

HOME HEALTH MOBILE iOS MANUAL

October 2020

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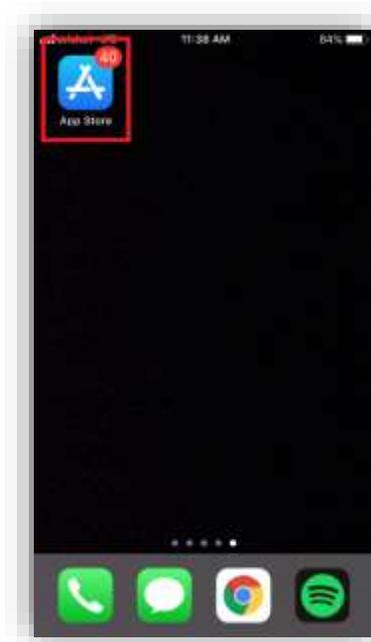
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Common Icons & Buttons

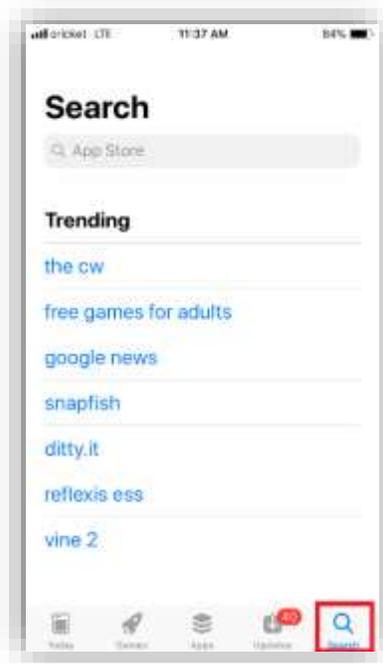
	Axxess AgencyCore app		Patient Address		Download Visit
	Menu		Visit Start Location		Upload Visit
	Compose new message		Visit End Location		Synced Visit
	Add attachment		Oasis Questions Insights		Pending Download
	Delete message		Refresh		Pending Upload
	Task List Calendar View		Create New Task		All Past Patient Visits
	Take A Picture For Chart				Visit History

DOWNLOADING APP

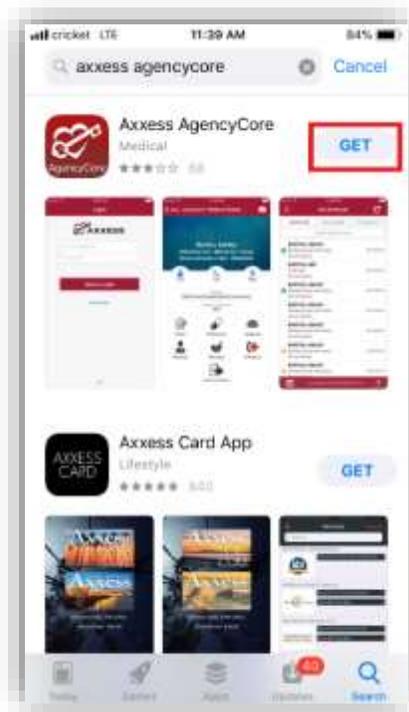
Go to the Apple App Store.



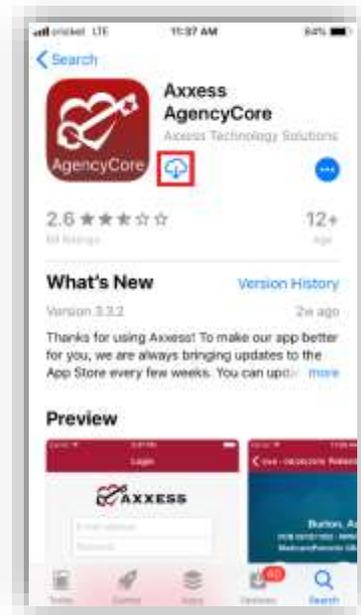
Tap on the search feature at the bottom right of the page.



Search for “Axxess AgencyCore.” The app is red and says “AgencyCore” at the bottom of 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. Then the download process will begin.



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



The app will now be located with the rest of the user's apps. Always make sure to update the App for the latest version in the App Store.

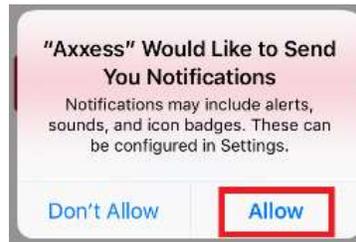


Tap on the AgencyCore app to open and the following pop-up will display.

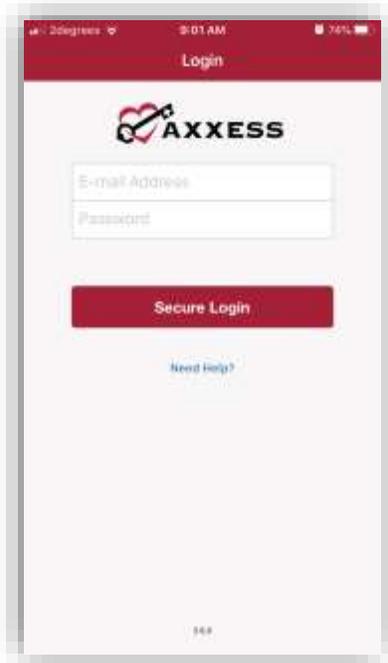
Tap **Allow While Using App** so that Axxess can have access to the user's location while using the app. Allowing this feature is critical for the app to be able to pinpoint the user's location accurately for Electronic Visit Verification (EVV), which will be covered later.



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.



The following is the login screen. Enter the email that was provided to the organization and the established password while logging into the web version of the Home Health app. If the password was forgotten, then tap the **Need Help?** hyperlink. Then tap on the **Forgot Password?** button which will send the password reset instructions to the email provided. The version number of the app will be listed at the bottom. Enter the Email Address and Password, then tap on **Secure Login**.



If the user has access to more than one organization, they will have to choose an organization.



Tap on the red **OK** button.

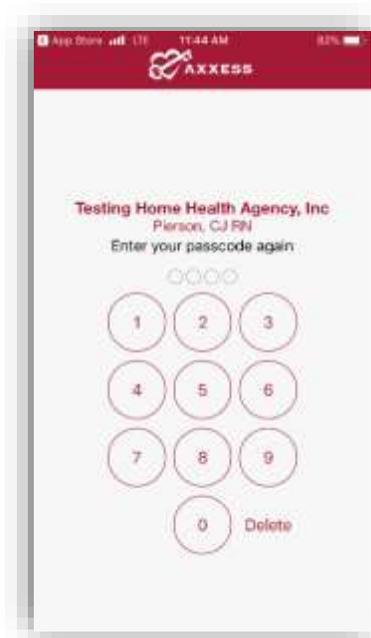


Users are required to create a 4-digit passcode.



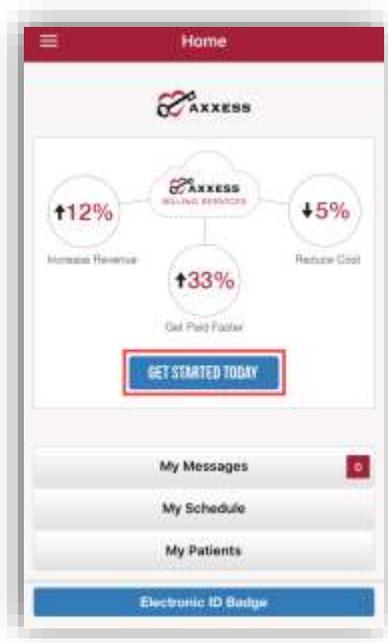
Once a 4-digit passcode has been entered, confirm the passcode by entering it one more time. Any time users leave the app and come back, or the app times out due to inactivity, the passcode must be reentered.

NOTE: After five incorrect attempts, the user will be prompted to log back into the app and create the passcode.



HOME PAGE

Here is the Axxess Home Health home page. The menu button is on the top left of the screen. The bottom three tabs are **My Messages**, **My Schedule** and **My Patients**. The main part of the screen is any announcements that Axxess might be promoting. To see those announcements, tap on the **GET STARTED TODAY** button.



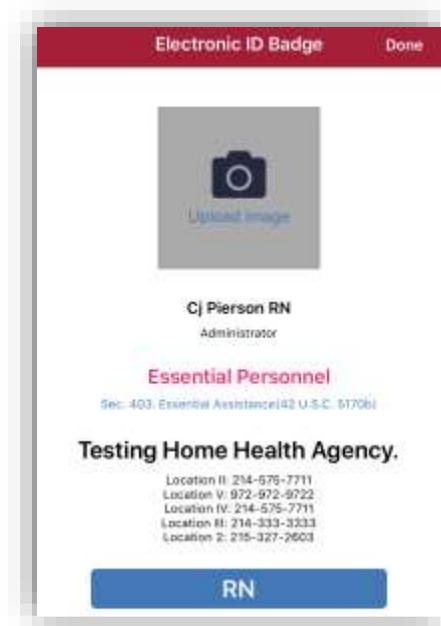
The following message will show indicating the user is leaving the app and going to the Axxess website. Tap **OK** to continue.



The following is the internet page (device automatically opens Safari browser app) to find out more information about any Axxess promotions or products. Tap the word **Axxess** in the very top left (by the device signal strength icon) to go back to the AgencyCore app.

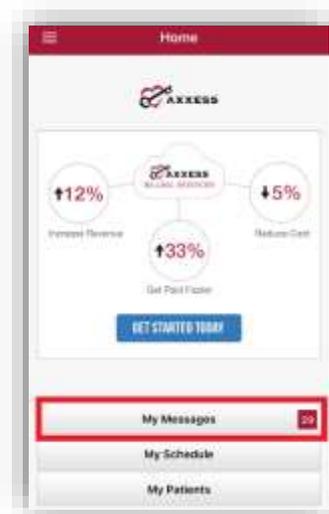


Clinicians can access and present an Electronic ID Badge to facilities and authorities to verify authorized entry into locations where patients are located. To access the ID badge, tap on the **Electronic ID Badge** button at the bottom of the home screen. Tap **Done** to get back to the home screen.

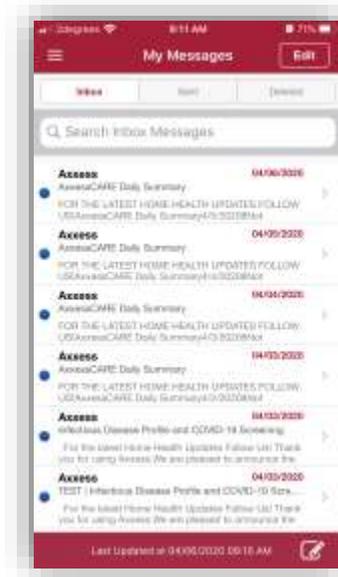


MY MESSAGES

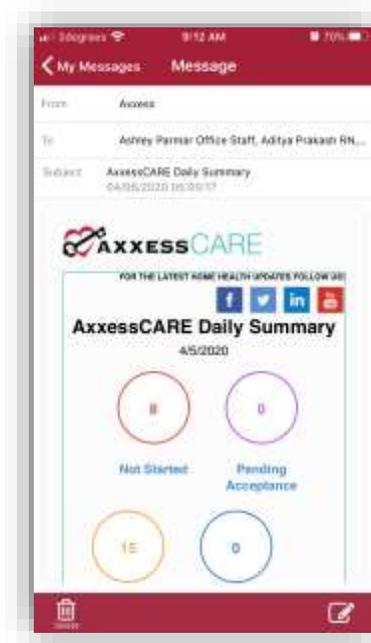
Tap on the **My Messages** button. This is the HIPPA-Compliant, intra-organization messaging feature.



Here in My Messages, create new messages or see any messages that have been Sent, Received or Deleted. The messages default to the Inbox tab (red text). Any new messages will have a blue dot to the left. The sender of the message will be in **bold** text with the subject of the message underneath. A preview of the message is underneath the message subject. The date the message was received will be on the right (**red text**). The last time/date the message queue was updated will show at the bottom (white text). Swipe down on the message center to refresh.



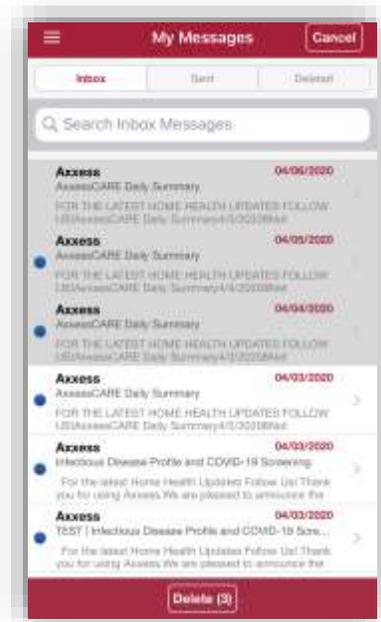
Tap on a message to view. Select the  icon in the bottom left of the screen to remove. Compose a new message from here or tap on **My Messages** to go back.



Back at My Messages, tap on the Search Inbox Messages section to find a specific message searching by keyword.

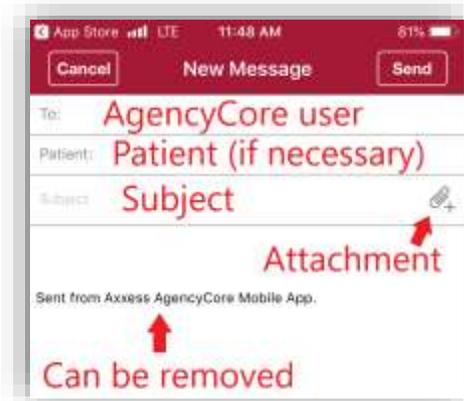


Tap on the **Edit** button in the top right, then select any message from the list. The selected messages will be highlighted gray. Select all messages to be removed, then tap the **Delete** button at the bottom. The number in parentheses is how many messages are selected.



Compose New Message:

Select the  icon in the bottom right to compose a new message. These messages can only be sent to other users inside of the organization's Home Health database. Tap inside the **To** area and start typing the name of the user who will receive the message. A list will drop down below and become more limited while typing. If the message is patient-specific, tap inside the **Patient** area, and begin typing their name. Enter a **Subject**. The "Sent from Axxess AgencyCore Mobile App" footer text is auto-generated but can be removed.



Tap on the attachment  icon to add any documents or pictures from the device. **Take a photo** from the app or **Choose from Photo Library**.



MY SCHEDULE

From the Home page, tap on **My Schedule**.

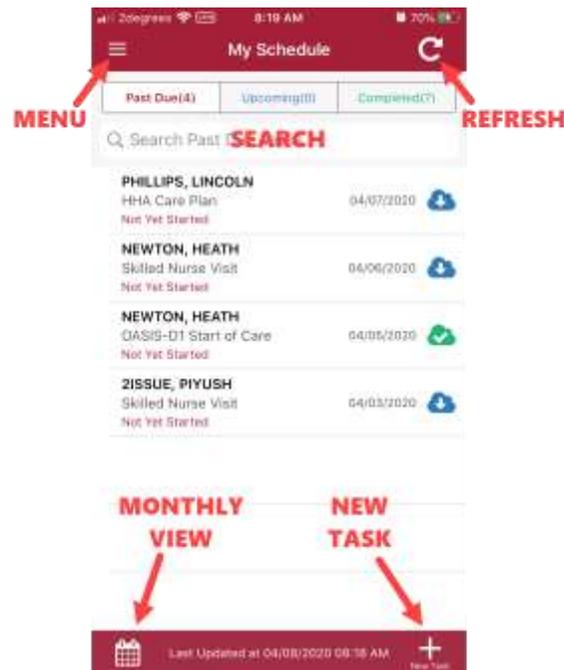


My Schedule is split into 3 tabs: **Past Due**, **Upcoming** and **Completed**. The number(s) in parentheses represent the number of visits in each tab.



The  icon in the top right will update the page to reflect the most up to date schedule. To look for a specific task, start typing in the Search “Past Due” Tasks text space (magnifying glass) to narrow the choices. This search is performed the same way for the “Upcoming” and “Completed” tabs.

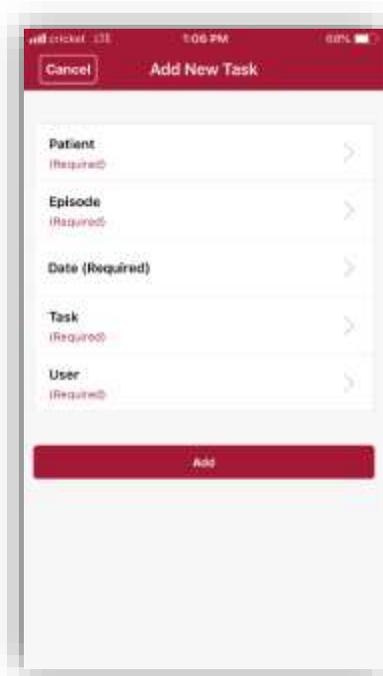
Tasks will be listed with the patient’s name in **bold** text. The name of the task will be below the name. The status of the task will be below the task. The date of the task is listed to the right. Tap the  icon in the bottom left to look at the tasks in a calendar icon versus a list. The last time the My Schedule page was refreshed will show next to the calendar icon (white text). The  icon will allow users to add a task from the app (permissions based).



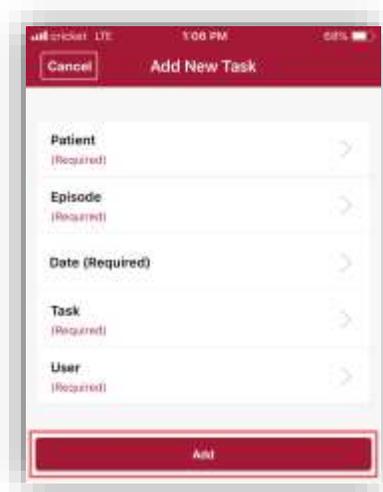
The following is the Monthly View of the tasks. Any day with a task will have a dot at the bottom of the day. Tap on the **List** button to go back to the list view of tasks. Tap on either the left or right arrow to toggle between months. Tapping on a task listed below the calendar will go to the task menu.



The following is creating a new task from the My Schedule page (permission based).



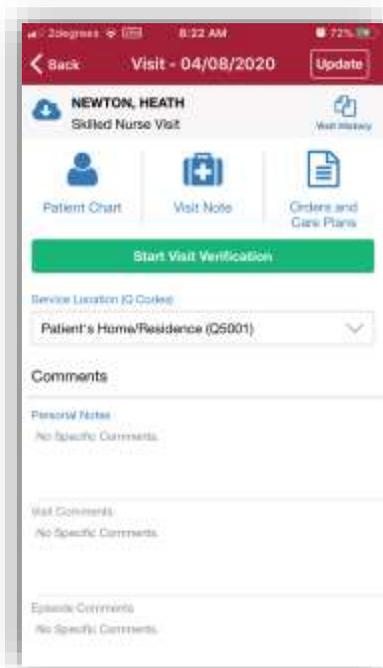
Choose a Patient, the corresponding Episode, choose the Date, Task and User then tap the **Add** button.



Visit Information

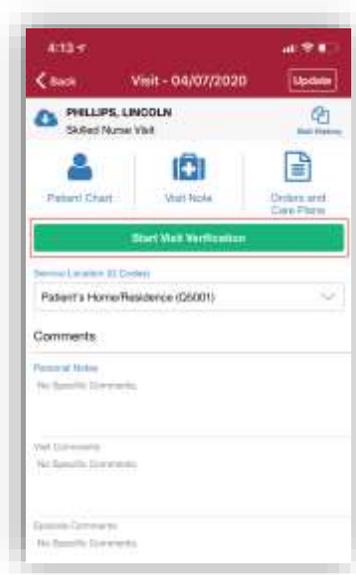
To start a visit, tap on the task to be taken to the screen below. View all

previously completed visits by tapping on the  Visit History icon. If the note is already in progress, tap the Visit Note button. View all previously established orders by tapping on the Orders and Care Plans button. The patient's Service Location (Q Code) can be updated by tapping the drop-down menu. There is also space at the bottom for Personal Notes, Visit and Episode Comments.

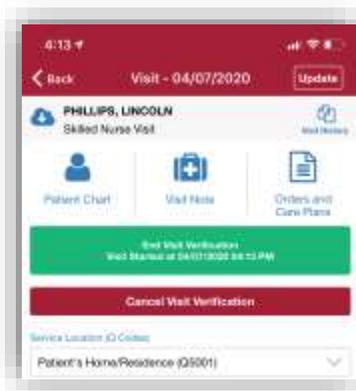


Electronic Visit Verification (EVV)

From the Visit page, tap on the **Start Visit Verification** to get started. If the user is not in range of the patient location, they will receive a “Location not close to patient address” error.



The screen will confirm the time and date of Visit Started. If EVV was accidentally/incorrectly started, tap on the **Cancel Visit Verification** button.



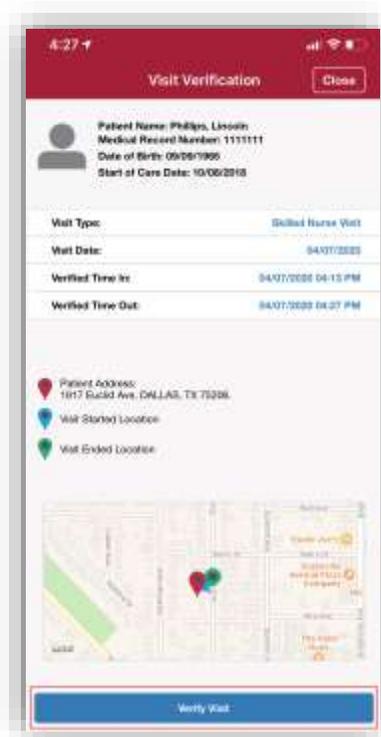
The same green button will be the place to tap to **End Visit Verification**. Another window will appear that will show the Visit Time/Date in and out with three colored pins on a Google map. Tap on the blue **Verify Visit** button.



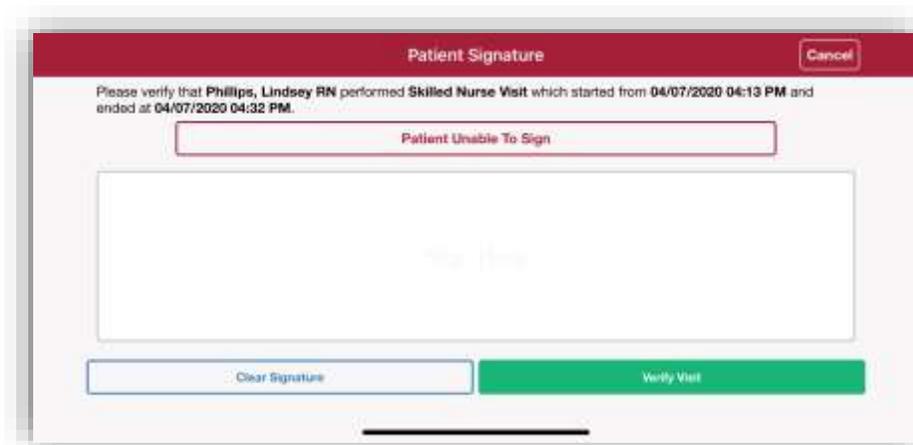
Patient Address



Visit Started Location

 Visit Ended Location


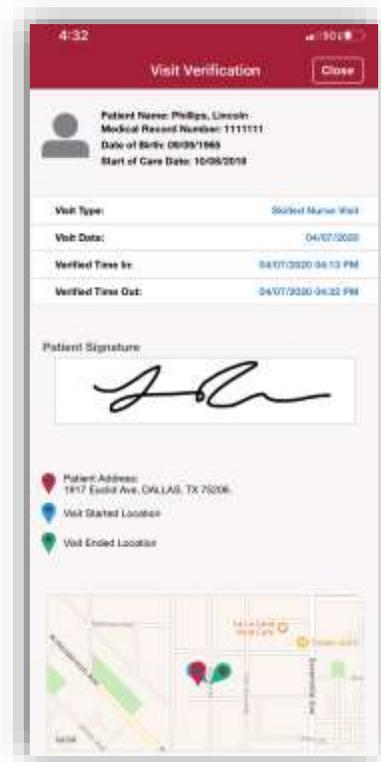
The following is the page where the patient enters their signature. The time in and out will be listed. If the patient is not able to sign the device, tap the **Patient Unable To Sign** button. The user must select a reason: Physical Impairment, Mental Impairment or Other. The user must Get Care Signature and verify the visit. The patient enters their signature with their finger or with a stylus. To redo, tap the **Clear Signature** button. Once completed, tap **Verify Visit**.



After tapping, the following confirmation displays to Verify Visit. Tap **Yes**.



Users will then be taken to the previous Visit Verification screen but with the signature now included. Tap **Close** to go back to the Visit screen. There will be a **Visit Verified** green button.



The following icons show how EVV statuses are represented:



The following is how the EVV will display in Home Health:

[Change Photo] Insurance Name / ID: ADMINASTAR BLUE CROSS OF KENTUCKY / 1111111
 [Edit] [More] [Directions] [Admission Periods]

Schedule Activity Visit Comments Episode Comments Missed/Returned

[Communication](#)
[Orders And Care](#)
[Plan of Care Sum](#)
[Episode Summar](#)
[Vital Signs Charts](#)
[Triage Classificat](#)

A	Task	Scheduled Date	Assigned To	Status	
	HHA Care Plan	04/07/2020	Cj Pierson RN	Not Yet Started	
	Skilled Nurse Visit	04/07/2020	Lindsey Phillips RN	Not Yet Started	 

If there is no network connection and users cannot use EVV, then download the visits and edit them offline. Users can use EVV for patient's signature with no connection, but the location cannot be accessed. Edited/filled out tasks offline will sync once the internet/data connection is established/reconnected. The following are the icons used to indicate the status of visits to and from the device:

-  Download
-  Upload
-  Synced
-  Pending Download
-  Pending Upload

NOTE: EVV time in and out will not automatically pull to visit notes. Time In and Time Out must be documented inside the visit note.

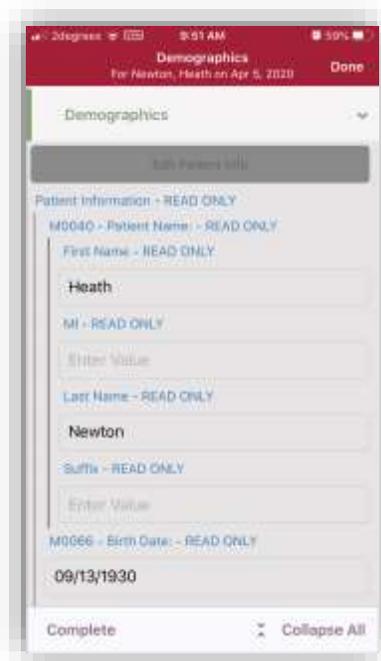
Documenting A Visit

Tapping on the Visit Note (briefcase with white cross) will go to the visit menu to begin documenting. Tap the **Save & Exit** option in the top right of this menu if the visit must be stopped. Previous notes completed will be listed at the top. The following examples are looking at the OASIS-D1 Start of Care that has no previously completed visits. Tap on each category and complete all questions in every category.

NOTE: OASIS visits cannot be signed as complete from a device, they must be signed as complete from Home Health web application.

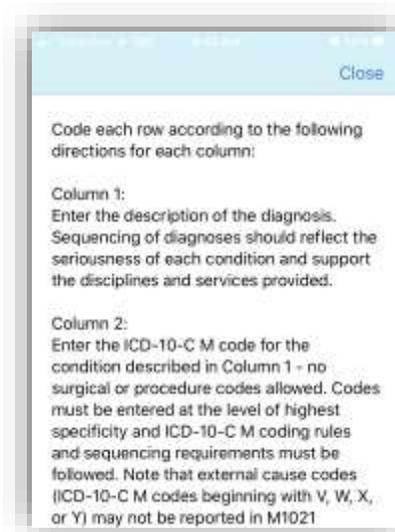


Each category is split up into subcategories. The following is a look into the Demographics category with the first subcategory, also called Demographics. Tap the < and > symbols to go between categories. The subcategory is expanded because the arrow to the right of the title is facing down.

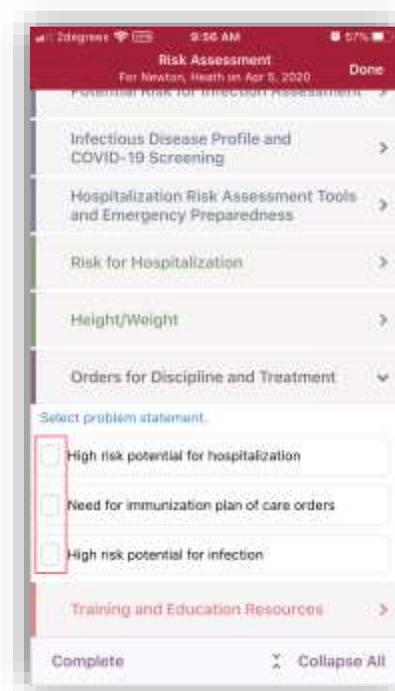


Information that was entered during the referral/admission process in the Home Health web app is automatically generated in the Demographics subcategory. Tapping the  icon will give more insight into the OASIS assessment question. Tap **Close** to return to the assessment.

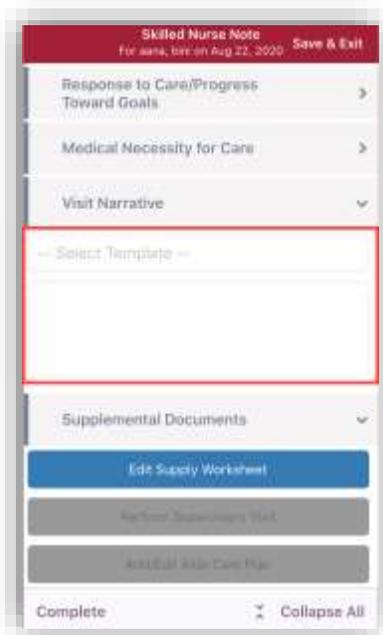
NOTE: Edits to grayed out OASIS questions must be made in Home Health web application.



Depending on how specific OASIS questions are answered, the system will give a suggested Care Plan Orders/Problem Statement(s) at the bottom of the category. Check the box(es) if applicable.



When completing documentation, users can select a template from the Templates menu to populate the template's text in the associated text field.

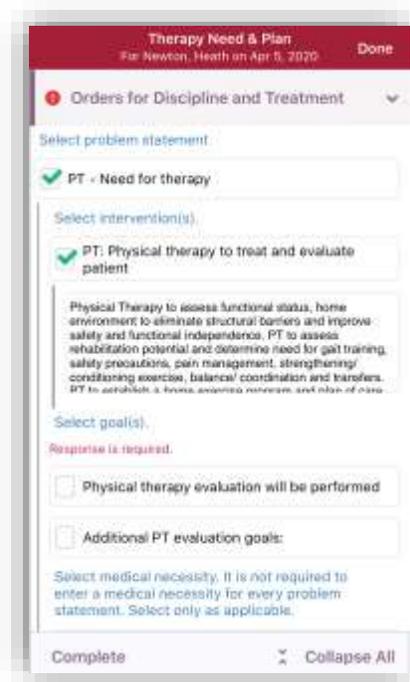


To minimize the subcategories, tap on the **Collapse All** option in the bottom right. To re-open, tap **Expand All**.



To edit Problem Statements, go to the Orders for Discipline and Treatment subcategory (found in multiple categories). Select Intervention(s) and Select Goal(s) by checking the box next to the corresponding interventions and goals. After selecting interventions/goals, the text will populate. Make the interventions

and goals patient specific. Remove any asterisks (*) with patient-specific information. The section will not allow saving if there are any asterisks remaining.



Training and Education Resources

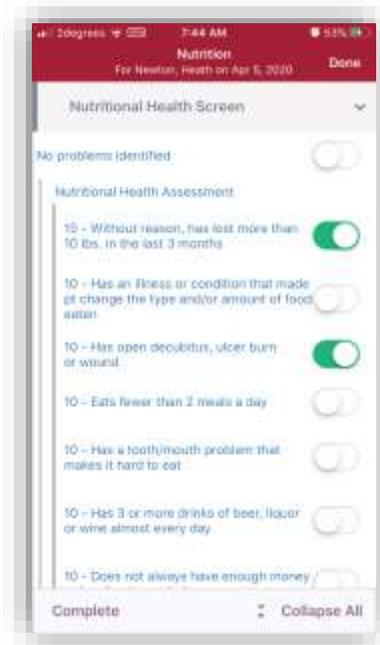
Real-Time-Validations for Physical Assessment must be set up by an Administrator. Once available, validations occur for each tab in the OASIS. Information is validated regardless of whether the physical assessment or OASIS items are documented first.

For example, when the user indicates that the patient has pain in the Pain Assessment, non-applicable items on M1242 are grayed out in the OASIS. Non-applicable items include:

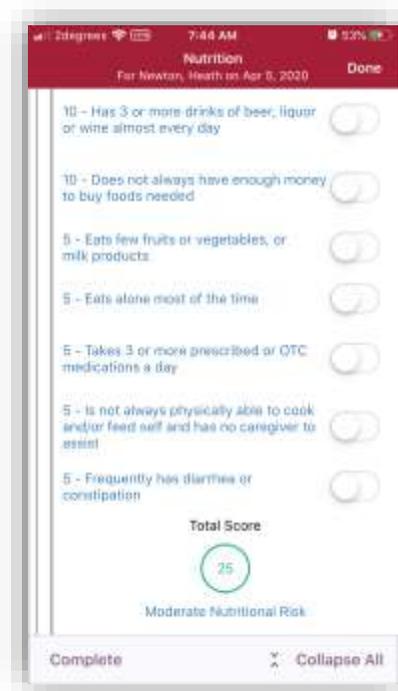
- 0 – Patient has no pain
- 1 – Patient has pain that does not interfere with activity or movement

Clinical Tests

Depending on the assessment being completed, there might be some built in tests. The following is an example of a Nutritional Health Screen test.

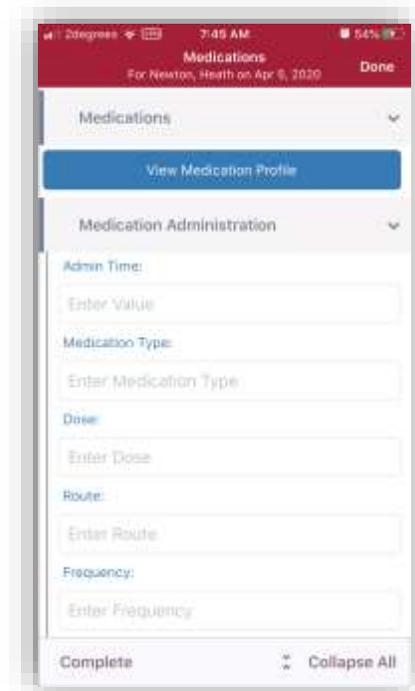


The score will be automatically updated as the test continues depending on how questions are answered. The score will show at the bottom of the page. Depending on the test, their score might put the patient in a group. The following example shows that based on the patient's nutritional habits, they are at a Moderate Nutritional Risk.



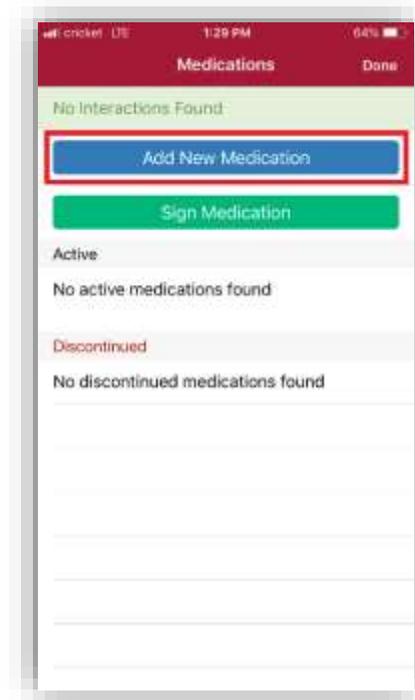
Adding Medications During Visit

To add a medication during a visit, select the **View Medication Profile** button.



The screenshot shows a mobile application interface for medication administration. At the top, there is a red header with the text "Medications" and "Done" on the right. Below the header, there is a section titled "Medications" with a dropdown arrow. Underneath, there is a blue button labeled "View Medication Profile". Below this button is a section titled "Medication Administration" with a dropdown arrow. This section contains several input fields: "Admin Time:" with a text input field containing "Enter Value"; "Medication Type:" with a text input field containing "Enter Medication Type"; "Dose:" with a text input field containing "Enter Dose"; "Route:" with a text input field containing "Enter Route"; and "Frequency:" with a text input field containing "Enter Frequency". At the bottom of the form, there are two buttons: "Complete" and "Collapse All".

Inside the Medication Profile, tap on **Add New Medication**.



The screenshot shows a mobile application interface for the medication profile. At the top, there is a red header with the text "Medications" and "Done" on the right. Below the header, there is a green bar with the text "No Interactions Found". Underneath, there is a blue button labeled "Add New Medication" which is highlighted with a red border. Below this button is a green button labeled "Sign Medication". Below the "Sign Medication" button, there is a section titled "Active" with the text "No active medications found". Below this section, there is a section titled "Discontinued" with the text "No discontinued medications found". Below the "Discontinued" section, there are several empty text input fields.

Start typing in the name of the medication, and options will appear below. Tap the correct medication.

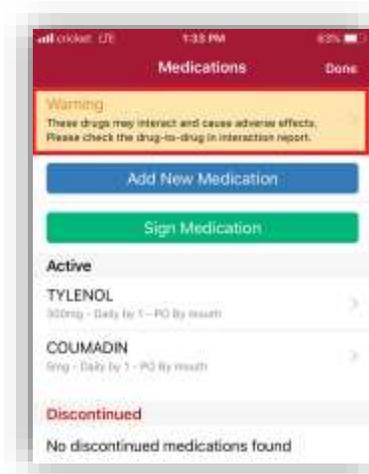


Write in the amount. Select the Physician, Classification and Routes from their corresponding drop-down menus. Tap the appropriate tab for New, Changed or Unchanged medication. Move the slider if it is a Long Standing Medication. Select a Start Date, and if there is an end date, enter this in Date Through. 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 to add, then tap **Add Another**.

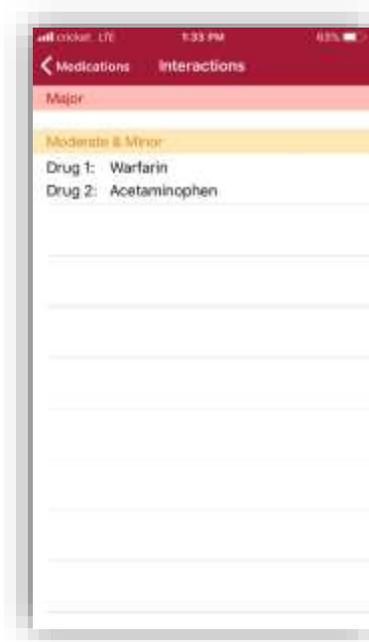


When adding more than one medication, the system will automatically run them for potential interactions. If the system finds any interactions, they will be listed as a Warning highlighted in yellow at the top of the page. Tap the Warning.

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

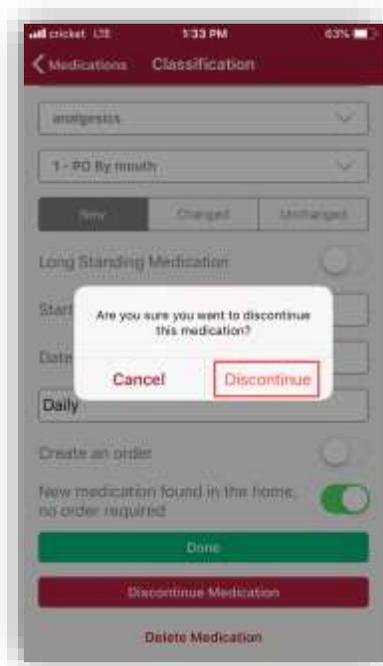


The Interactions will be categorized as either Major or Moderate & Minor. Tap Medications in the top left to get back to the Medication Profile.

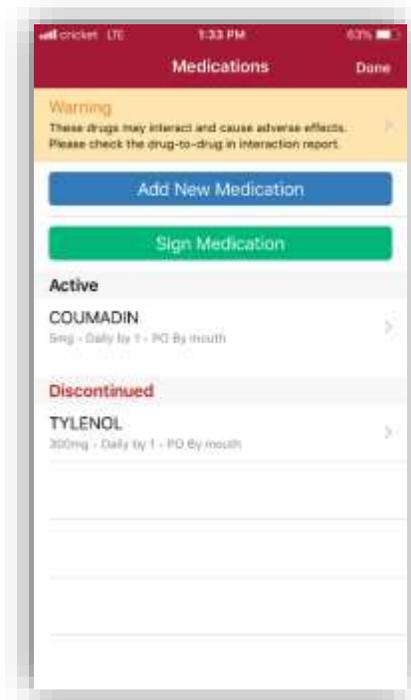


Once a medication has been entered, it can be edited by tapping on the name of the medication. Scroll to the bottom of the page to Delete (added in error) or

Discontinue (patient no longer taking medication). After tapping **Discontinue Medication**, confirm by tapping **Discontinue** again.



The medication will then be listed in the Medication Profile under the Discontinued area.

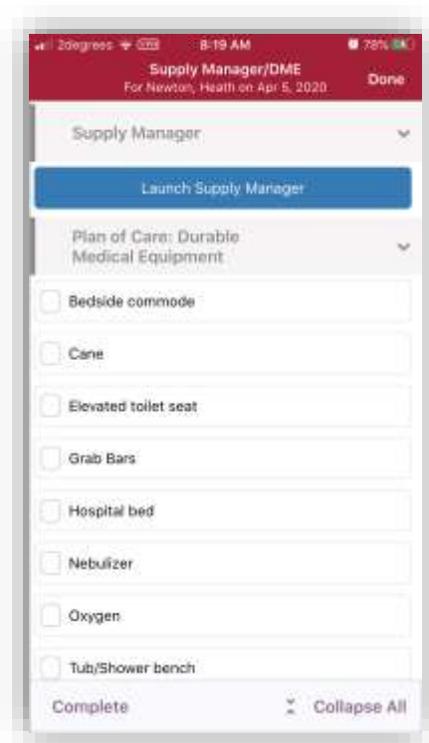


Once finished with the medication reconciliation, tap the **Sign Medication** button to verify medications have been clinically reviewed. Sign with a finger or stylus above the line after the X. When completed, tap **Done** in the top right.

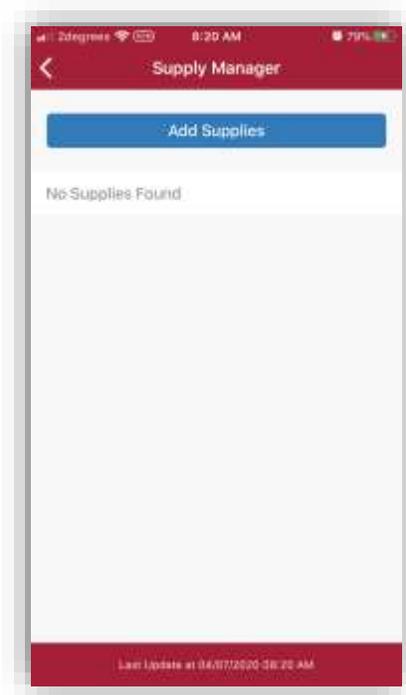


Adding Supplies During Visit

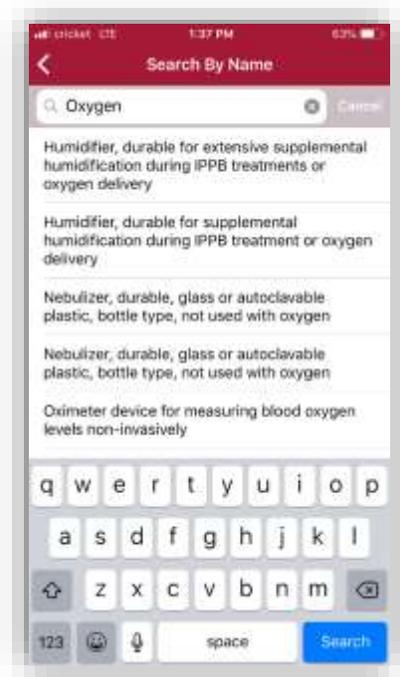
From the Supply Manager/DME category inside the visit note, tap on **Launch Supply Manager**.



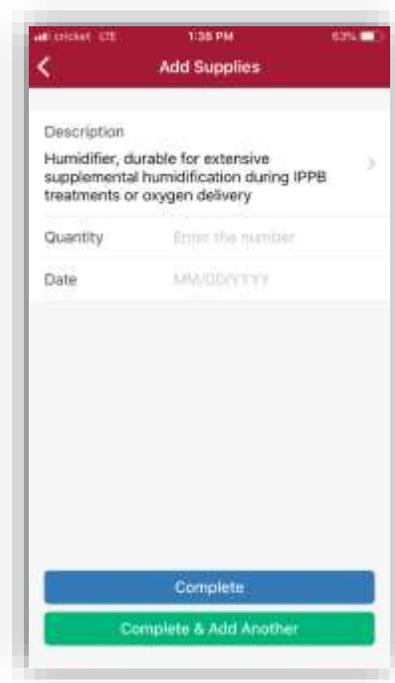
To add supplies, tap on the **Add Supplies** button.



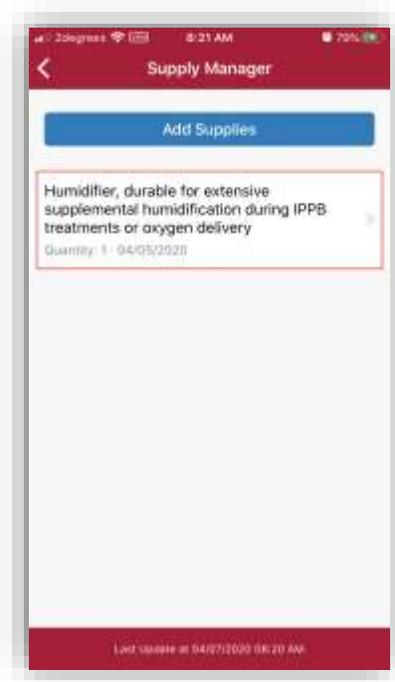
Start typing the name of the supply and choices will appear below.



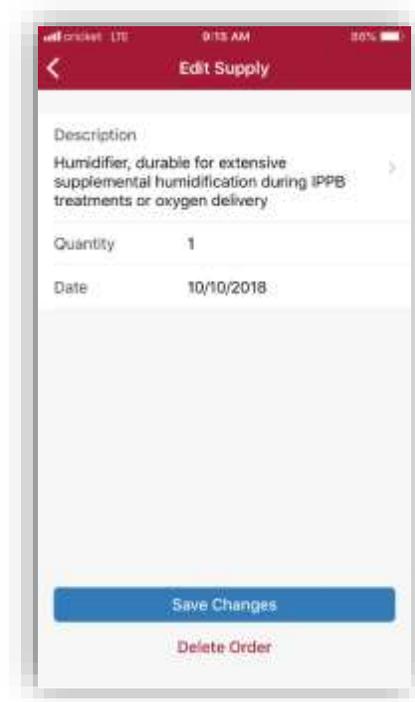
Tap on the supply being searched. Enter the Quantity and Date. If there are other supplies to add, tap **Complete & Add Another**. If just one supply is being added, tap **Complete**.



The supply will then be added to the list. To make an edit to a supply in the list, simply tap on the supply.

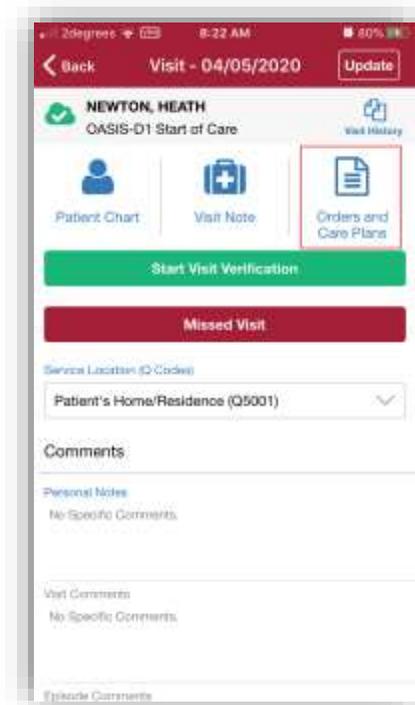


In the edit screen the Quantity and Date can be updated. If any updates are made, tap **Save Changes**. If the supply was added in error, tap Delete Order.

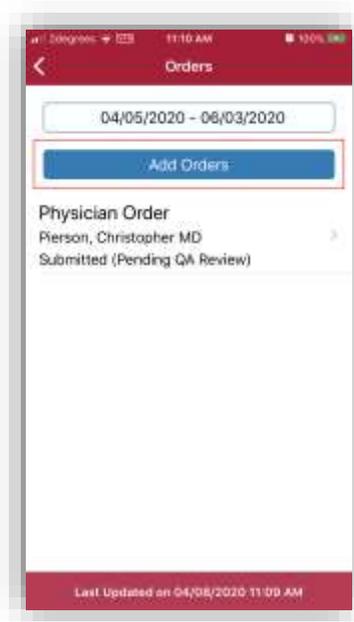


Adding Orders

From the visit specifics page, tap **Orders and Care Plans**.



This shows all current orders listed for the patient within the episode dates listed at the top. To change the episode, tap on the episode and select another. To add a new order, tap **Add Orders**.

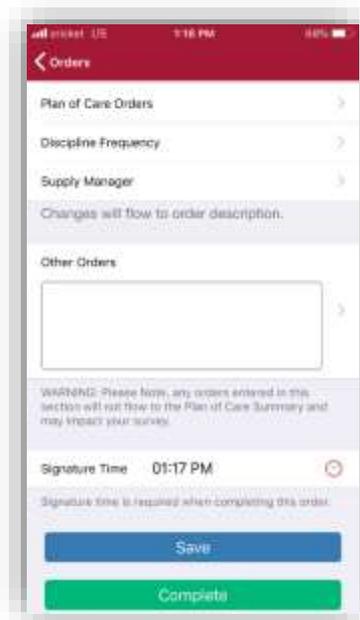


Select **Physician**, confirm the **Date**, **Time** and **Effective Date**. Move the slider if the order is for the Next Episode. Indicate who the order is being sent to with an option to add another physician to receive a copy of the order. Write in an Order Summary.



Select the type of order: Discipline Frequency, Supply Manager, Medication or Plan of Care Orders. If the order being entered does not fall under any of those four categories, write it in the Other Orders section. Signature Time automatically enters the time the new order is opened. Tap **Save** to come back to the order later. If the order is ready to be sent to the physician for a signature, tap **Complete**. The app will then prompt for the Staff Signature.

NOTE: Any orders entered under the Other type will not flow to the Plan of Care Summary. Orders and medication management are permission based.



After entering the signature and tapping **Done** in the top right. Depending on permissions order will then be listed as “Submitted (Pending QA Review).”

Patient Voice Recording

Users can collect a patient voice recording after selecting **Patient Unable to Sign**. When a patient is unable to provide a signature to verify services, tap **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.



Select **Start Recording** and instruct the patient to state his or her name and the date of service.

When recording begins, state your name and date of service.



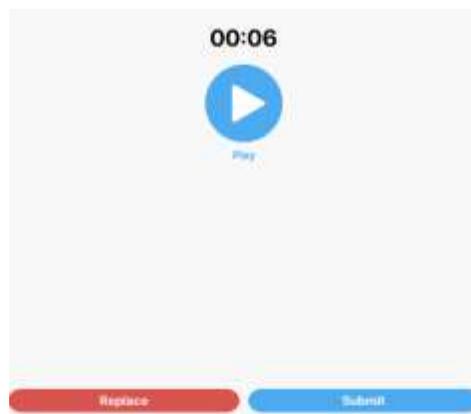
Select **Stop Recording** to end the recording once the patient has stated his or her name and the date of service. The recording will stop automatically if not ended before 30 seconds.



When recording begins, state your name and date of service.



Tap **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, instead of the patient signature, to indicate that a voice recording was collected to verify the visit.

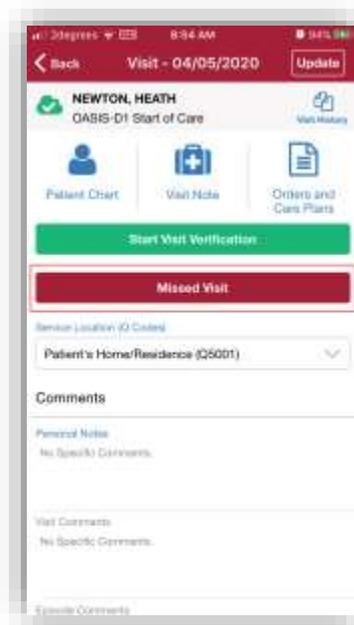


Once the visit is complete, the patient voice recording is saved and stored on the Electronic Visit Verification (EVV) Log screen. Users can play and download patient recordings from this screen for auditing purposes. To access the Electronic Visit Verification (EVV) Log screen, navigate to the Schedule Center or Patient Charts, and select the green house associated with the visit.



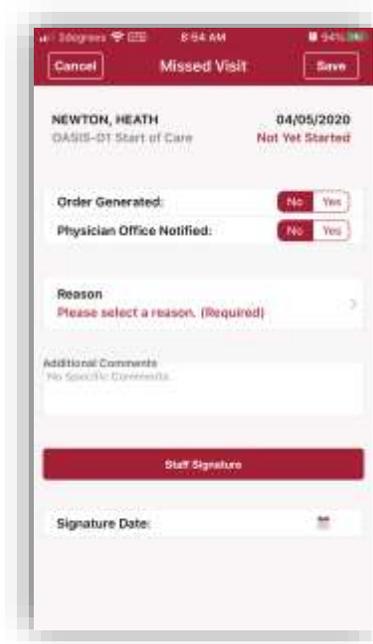
Missed Visits

There is an option on the visit menu to tap **Missed Visit** for visits that have passed their assigned date and need to be marked as missed. These are found in My Schedule/Past Due.



Indicate whether there must be an Order Generated or whether the Physician Office [was] Notified. Select a Reason to explain why the visit was missed (required). Users have the option to enter Additional Comments. Tap Staff

Signature to sign off on missed visit, tap **Save Signature**. Select Signature Date. Tap **Save** in the top right.



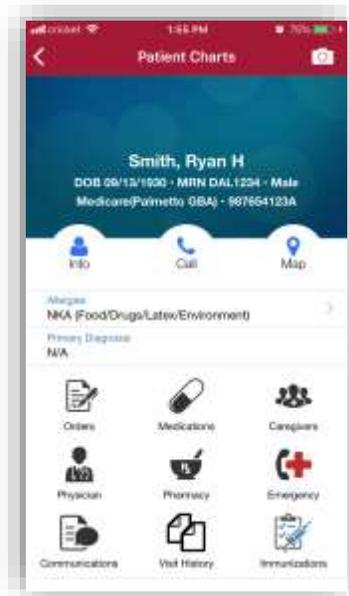
MY PATIENTS

View all patients that have been assigned a visit to the user. It will list the patient name in **bold**, the patient's address will appear below, and the date of birth (DOB) will appear to the right. To narrow the list of patients, start typing the patient's first or last name in the Search bar at the top of the screen. Tap on the patient to open their Patient Chart.

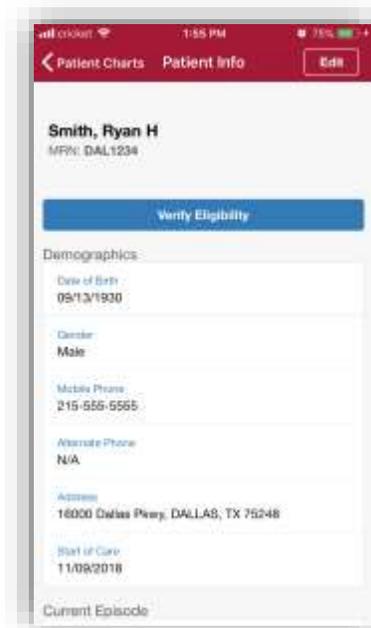


All information shown has been entered through the Home Health application. It shows the patient's DOB, MRN #, Gender, Payor and Policy/ID #. Tap on **Call** to auto-dial the patient's phone number. Tap on **Map** to see the patient's location in Apple Maps (or Google Maps if downloaded). The chart will also show the patient's Allergies, Primary Diagnoses and links to their Orders, Medications, Caregivers, Physician, Pharmacy, Emergency, Communications, Visit History

and Immunizations. A picture can be taken that attaches to the patient’s chart by tapping the  icon in the top right.



Tapping on the **Info** button will bring a more in-depth look at the chart including the patient’s Phone Number, Address, SOC date, Episode, Triage Level, DNR, etc. View the current eligibility status for Medicare A, B and C by tapping the **Verify Eligibility** button. To edit the information, tap the **Edit** button.

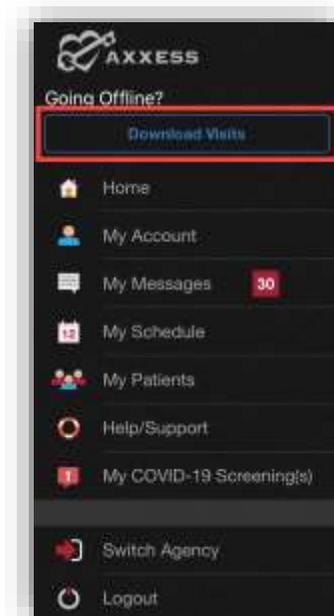


MENU BUTTON

Tap on the Menu button from the Home page.

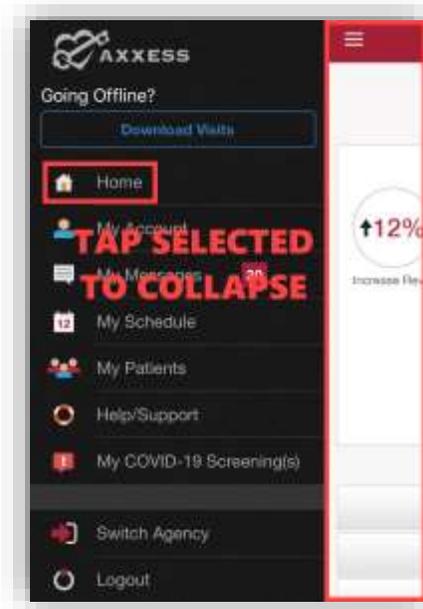


The Menu will expand from the left side of the screen. For documenting in an area that doesn't have cell service, there is a button at the top of the menu to **Download Visits**. This will download all notes for the next three days. Tap "Go Online" to upload completed notes.

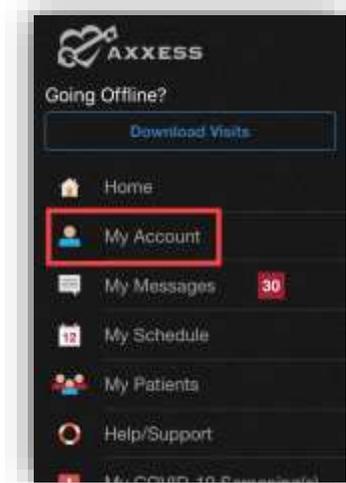


NOTE: The EVV function will still work with the app offline. However, GPS locations will not be as accurate while the user is offline.

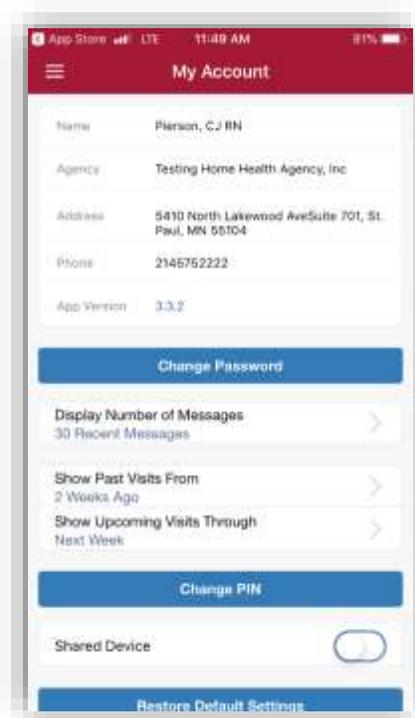
The first item on the list is **Home**. This will collapse the Menu bar and go back to the previous Home screen. Tapping outside the Menu bar will also collapse it.



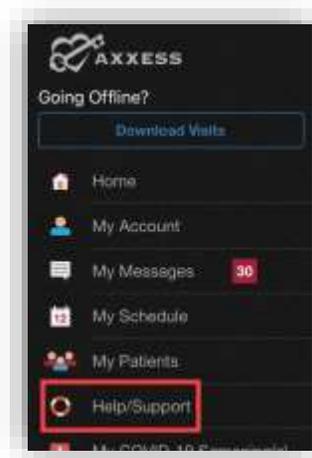
Tap **My Account** to view/edit personal clinician information.



The user's settings can be updated. Change the Password or PIN. Update the Number of Messages that show. Update how long Past Visits and how far out Upcoming Visits will show. Indicate whether the device is shared by moving the slider. For settings to go back to the original, tap **Restore Default Settings**.

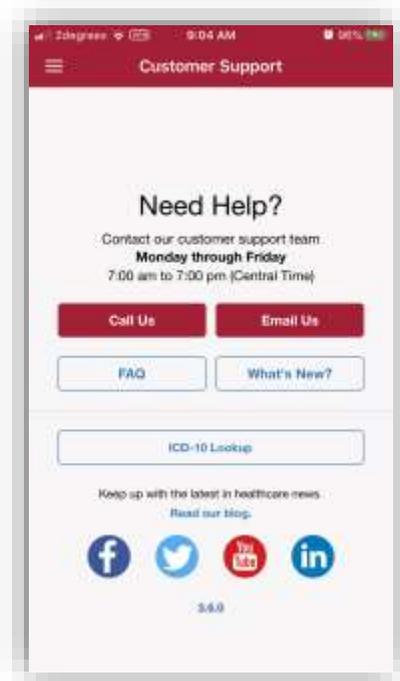


My Messages, **My Schedule** and **My Patients** will go to the previous sections that were covered above. **Logout** will leave the app, and the user must then log in again to get access the app. Tap **Help/Support** for assistance.



HELP/SUPPORT

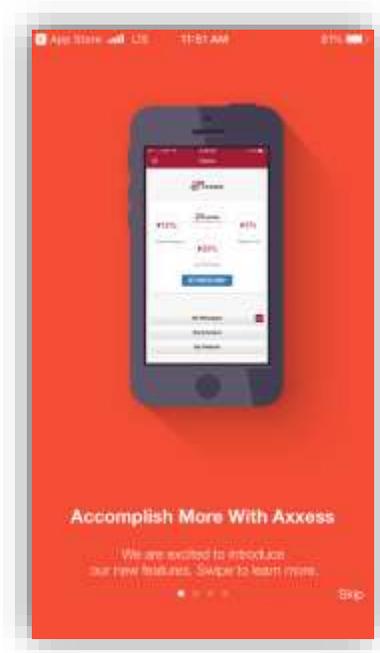
This is the Customer Support page. Our customer support team is available Monday - Friday from 7:00 am - 7:00 pm CT. Tap **Call Us** to auto-dial the Axxess support phone number. The bottom has links to Axxess social media.



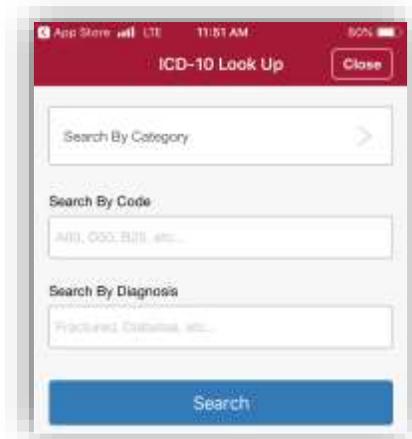
Frequently Asked Questions (**FAQ**) are available from the Customer Support page. There is a list of common questions that we get from customers with answers available by tapping each question.



Another option from the Customer Support page is **What's New?**. New features are presented on each page swiping from right to left. To go back, tap on **Skip** in the bottom right.



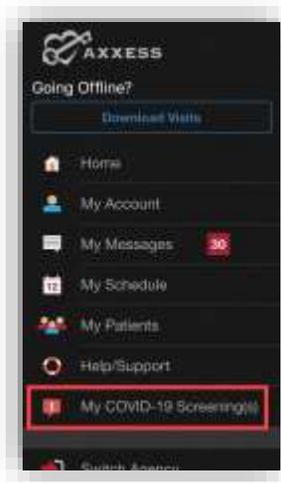
Another option from the Customer Support page is the **ICD-10 Lookup**. Search by Category, Code or Diagnoses. Type in the Code or Diagnosis and tap the **Search** button.



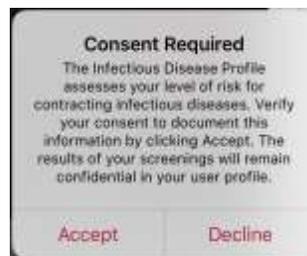
SCREENINGS

Employee

All mobile app users can complete a COVID-19 screening for themselves from a mobile device. To complete an employee COVID-19 screening, select the menu button in the top left, and select **My COVID-19 Screening(s)**.



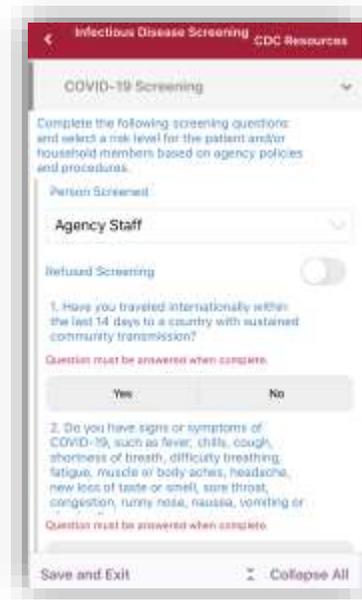
Select **Accept** for the consent.



Select the **Add COVID-19 Screening** button to add an employee screening.



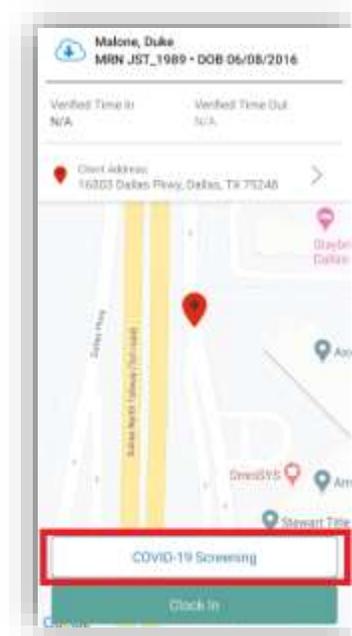
Complete the screening questions and assign a risk level based on the organization's policy. Select **Save & Exit** to save the screening. Once completed, the screening information flows to the employee's Infectious Disease Profile.



The screenshot shows the 'Infectious Disease Screening' screen with a red header. Below the header is a dropdown menu for 'COVID-19 Screening'. The main content area contains instructions: 'Complete the following screening questions and select a risk level for the patient and/or household members based on agency policies and procedures.' There are two sections: 'Person Screened' with a dropdown menu set to 'Agency Staff', and 'Refused Screening' with a toggle switch. Two questions are listed: '1. Have you traveled internationally within the last 14 days to a country with sustained community transmission?' and '2. Do you have signs or symptoms of COVID-19, such as fever, chills, cough, shortness of breath, difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion, runny nose, nausea, vomiting or...'. Each question has 'Yes' and 'No' radio buttons. At the bottom, there are 'Save and Exit' and 'Collapse All' buttons.

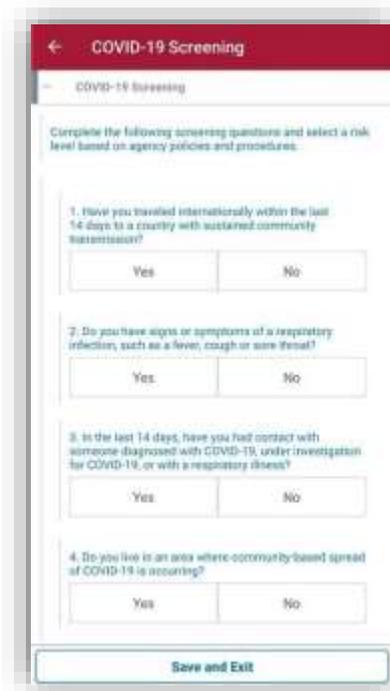
Patient

All mobile app users can complete COVID-19 screenings for patients from a mobile device. To complete a patient COVID-19 screening, select a patient visit, and select **COVID-19 Screening** at the bottom of the screen.



The screenshot shows a patient visit screen for 'Malone, Duke' (MRN: JST_1989, DOB: 06/08/2016). It displays 'Verified Time In' and 'Verified Time Out' as 'N/A'. The 'Client Address' is '16303 Dallas Pkwy, Dallas, TX 75248'. Below the address is a map showing the location. At the bottom of the screen, a red box highlights the 'COVID-19 Screening' button, and a green 'Check In' button is visible below it.

Complete the screening questions and assign a risk level based on the organization's policy. Select **Save and Exit** to save the screening. Once completed, the screening information flows to the patient's Infectious Disease Profile.



The screenshot shows a mobile application interface for COVID-19 screening. At the top, there is a red header with a back arrow and the text "COVID-19 Screening". Below the header, the text "COVID-19 Screening" is repeated. A blue instruction box reads: "Complete the following screening questions and select a risk level based on agency policies and procedures." There are four screening questions, each with "Yes" and "No" buttons:

1. Have you traveled internationally within the last 14 days to a country with sustained community transmission?
2. Do you have signs or symptoms of a respiratory infection, such as a fever, cough or sore throat?
3. In the last 14 days, have you had contact with someone diagnosed with COVID-19, under investigation for COVID-19, or with a respiratory illness?
4. Do you live in an area where community-based spread of COVID-19 is occurring?

At the bottom of the form is a blue button labeled "Save and Exit".