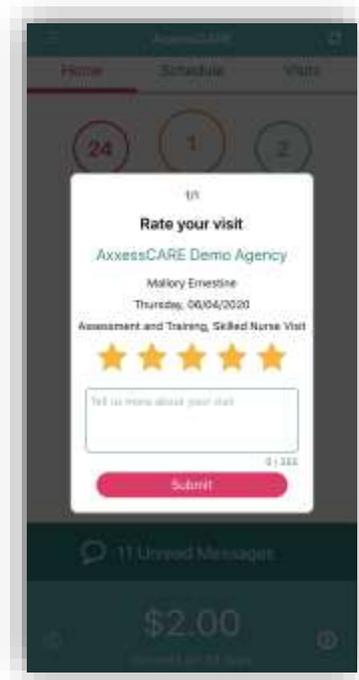
Once the visit has been reviewed, approved and/or co-signed by the agency, the following notification will appear:



The next time logging into Axxess CARE, the system will prompt for a review of the agency.



Tap on the star rating to give for the visit; the stars will change to yellow and the **Submit** button becomes active.



The status of the visit will update to “Paid.” The Paid visit will now be housed in the All Visits section. Tap on the visit to view the details.



The Visit Details page shows the updated status, as well as when and how much the user was paid for the visit.

The visit will also have an updated status in the schedule.

NOTE: Payments can take up to five business days to show up in the clinician's bank account.

