

# **AXXESS CARE MOBILE ANDROID MANUAL**

November 2021

## Table of Contents

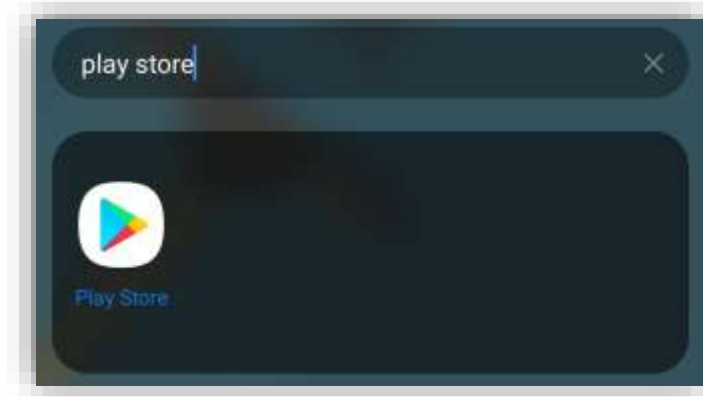
DOWNLOADING APP .....	4
New Account/Sign Up.....	7
MAIN MENU .....	12
Home .....	12
Schedule.....	13
Visits .....	14
SIDE MENU .....	16
Home .....	16
Profile .....	17
Credentials.....	19
Skills Assessment.....	21
Preferences .....	23
Vaccinations .....	24
Uploads .....	25
Infectious Disease Screening .....	26
Messages .....	28
Schedule.....	29
Applied Visits .....	30
All Visits .....	30
Earnings .....	30
Payment Account .....	32
Tax Documents .....	33
Help .....	34
Log Out.....	34
VISITS .....	34
Applying for Visit.....	34
Performing Visit .....	39
Medications.....	41
Templates .....	47
COVID-19 Screenings .....	48

---

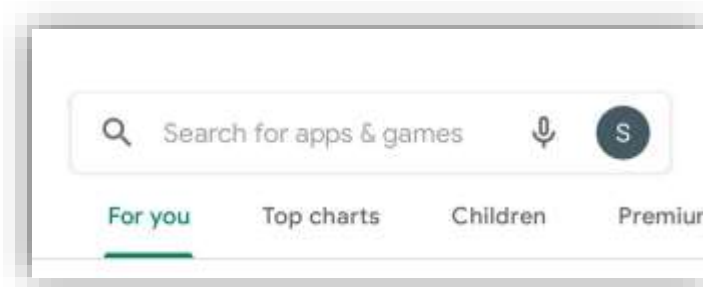
Completing Visit.....	50
Patient Voice Recording .....	54
QA Returned.....	56
Paid .....	58

## DOWNLOADING APP

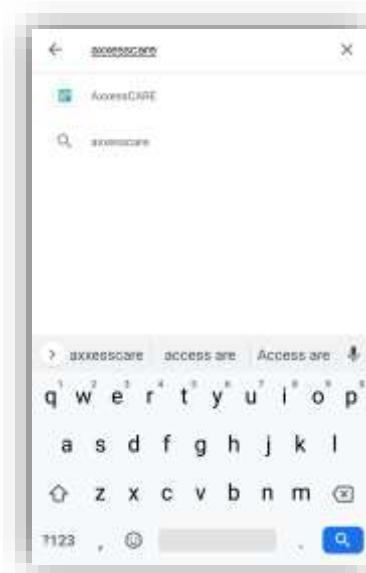
Go to the Google Play Store.



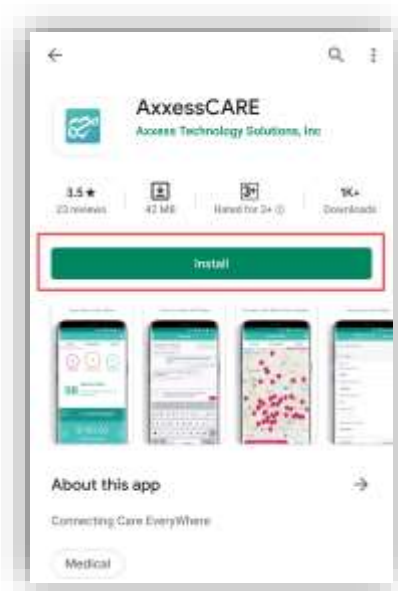
Tap on the search bar at the top of the page.



Search for "Axxess CARE." The app is teal and has the Axxess logo (heart & key). Tap on the result.



Tap on **Install**.



The app will begin downloading.

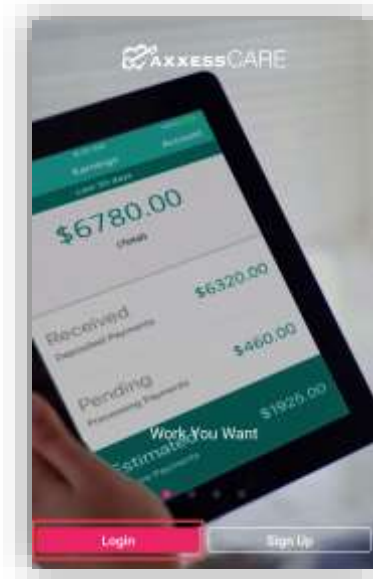


Once the app has downloaded, there will be an option to **Uninstall**. Tap on **Open**.

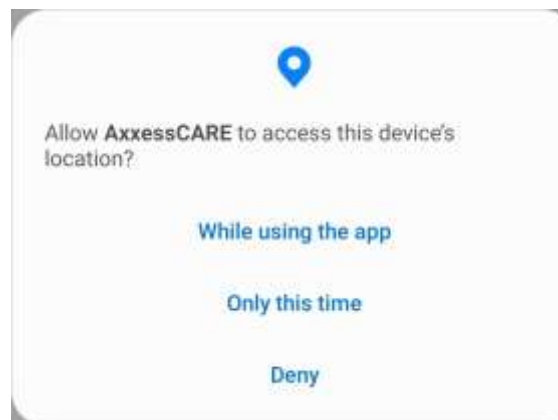


**NOTE:** The app will be located with the rest of the user's apps. Always download the latest update from the Play Store for free.

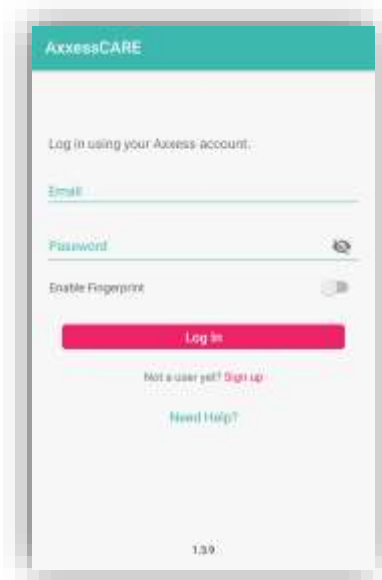
Tap on the pink **Login** button.



Select **ALLOW** for Axxess to access the device's location. Allowing this feature is **critical** for the app to be able to pinpoint locations accurately for Electronic Visit Verification (EVV), which will be covered later.



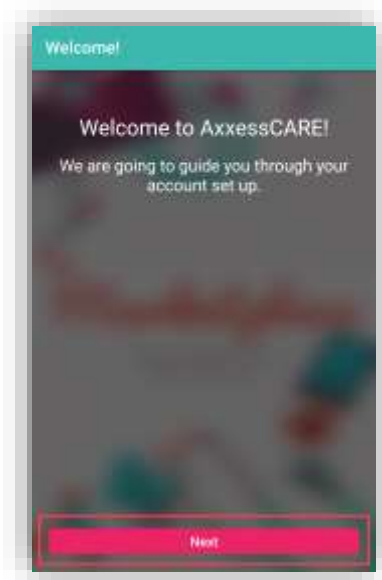
To utilize Axxess CARE, a clinician must sign up using an active Axxess account. Enter the email that was provided to the organization and the established password while logging into the desktop version of Axxess Home Health. If the user does not have an account, tap the pink **Sign Up** hyperlink. If 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 Android version or device type, users can use their fingerprint to log in by moving the Enable Fingerprint 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 name (if no middle, tap no Middle Name checkbox), DOB, Address and Mobile Number, then tap **Next**.



Basic Information

1 of 3

Name <sup>?</sup>

Lola Middle

Pierson  I don't have a middle name

Date of Birth

12/27/1966

Address

16000 Dallas Parkway

Address Line 2 (Optional)

City

State Zip Code

TX 75248

Mobile Number

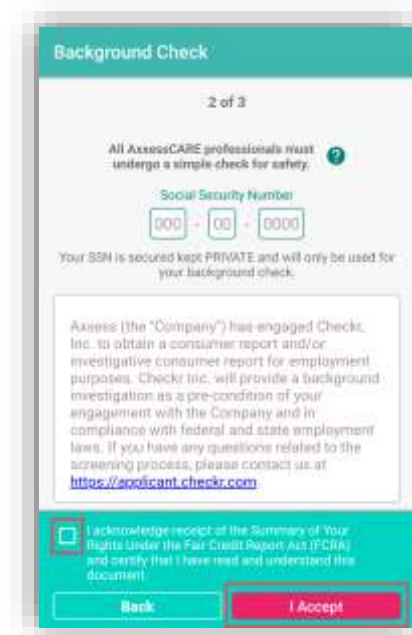
214 704 0936

Next

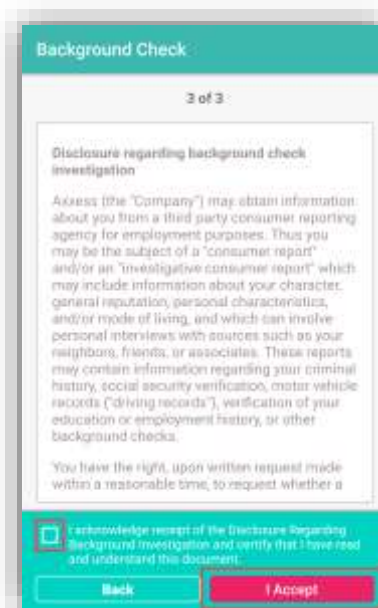
After entering Basic Information, the Nearby Opportunities screen will display what visits are available in the area. The day, date and type of visit are listed. Below is the organization the patient belongs to, followed by the Pay Rate and how far the visit is based off the device's GPS. Tap on **Continue** to finish the sign-up process.

2. Background Check – Enter the user's SSN, tap the FCRA acknowledgement receipt checkbox, then tap **I Accept**.



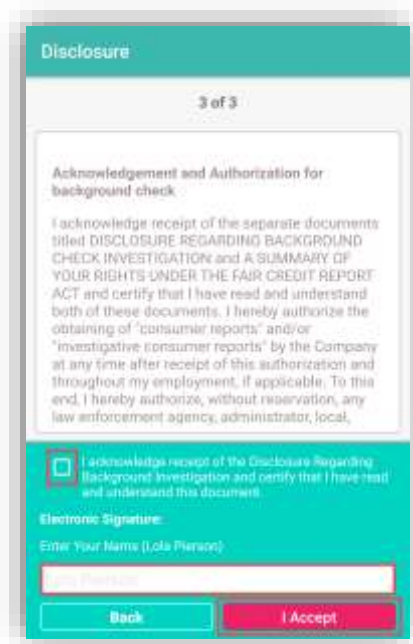


Another Background Check screen will show more information. Tap the Fair Credit Report Act (FCRA) acknowledgment receipt checkbox, then tap **I Accept**.



3. Disclosure – Read the Disclosure Regarding Background Investigation. Tap the acknowledgment receipt checkbox. Then the user will enter their first name and last name that serves as their Electronic Signature. Then tap the **I Accept** button.

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



A video will show the Axxess CARE product. Tap on **DONE** in the top right to skip/continue.



After completing setting up a New Account, the following prompt will ask the user to enter a 4-digit pincode:



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.

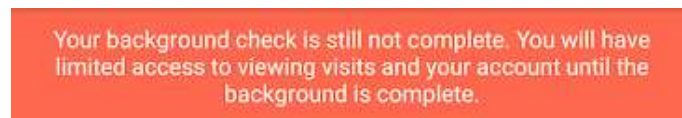
**NOTE:** After five incorrect attempts, the user will be prompted to log back into the app and create a new pin.



If a new user is being created, the profile set up is still not finished. The following window will show instructing that the user “must review and sign vaccination forms before applying for visits.” Tap on **COMPLETE NOW** to go to the User Profile and complete the sign up (profile covered below).




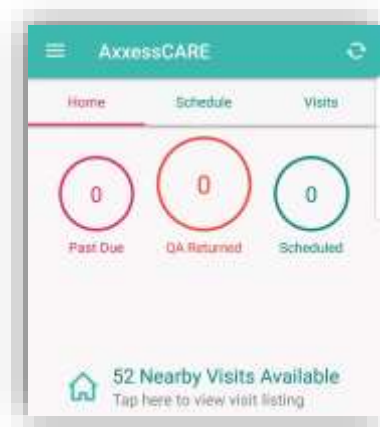
Trying to view visits will display the following orange warning until the background check is complete.



## MAIN MENU

### Home

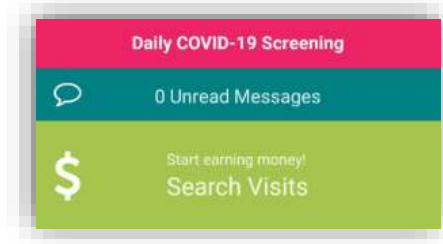
The following is the Axxess CARE Home screen. It's split in between three tabs; Home, Schedule and Visits. The section being viewed will be highlighted in pink at the bottom of the tab. To refresh the screen, tap the refresh  icon. See any visits that are Past Due, QA Returned and/or Scheduled (more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



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

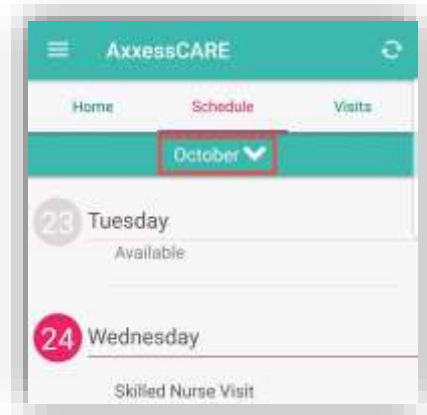
- Search Visits
- Earned Last 30 Days
- Average Visits Per Week
- Average Pay Per Visit
- Earned This Week

- Average Star Rating
- Projected Earnings

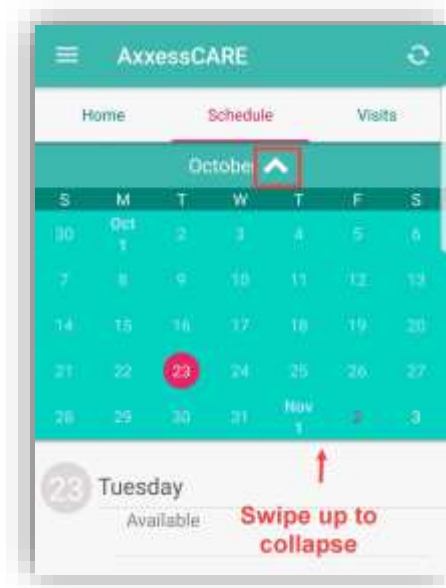


## Schedule

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

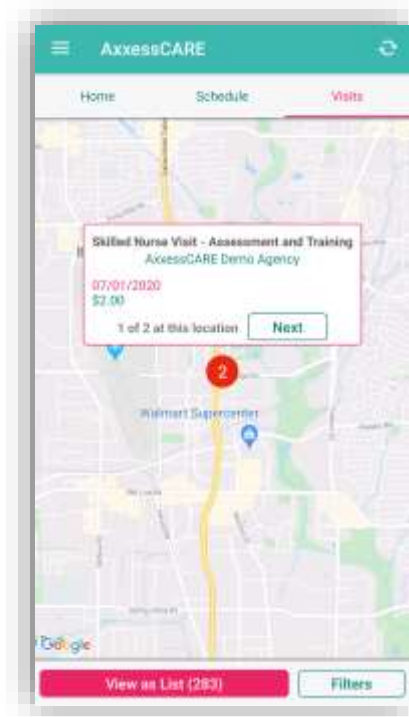
The **Visits** tab shows available visits for application. It lists the day, date, type of visit, organization, pay rate and how far away the visit is.




The list can also be shown in map view by tapping on the **View as Map** button. The number in parentheses shows how many visits are currently available in the area.



A  icon will list available visits. Tap on the pin to view details about the visit. It will list the type of visit, organization, date and rate. If there is more than one visit available at the same location, there will be an orange circle  icon with the number of visits available. Tap the next button to look through all visits. Another way to search through available visits is by tapping the **Filters** button in the bottom right.

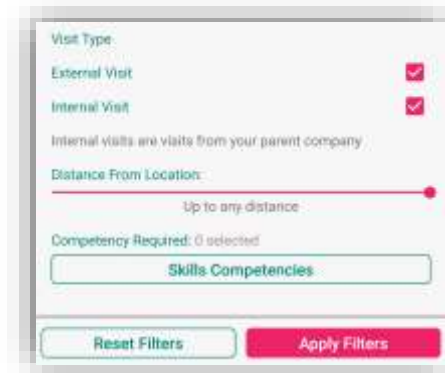


The three tabs inside the filter are All, Not Applied and Applied. The tab being viewed is highlighted in pink. Search by Location by typing an address in the text space or tapping the  icon, which will enter the address of the Current Location. Enter a date range by either typing it in or tapping the calendar icon and choosing the date range. Decide the minimum acceptable pay range for a visit by dragging the pink dot along the line.



In the bottom half of the page, view visits that are External or Internal by checking the boxes. Internal visits are visits from the user's parent organization. Use the pink dot on the pink line to determine how wide (in miles) the search for visits should be. Tap on the **Skills Competencies** button to select all applicable competencies, i.e., IV, CHF or COPD Management, etc. Then tap **OK** in the


bottom right to return. After selecting the filters, tap on the **Apply Filters** button or tap **Reset Filters** to set back to the default parameters.



Visits that are posted from the user’s primary organization and are only available to the staff members of that organization will show the following purple icon:

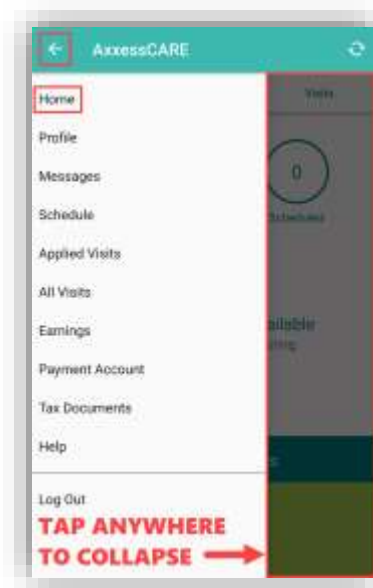


## SIDE MENU

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


### Home

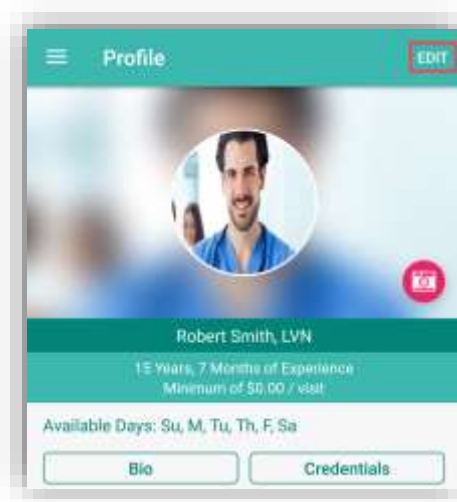
Tap on **Home**, the back arrow or tap anywhere outside of the side menu to collapse.







## Profile

Tapping on **Profile** goes to the personal clinician profile. The Profile will show the user's picture. To upload a picture, tap on the camera  icon. Choose to **Take a Photo** or **Choose from Library**. 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 organizations that the user has performed a visit. Tap on 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 process of setting up the profile. They are:

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)

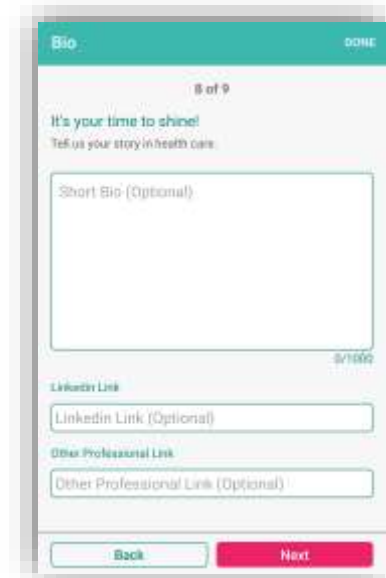
Go back and make edits by tapping on each step. The steps will show the green check mark  icon when complete. Tap on the back arrow  to return to Profile.



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



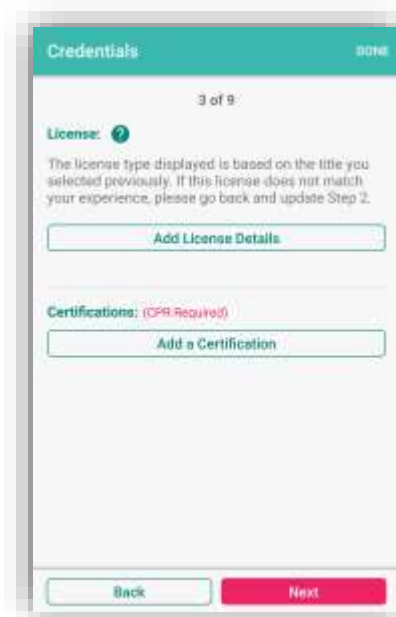
Users enter their experience in the healthcare industry in the free text space. Below there are also text spaces to enter optional links to their LinkedIn Profile or Other Professional Link. The next two steps are setting up payments, which will be explained later in the manual.



From the Profile, tap on **Credentials**.

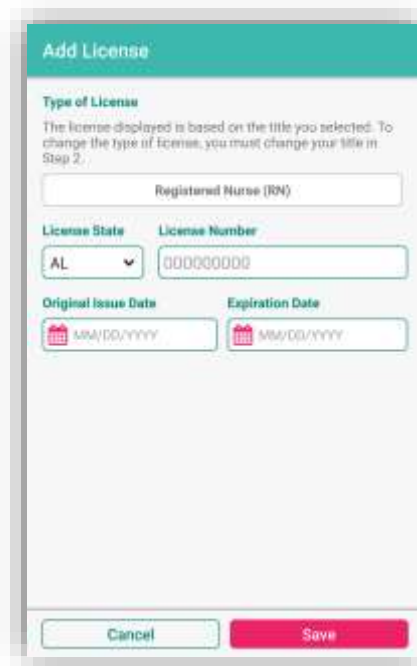
## Credentials

The page will list licenses and certifications. Tap the **Add License Details** button to enter license details.




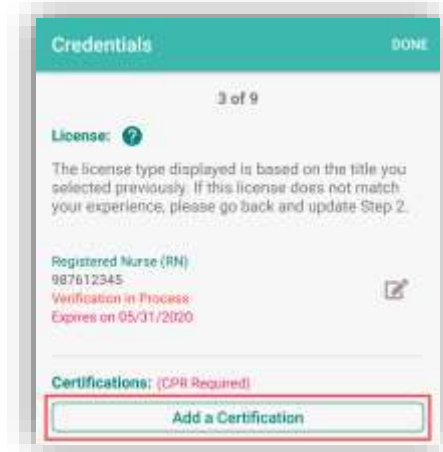
The screenshot shows a mobile application interface titled "Credentials" with a "done" button in the top right corner. Below the title, it indicates "3 of 9" items. The "License:" section contains a note: "The license type displayed is based on the title you selected previously. If this license does not match your experience, please go back and update Step 2." Below this note is a button labeled "Add License Details". The "Certifications: (CPR Required)" section has a button labeled "Add a Certification". At the bottom, there are "Back" and "Next" buttons.

The license displayed is based on the title selected. To change the type of license, users must change the title in Step 2. Choose the License State, enter Number, Issue Date and Expiration Date. Then tap on the **Save** button.



The screenshot shows a mobile application interface titled "Add License". It includes a "Type of License" dropdown menu with "Registered Nurse (RN)" selected. Below this is a "License State" dropdown menu with "AL" selected and a "License Number" input field containing "00000000". There are also "Original Issue Date" and "Expiration Date" date pickers, both showing "MM/DD/YYYY". At the bottom, there are "Cancel" and "Save" buttons.

The license will be listed as “Verification in Process” after initially being added. Once completed the license will show as “Verified.” To edit a license, tap on the  icon. Tap on the **Add A Certification** button.



Tap the drop-down menu below Type of Certification to find a certification, and enter an Expiration Date. Then tap **Tap to Add** to add a photo for the Front & Back of the certification. Decide to **Take photo** or **Choose photo** from the device. Users must then **ALLOW** Axxess CARE to access photos on the device.



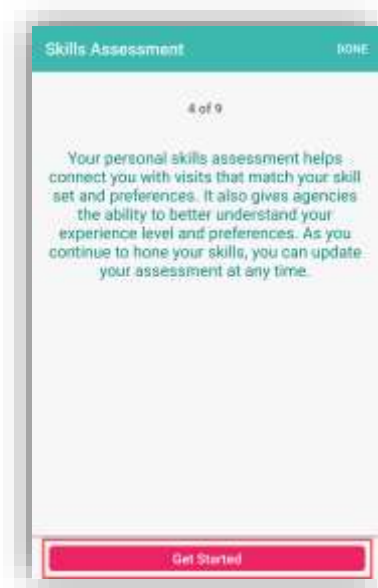
Once photos have been added, tap the  icon to remove and reattach or retake a photo. Tap the **Save** button when complete.



**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.



**Skills Assessment** DONE

Progress bar: [ ]

**Peripheral Nutrition & Care**

- 4 - Independent
- 3 - Performs with supervision
- 2 - Requires professional development
- 1 - Prefer not to perform

**Arthrokin Therapy**

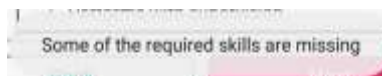
- 4 - Independent
- 3 - Performs with supervision
- 2 - Requires professional development
- 1 - Prefer not to perform

**Site Care**

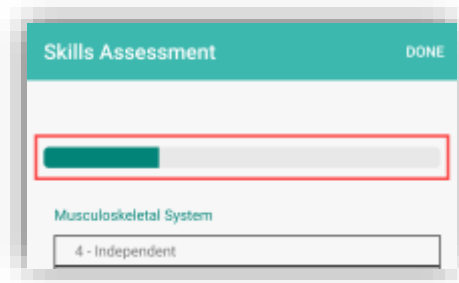
- 4 - Independent
- 3 - Performs with supervision

**Back** **Next**

If users try and move forward without answering a question, they will receive the following error:



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



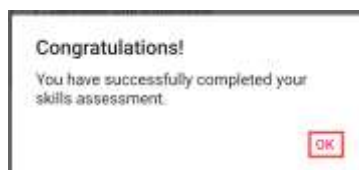
**Skills Assessment** DONE

Progress bar: [ ]

**Musculoskeletal System**

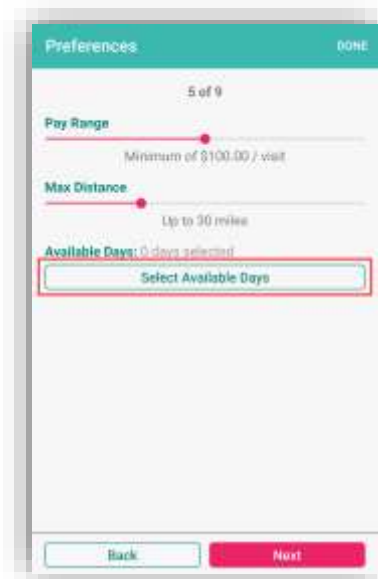
- 4 - Independent

The following confirmation will show once the assessment is completed. Tap **OK** to continue.

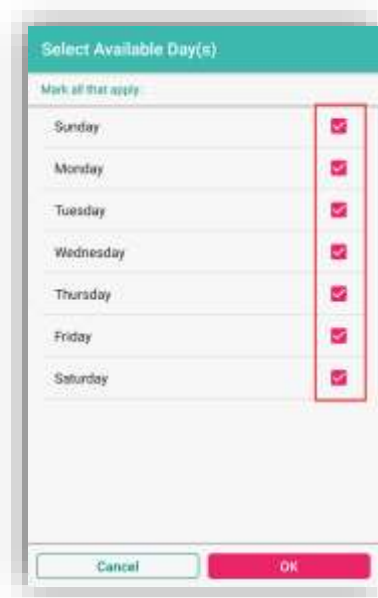


## Preferences

Clinicians must decide specific preferences for minimum Pay Range and the Maximum Distance willing to travel by moving the sliders. Tap **Select Available Days** to choose which days that are available for visits.

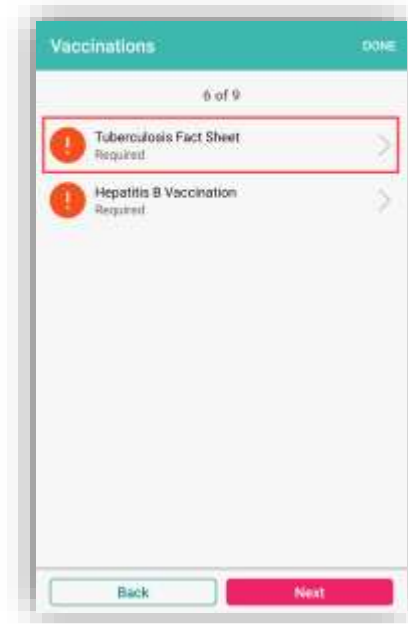


Check the boxes of the day(s) the user is available to complete visits in Axxess CARE. Tap **OK** when complete.

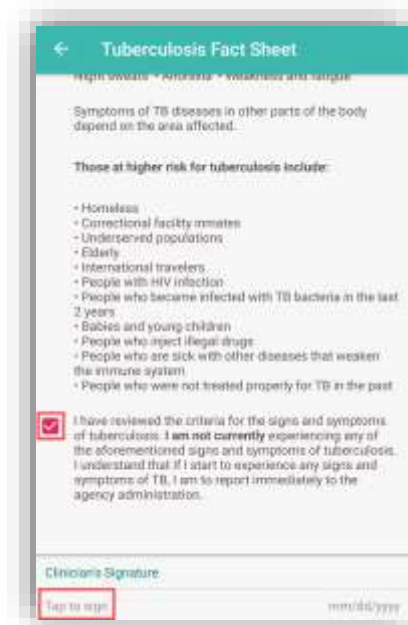


## Vaccinations

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



Read the Tuberculosis Fact Sheet, then check the box confirming the text was read. Then tap **Tap to sign** in the bottom left.



The clinician will enter their signature and tap the **Submit** button.



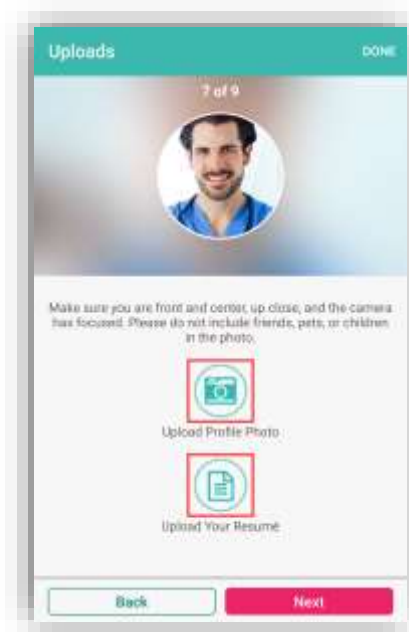


Complete each vaccination, and the page will change from exclamation points to check marks signifying completion.

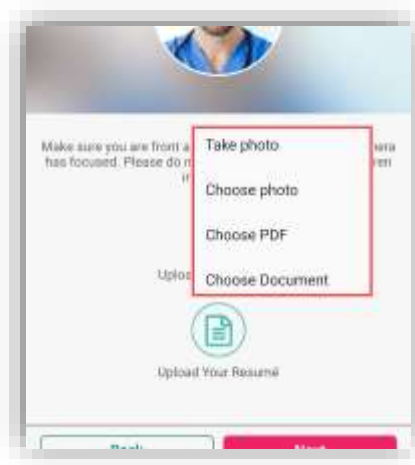


## Uploads

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

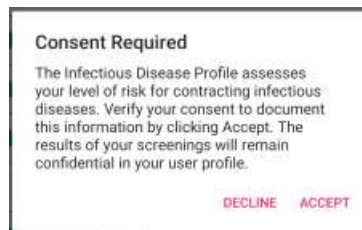


Choose to take a photo or find a file from the device to upload (or Choose Document for Resume).



## 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.

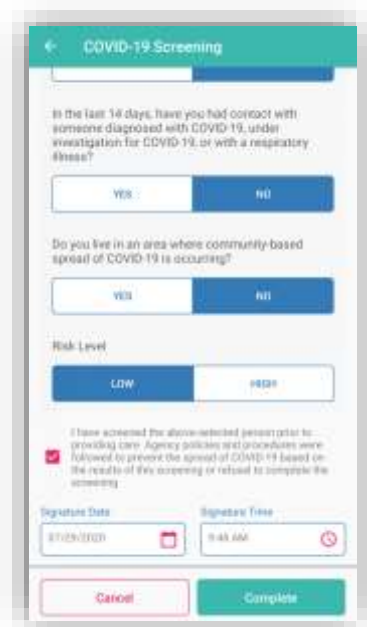


Select a completed screening to view the screening questions and answers. The screening questions and answers appear in gray.

**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 organizations 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 organizations to quickly and easily review when selecting visit applicants.

## Messages


The Message center is split up 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.

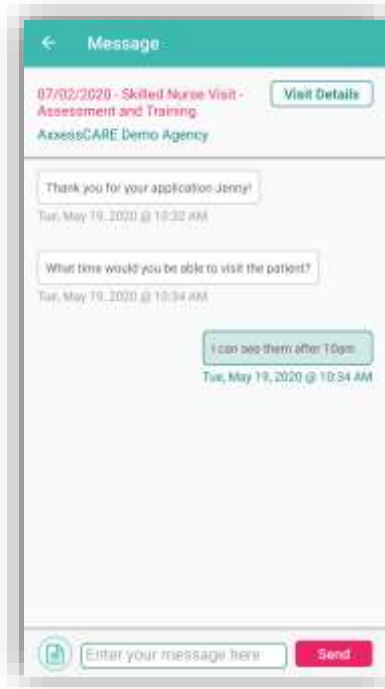



Messages are tied to previous, current and future visits. The visit date is listed to the left. The visit type is at the top, followed by the visit date (unread will show in pink text). For unread messages, the date to the left is highlighted teal. Messages that have been read are light gray. Tap on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

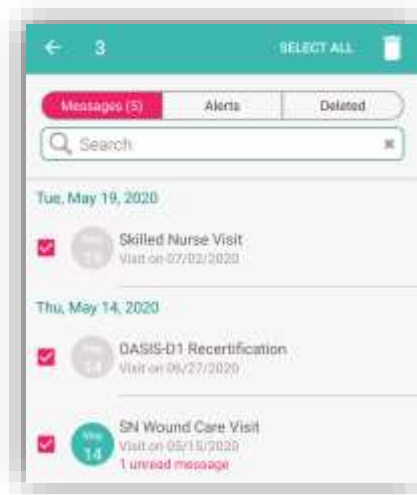


The visit information will be listed at the top. The messaging exchange is shown below. Messages from the organization appear on the left side of the page, citing the date and time they were sent. QA returned notes will be listed in orange (more on QA process later). Messages sent by the user will be 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 paper  icon to, **Take photo**, **Choose photo** or **Choose file**. Tap the back arrow in the top left when done messaging or viewing to get back to the Message center.



Tap on the **Edit** option in the top right to remove one or more messages. Check boxes will appear to the left of the messages, where one or more may be selected. Tap the **Select All** option in the top right to automatically check all messages. The number of messages that are selected will show in the top left. Tap the  icon when ready to delete it. Tap on **Done** in the top right when finished deleting visits. Removed messages will now be in the **Deleted** tab.



## Schedule

See previous Schedule section.

## Applied Visits

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, organization, Pay Rate and how far away the visit is. Tap on **STATUS** in the top right to see the total for all visits.

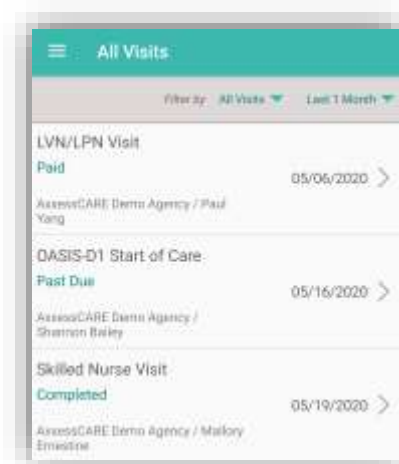


A table will expand from the bottom of the page to show the number of Applied, Unassigned and Withdrawn/Returned visits. Tapping outside will collapse it.



## All Visits

This will show all visits for every status. It will list the type of visit and the status below, with the patient's name and the date of the visit. Tap on the visit to view more details. Status and Date can sort this page by choosing either in the top right.

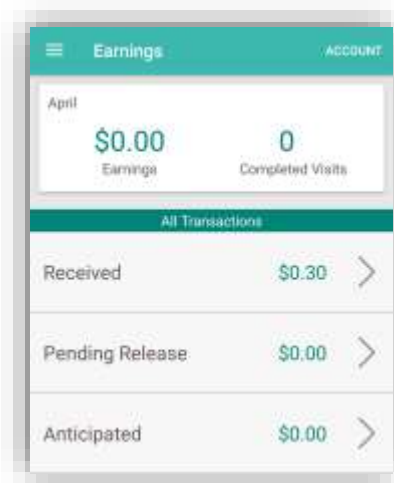


## Earnings

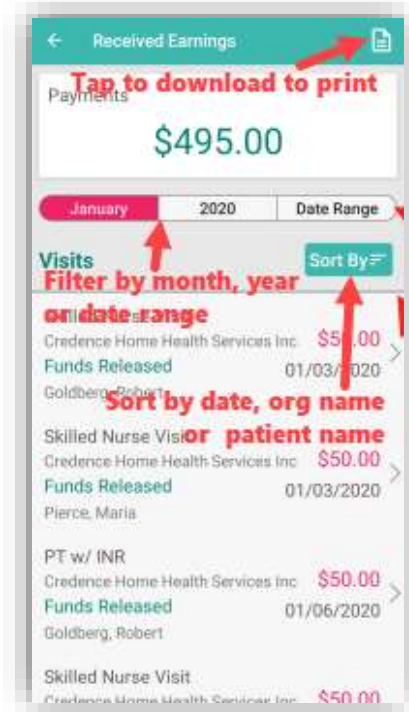
This page will show the total amount earned in the last month and the number of Completed Visits. All transactions made through Axxess CARE are categorized

as Received, Pending Release or Anticipated under All Transactions. Select a section to view payment details.

- Received shows payments that have been released and sent to the user's bank account.
- Pending Release shows payments that are being processed for completed visits that have been approved in the QA Center.
- Anticipated shows payments for scheduled and assigned visits that are awaiting completion or pending QA approval.

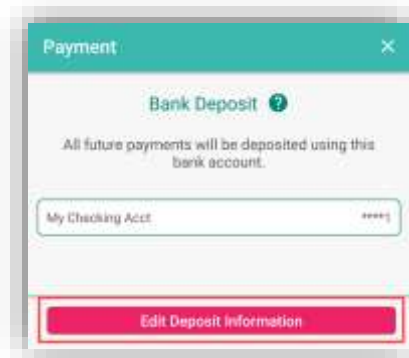


In the Received Earnings section, select the icon in the top right corner of the screen to download and/or print payment details. Use the buttons across the top of the screen to filter payment information by month, year or a selected **date** range. Use the **Sort By** button to sort payment details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



## Payment Account

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



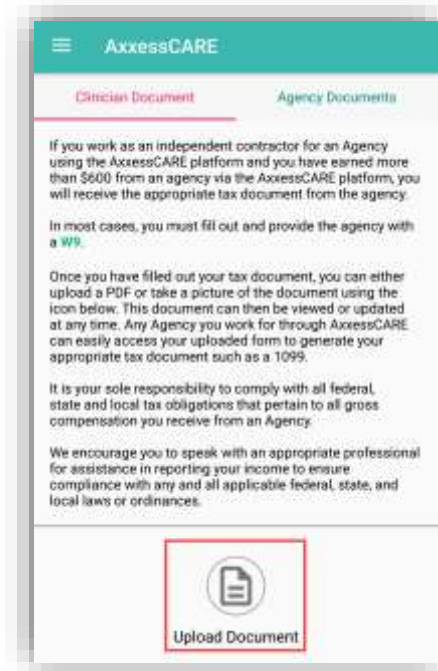
Enter the Routing and Account Number of the user's bank/checking account. If those numbers cannot be found, tap the **Where Do I Find This?** button. Once entered, tap the **Submit Payment Info** button to complete.





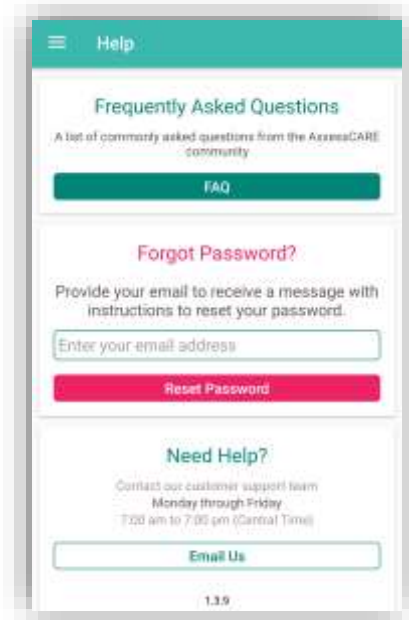
## Tax Documents

If users work as an independent contractor for a specific organization 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 organization. Upload that document by tapping the **Upload Document** button.



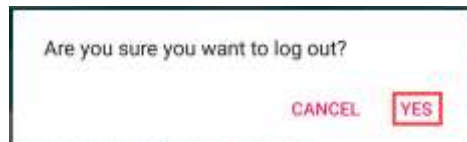
## Help

The top section is for Frequently Asked Questions (FAQ). If the password is forgotten, enter the email address associated with the account and tap **Reset Password**. Axxess Support are available Monday – Friday from 7:00 a.m. – 7:00 p.m. CST. The phone number is (214) 575-7711.



## Log Out

To leave the app, tap on Log Out. When logging out the following confirmation will display:

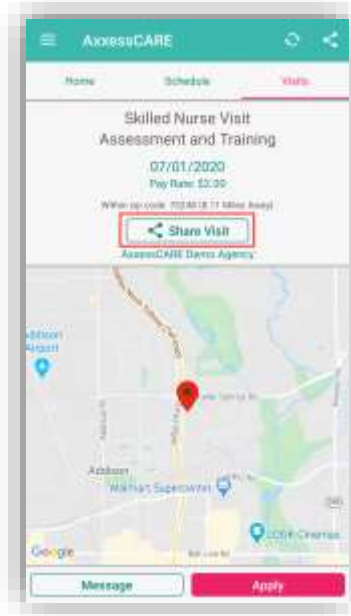


Tap **YES** to log out. To get back into the app, re-enter the email address and password.

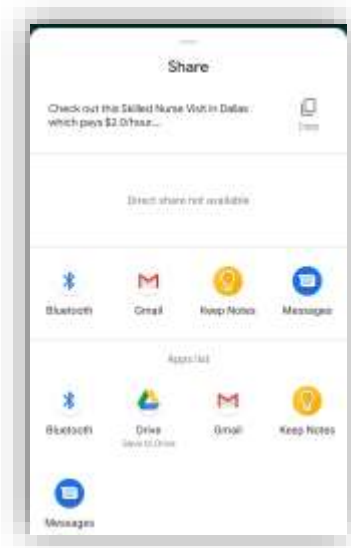
## VISITS

### Applying for Visit

Tap on a visit from *Main Menu/Visits*. It will list the list the visit type, date, pay rate, distance to the visit and the organization. Tap on **Share Visit**.



A window expands below. Choose an option to share the visit. Options/contacts will vary depending upon apps downloaded/available. Tap outside the window to collapse or tap the back arrow.

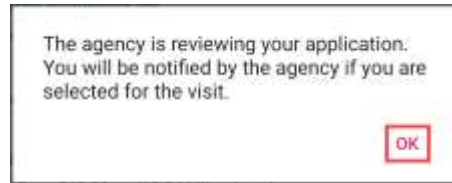


Tap on the **Apply** button.

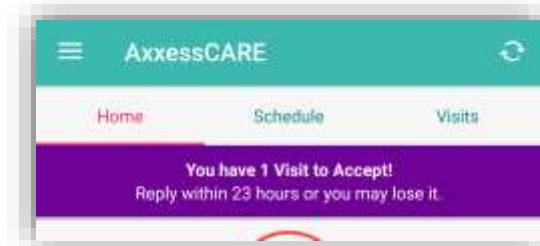


After applying for a visit, a confirmation window will appear. Tap **OK**. The visit will now be in the list of Applied Visits. The organization will now determine whose

application they will accept (if there's more than one) in the Axxess CARE desktop application.



There will be a purple notification bar towards the top of the screen, if the organization accepts the application. There is also a timer to accept the visit. Tap on the notification bar.



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

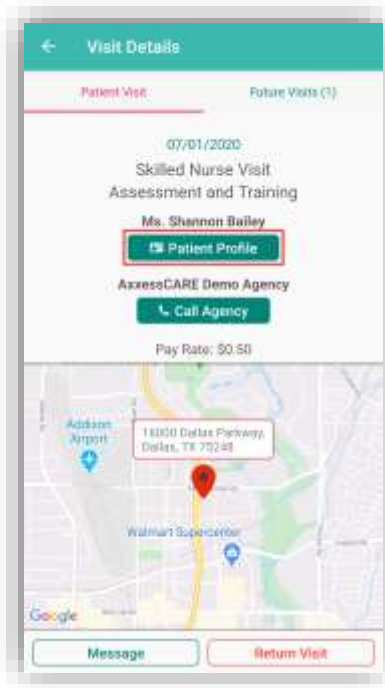


There will be a confirmation that the visit has been accepted. Tap on **OK**. The visit will now show on the Schedule as Assigned. Tap on the visit to go to the specifics, including the Patient Profile and the ability to start the visit.



There is now an option to call the organization if there are any questions. Also, if the visit cannot be performed, tap on the **Return Visit** button.

Tap on the Patient Profile to look at the patient's 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, and Payer. Tap on **Call** to autodial the patient phone number. Tap on **Map** to see the patient's location in the map/directions apps available.



It will also show the patient's Allergies, Primary Diagnosis and links to view, edit and/or add to their Orders, Medications, Care Team, Physicians, Pharmacies, Emergency Contacts, Communications, Visit History, Immunizations and Documents. Tap on the **Care Team** button.



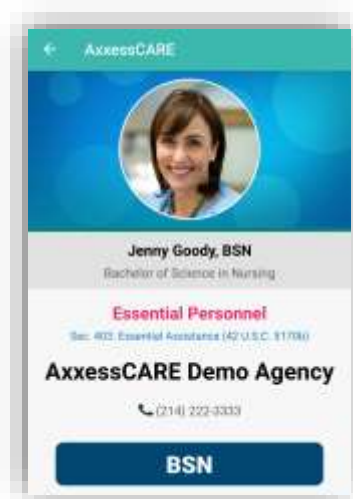
The Care Team window will show all users/clinicians that are tied to this patient. Message team members individually by tapping on the message  icon or call them by tapping on the phone  icon. To message the group, tap on the **Start Group Text** button. Tap outside of the window to close or tap the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

Trish Ricks, RN	 
Patricia Ricks, RN	 
Idonna Cook, None	 
Robert Smith, RN	 

To see the badge that identifies the staff member making the visit, tap the **ID Badge** from the Visit Details page.



The following ID Badge will display for 60 seconds. When done, tap the back arrow in the top left to close the page.

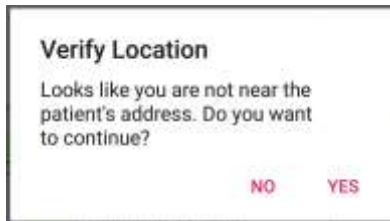


## Performing Visit

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 verification will display:

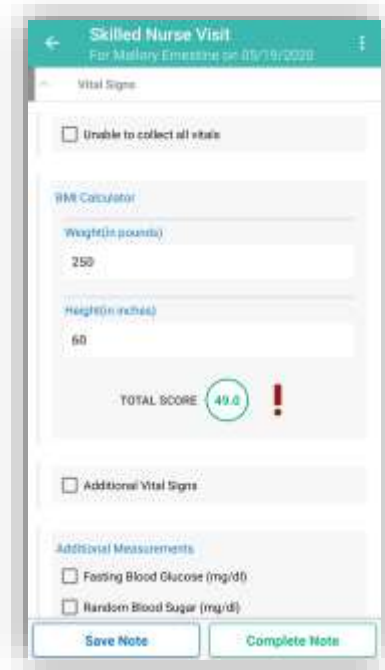


The following is the main menu of the visit. It shows examples of a Skilled Nurse Note. The visit is split up into sections that can be expanded or collapsed. When categories are expanded, the arrow to the left (of category title) will face upward. Required questions will have either a red asterisk \* or will be written that “At least one response is required” or “Must have answer.”



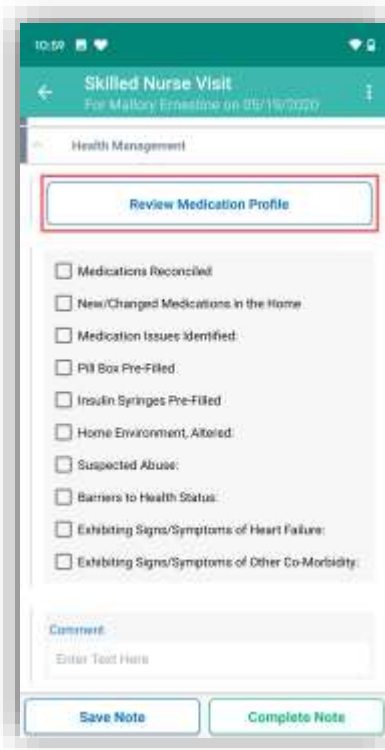
Depending on the assessment being completed, there might be some built-in tests. The following is an example of a BMI score. The score will be automatically updated while completing the test, depending on how questions are answered. The Total Score will show (green text in the circle), depending on the test, their score might put the patient in a group.





## Medications

To add medications during a visit, tap the **Review Medication Profile** button.



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

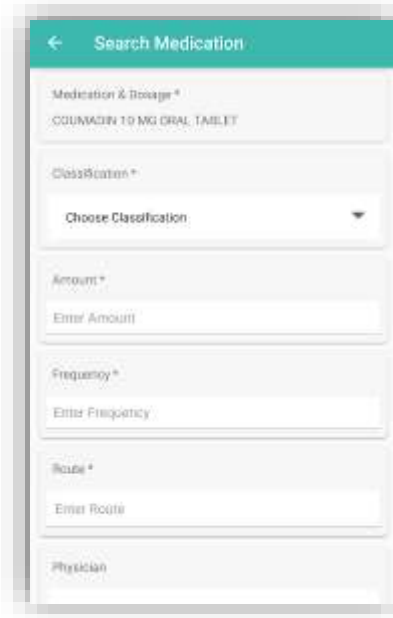
Inside the Medication Profile, tap on **Add Medications**.



Then search for the medication in the text box. Once found, tap on the medication.



Choose the Classification from the dropdown. Enter the Amount, Frequency, Route and Physician. Continue to scroll down.



← Search Medication

Medication & Dosage \*

COUNAMON 10 MG ORAL TABLET

Classification \*

Choose Classification ▾

Amount \*

Enter Amount

Frequency \*

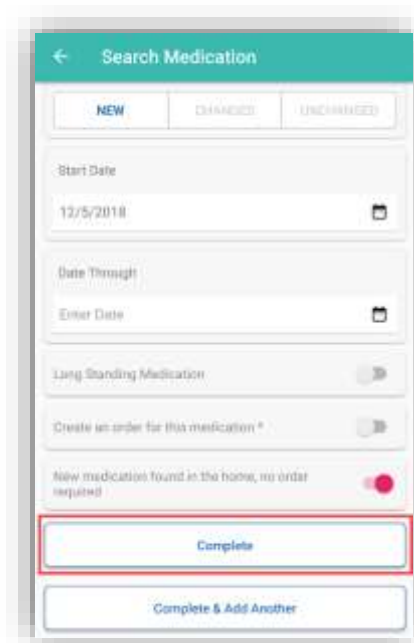
Enter Frequency

Route \*

Enter Route

Physician

Choose whether medication is **New**, **Changed** or **Unchanged**. Enter Start Date and Date Through. Tap the sliders depending on whether this is a “Long Standing Medication”, to “Create an order for this medication” or New medication found in the home, no order required.” After finishing the form, tap **Complete** unless another medication needs to be added, then tap **Complete & Add Another**.



← Search Medication

**NEW** CHANGED UNCHANGED

Start Date

12/5/2018

Date Through

Enter Date

Long Standing Medication

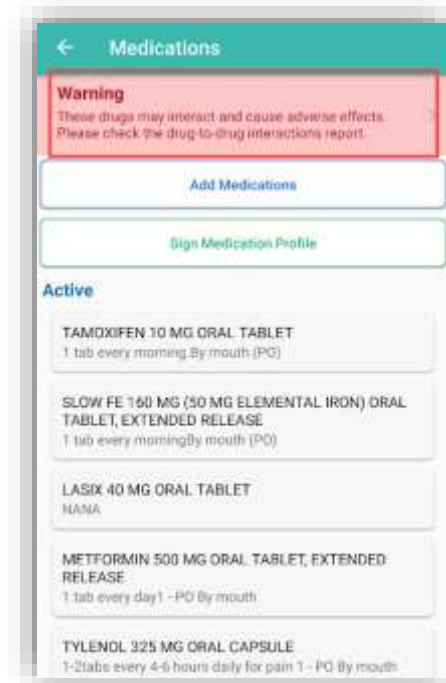
Create an order for this medication \*

New medication found in the home, no order required

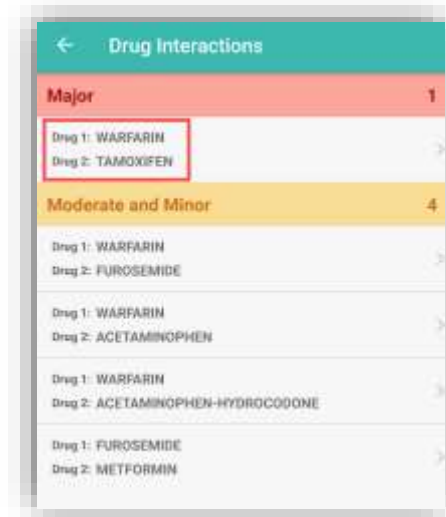
**Complete**

Complete & Add Another

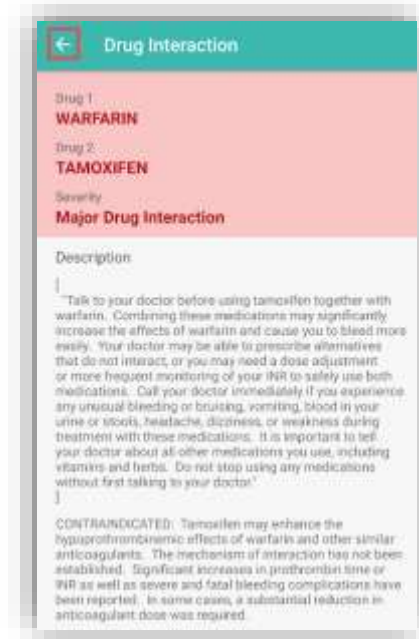
If more than one medication is added, the system will automatically run them for potential interactions. If the system finds any interactions, they will be listed as a Warning highlighted at the top of the page. Tap the Warning.



Then tap the combination of medications that are conflicting to read more.

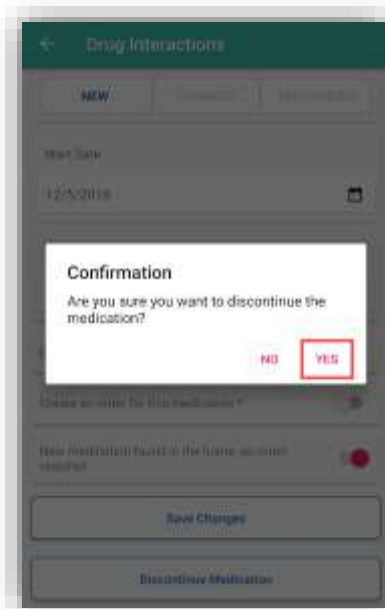


Tap the back arrow in the top left to go back to the Med Profile.



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

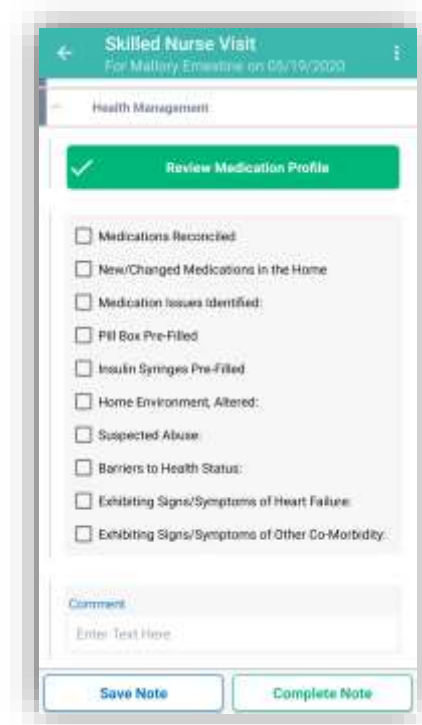
Once a medication has been entered, edit by tapping on the name of the medication. Scroll to the bottom of the page to Discontinue (patient no longer taking medication). After tapping Discontinue, confirm by tapping **Yes**. It will then be listed in the Discontinued section of the med profile.



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

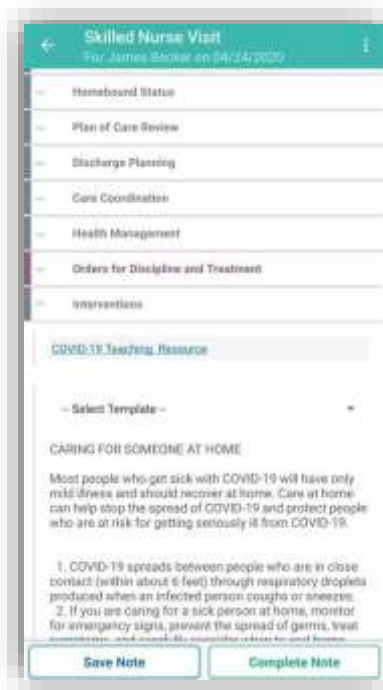
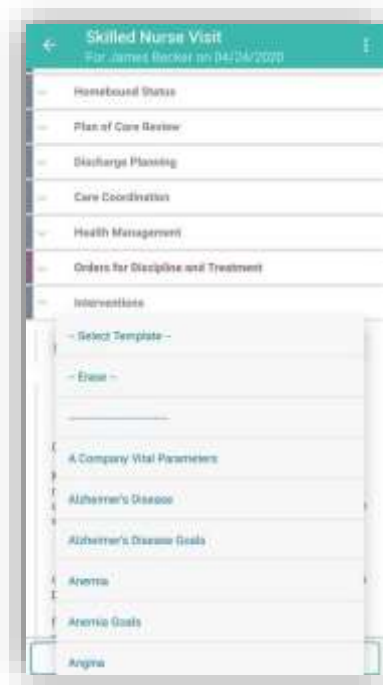


The medication profile will now show as reviewed.



## 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.



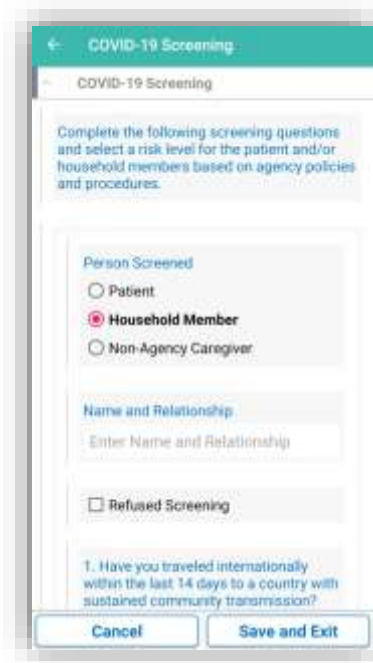
## COVID-19 Screenings

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.



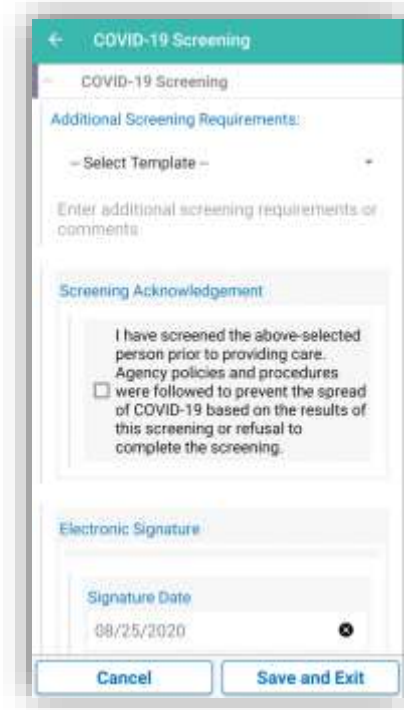
To add a COVID-19 screening, select **Add COVID-19 Screening** at the top of the Infectious Disease Profile.





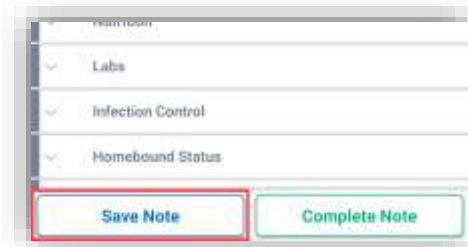
The screenshot shows a mobile application interface for COVID-19 screening. At the top, there is a teal header with a back arrow and the text "COVID-19 Screening". Below the header, the title "COVID-19 Screening" is displayed. A light blue box contains the instruction: "Complete the following screening questions and select a risk level for the patient and/or household members based on agency policies and procedures." The main form area includes a section titled "Person Screened" with three radio button options: "Patient", "Household Member" (which is selected), and "Non-Agency Caregiver". Below this is a section titled "Name and Relationship" with a text input field labeled "Enter Name and Relationship". There is also a checkbox labeled "Refused Screening" which is currently unchecked. At the bottom of the form, a question is listed: "1. Have you traveled internationally within the last 14 days to a country with sustained community transmission?". At the very bottom of the screen, there are two buttons: "Cancel" and "Save and Exit".

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.

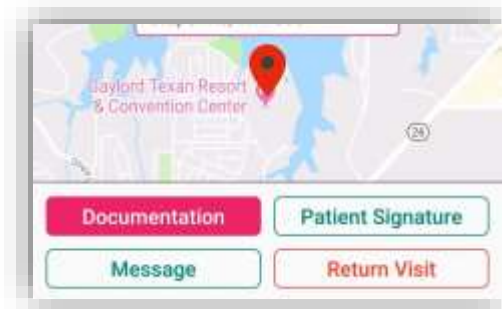


### Completing Visit

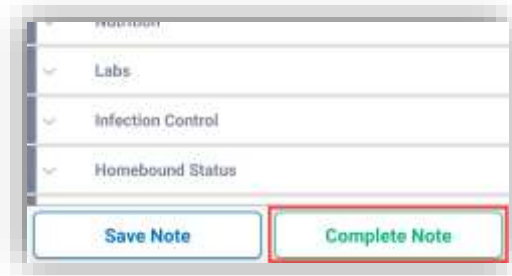
To leave the visit and save progress, tap on the **Save Note** button at the bottom left of the visit.



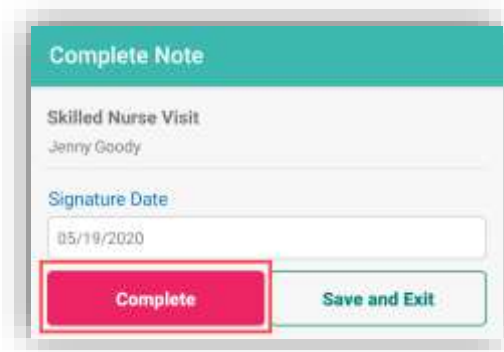
To return to the visit, tap on the **Documentation** button. To leave the patient's residence before documenting is finished, tap on the **Patient Signature** button.



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



Confirm the Signature Date (auto generates today's date) then tap on **Complete**.



The Visit Verification completion process begins. If the patient is not able to sign, tap **Select Unable to Sign Reason**, then choose the reason why they cannot sign from the following options:

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

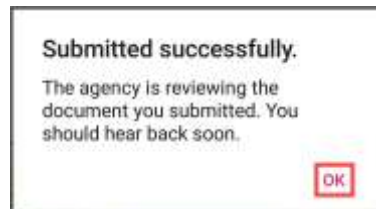
Tap on the **Get Patient Signature** button.






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



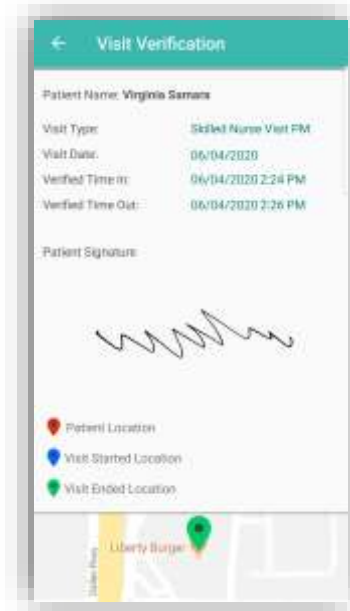
Tap on the **Get Staff Signature** button. The user will be prompted to enter their Staff Signature. Enter then tap on **Submit** in the bottom right. Then tap on the **Submit Signatures** button at the bottom. A completion confirmation will display along with instruction that the organization's QA department will be reviewing the visit. Tap on **OK**.



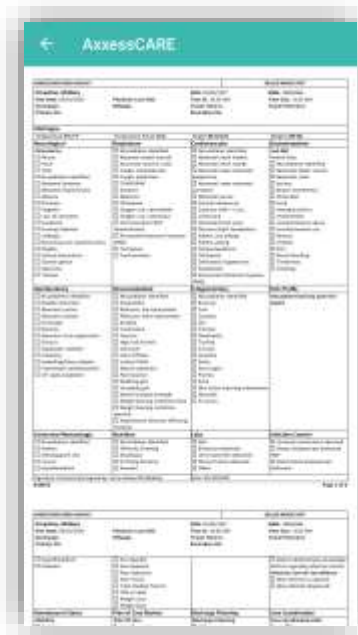
On the Visit Details page, to see the Visit Verification, tap on **Visit Log**. The Visit Verification page shows the Verified Time In & Out and the Patient Signature along with the:

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

Tap on the back arrow in the top left to get back to the schedule.



From Visit Details, tap on **View Documents**. This will show the PDF printed version of the completed visit. Tap on the back arrow to go back.



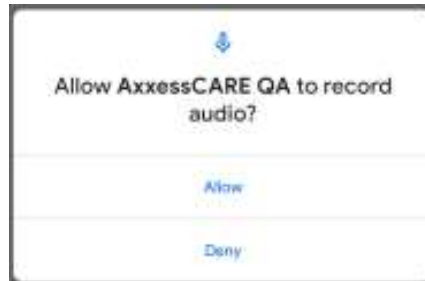
**NOTE:** EVV time in and out will not automatically pull to visit notes. Time In and Time Out must be documented inside visit note.

## Patient Voice Recording

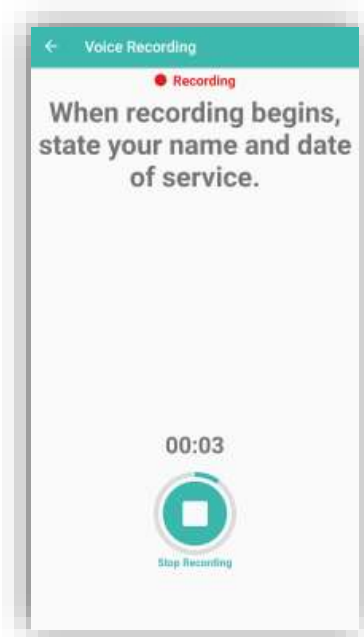
Users can collect a patient voice recording after selecting **Patient Unable to Sign**. When a patient cannot provide a signature to verify services, select **Patient Unable to Sign** and select the reason that a patient signature cannot be obtained. After specifying a reason, select **Collect Patient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

 A screenshot of a web form titled "Visit Verification". The form has a teal header. Below the header, there is a red-bordered box containing the text "Patient Unable to Sign Reason: Physical Impairment". Below this, there are two white-bordered boxes, each with a checkbox on the left and text on the right. The first box has an unchecked checkbox and the text "Collect Caretaker Signature". The second box has an unchecked checkbox and the text "Collect Patient Voice Recording". Below these two boxes, there is a section titled "End Visit Location Does Not Match Patient Location Address" followed by a text input field containing the word "testing". At the bottom of the form is a large red button labeled "Submit".

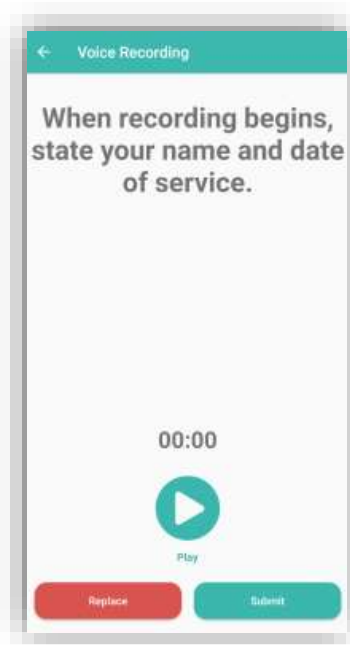
Select **Start Recording** and instruct the patient to state his or her name and the date of service.



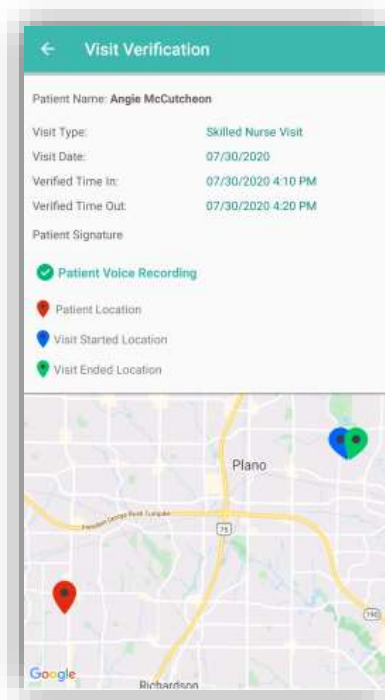
Select **Stop Recording** to end the recording once the patient has stated their name and the date of service. The recording will stop automatically if not ended before 30 seconds.



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 organization'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.





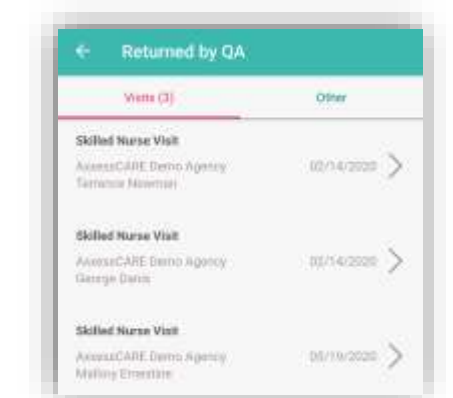
The message from the QA staff is listed in orange.



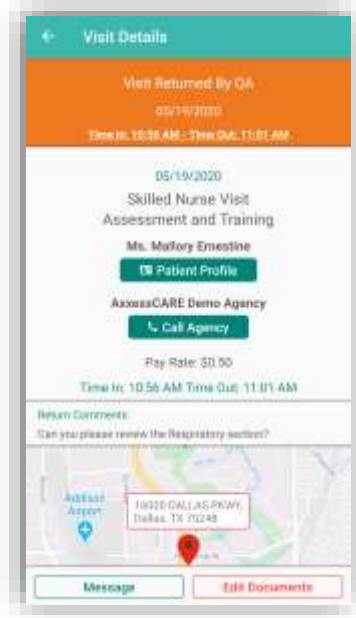
The orange counter on the home page will also change. Tap on **QA Returned**.



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

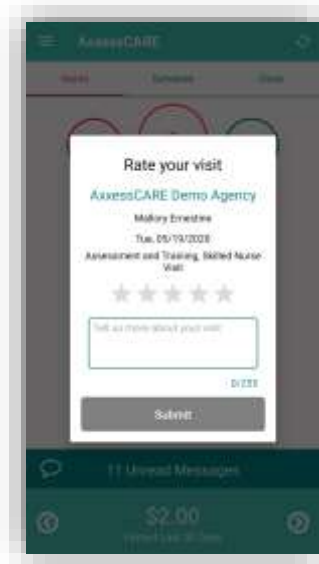


The reason why the document was returned will be listed at the bottom of the page in the Return Comments. Tap on **Edit Documents** to make the requested changes and return to the visit. Make requested updates inside the visit, Complete again and re-sign.

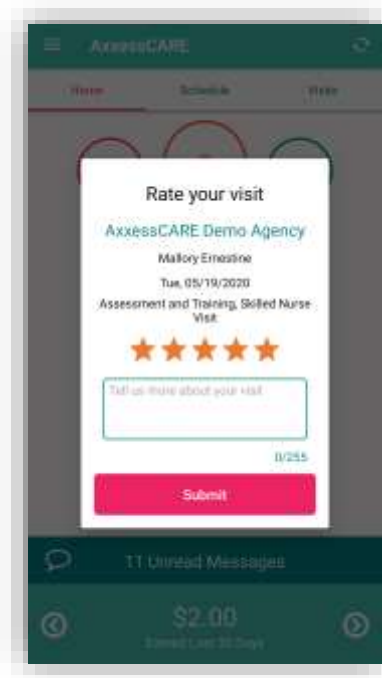


## Paid

Once the visit has been reviewed, approved and/or co-signed by the organization, the status of the visit will update to "Paid." The next time logging into Axxess CARE, the system will prompt for a review of the visit.



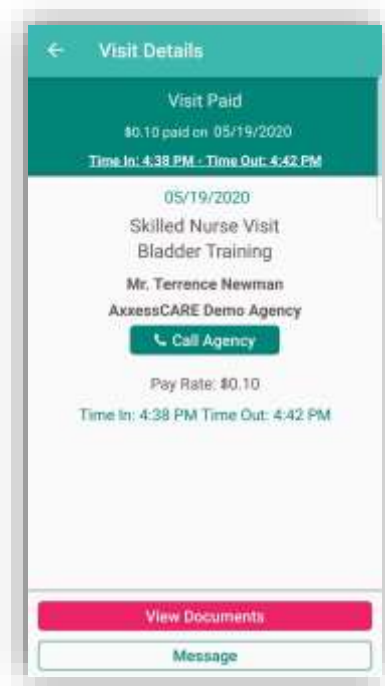
Tap on the star rating to rate the visit, the stars will change to yellow and the **Submit** button becomes active.



The Paid visit will now be housed in the All Visits section. Tap on the visit to view the specifics.



The Visit Details page shows the updated status, 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.

