

HOME CARE MOBILE ANDROID MANUAL

November 2021

Table of Contents

DOWNLOADING APP3

SCHEDULE7

SCREENINGS9

EVV..... 11

 Client Signature 13

 Unable To Sign 15

 Patient Voice Recording 16

MOBILE DOCUMENTATION 18

 Consecutive Visits 23

MENU 25

DOWNLOADED VISITS 26

 Offline Documentation 29

MESSAGES..... 30

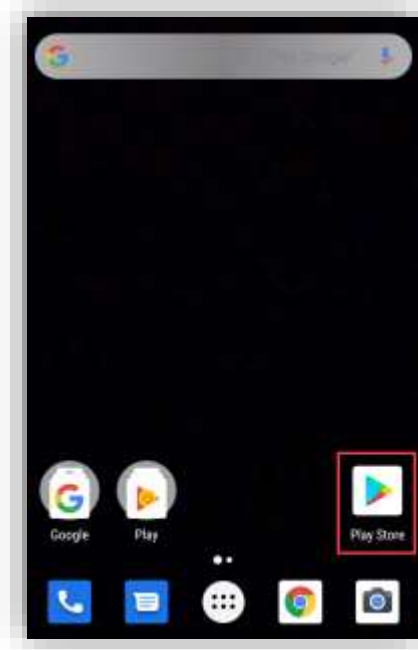
MY CLIENTS 34

HELP 39

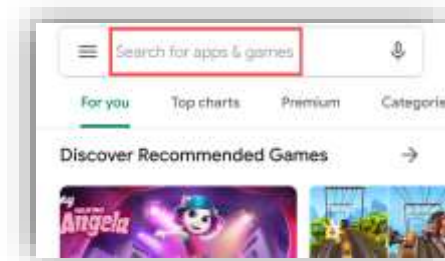
LOG OUT AND SETTINGS 39

DOWNLOADING APP

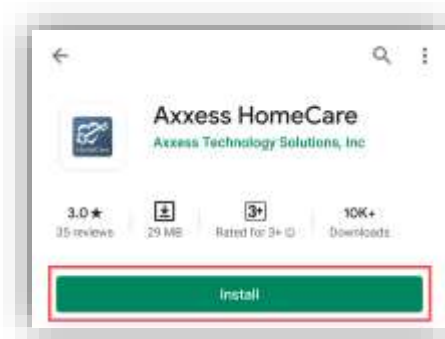
Go to the Google Play Store.



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



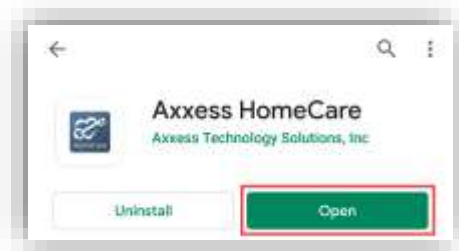
Search for “Axxess Home Care.” The app is blue and says Home Care at the bottom of the Axxess logo (heart and key). Tap the search result. Tap on the green **Install** button.



Then the download process will begin.



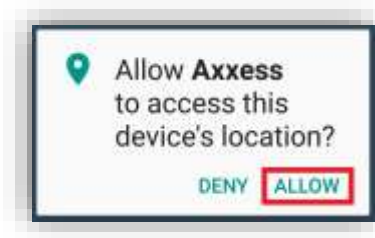
Once downloaded, tap the **Open** button to start the app.



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



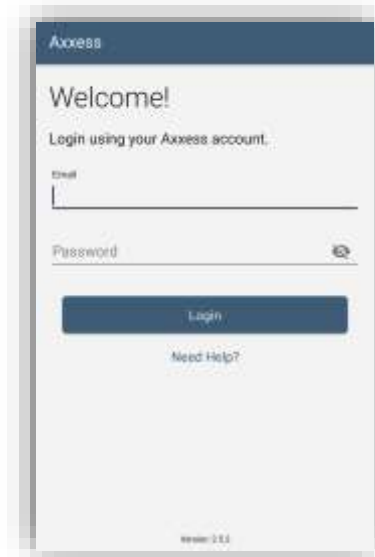
Tap on the Axxess Home Care app to open. **ALLOW** Axxess to have access to the location. Allowing this feature is **critical** for the app to pinpoint the location accurately for Electronic Visit Verification (EVV), which will be covered later.



The following is the login screen. Enter the email that was provided to the organization and the established password while logging into the desktop version of Axxess Home Care.

If the password was forgotten, then tap the **Need Help?** hyperlink. Enter the email address associated with the account and then tap on the **Reset Password** button, which will send the password reset instructions to the email.

Enter the email address and password, then tap on **Login**.

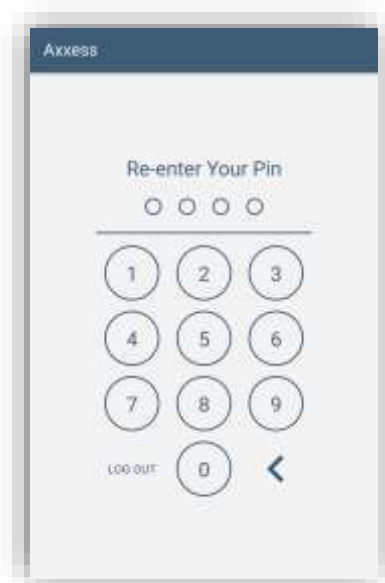


The organization name will come up as a disappearing notification. The user will then be required to create a 4-digit PIN code.



Once a 4-digit PIN code has been entered, confirm the PIN code by entering it one more time. **Any time the user leaves the app or the app times out due to inactivity, the PIN code must be reentered.**

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



SCHEDULE

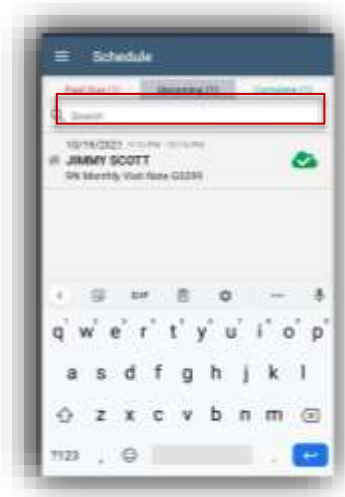
The following is the Schedule. The Schedule is split up between three tabs at the top of the page: **Past Due**, **Upcoming** and **Completed**. The tab being viewed is highlighted in gray. The number in parentheses next to the tab title is how many tasks/visits are in each category.



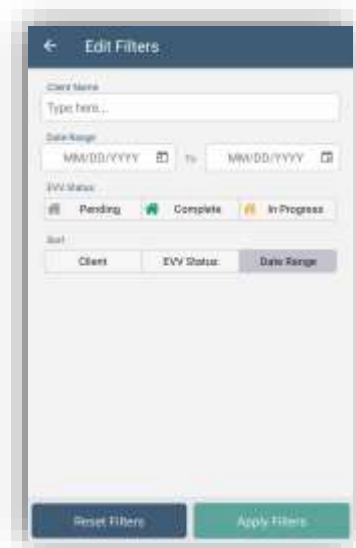
Visits will be listed one by one. It will show the visit date at the top and the planned visit time to the right. Below is the client's name in **bold**. Below that is the type of visit, and to the left is the EVV status. These are the three different EVV statuses:



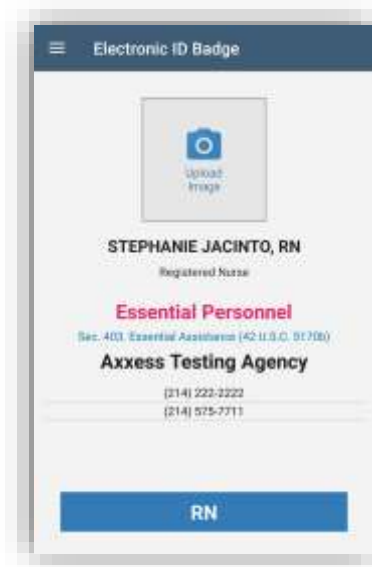
To narrow down the list, use the Search bar below the schedule tabs. Tap inside the search and start typing the name of the client.



Another way to narrow down the list of clients is by the **Filters** button at the bottom of the page. Search by Client Name, Date Range, EVV Status or Sort the schedule by Client Name, EVV Status or Date Range. Once a filter has been chosen, tap the **Apply Filters** button on the bottom right.



Tap the **Electronic ID Badge** button for a quick view that users can show when seeing clients. Tap **Upload Image** to take a photo or choose from the photo library for a picture of the user.

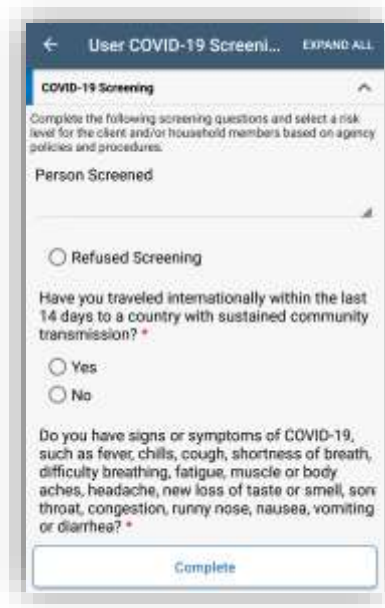


SCREENINGS

All mobile app users can complete a COVID-19 screening from a mobile device. From the Schedule screen, select the **Employee COVID-19 Screening** button or select the menu button in the top left and select Employee COVID-19 Screening.

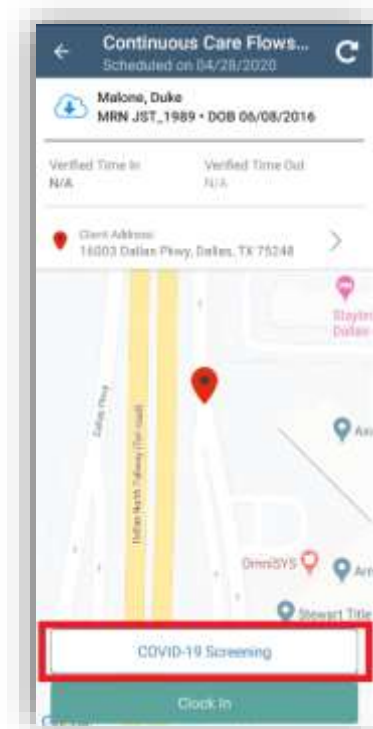


Complete the screening questions and assign a risk level based on the organization's policy. Tap **Complete** to save the screening. Once completed, the screening information flows to the employee's Infectious Disease Profile.



The screenshot shows a mobile application interface for a COVID-19 screening form. At the top, there is a back arrow, the title "User COVID-19 Screen...", and an "EXPAND ALL" link. Below the title is a section header "COVID-19 Screening" with an upward arrow. The main text reads: "Complete the following screening questions and select a risk level for the client and/or household members based on agency policies and procedures." Underneath is a field labeled "Person Screened" with a dropdown arrow. There are two radio button options: "Refused Screening" and "Have you traveled internationally within the last 14 days to a country with sustained community transmission? *". The "No" option is selected. Below this is another question: "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 diarrhea? *". At the bottom of the form is a blue button labeled "Complete".


Select a client visit and tap the **COVID-19 Screening** button at the bottom of the screen to complete a client COVID-19 screening for a client.



The screenshot shows a mobile application interface for a client profile. At the top, there is a back arrow, the title "Continuous Care Flows...", and a refresh icon. Below the title is the text "Scheduled on 04/28/2020". The client's name is "Malone, Duke" with a plus icon to the left. Below the name is the text "MRN JST_1989 • DOB 06/08/2016". There are two fields for "Verified Time In" and "Verified Time Out", both showing "N/A". Below this is the "Client Address" field with a location pin icon and the text "1603 Dallas Pkwy, Dallas, TX 75248". A map is displayed below the address, showing a red location pin and various street names. At the bottom of the screen, there is a blue button labeled "COVID-19 Screening" which is highlighted with a red rectangle. Below the button is a green button labeled "Click In".

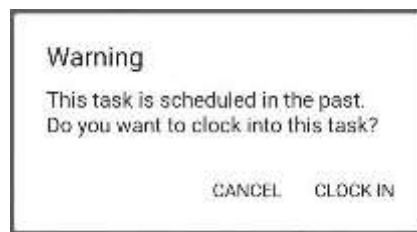
Complete the screening questions and assign a risk level based on the organization's policy. Tap **Complete** to save the screening. Once completed, the screening information flows to the client's Infectious Disease Profile.

EVV

To start the Task Verification process, tap on a visit from the Schedule. It will show the Client Name, MRN, DOB, Task Type and Date and where the client is located on the Google map marked by the red push pin  icon. Tap **Clock In**.

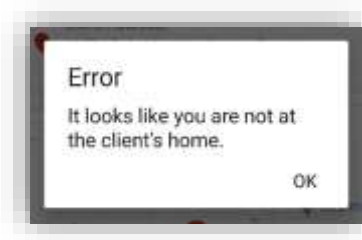


When a user attempts to clock into a visit that is scheduled **at least one day but fewer than six days in the past**, the app will provide a warning message informing the user that the visit is scheduled in the past.



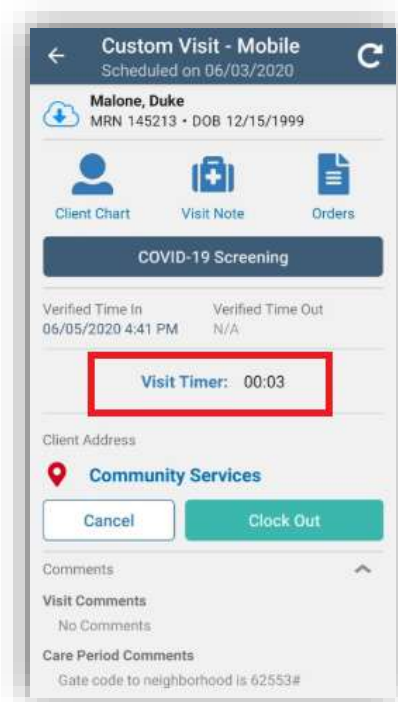
When a user attempts to clock into a scheduled visit **over five days in the past**, the app will provide an error message informing the user that the visit is over five days old. Users can select **OK** to exit the warning message without clocking into the visit. Users cannot clock in to visits that are older than five days. If a user needs to complete a task that is older than five days, the task must be rescheduled.

If the user is not located within a reasonable distance to the client's home, the following error will display:



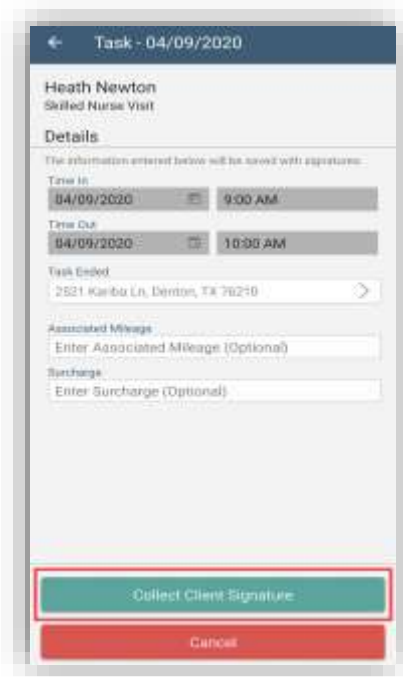
If the user is in range of the client's home, the app will begin retrieving the location. Once retrieved, the client's name is listed at the top of the page followed by the type of visit. Tap on the Time In and Out calendars and clocks to update. Enter any optional Associated Mileage or Surcharge.

Once the caregiver clocks in, the visit timer becomes visible from the **Task Details** screen and **Visit Note** screen if applicable. Visit Comments and Care Period Comments are also visible along with direct links to the **Client Chart**, **Visit Note** and **Orders**.



When the visit is finished, select the **Clock Out** button. Then tap **Collect Client Signature**.

NOTE: This setting is chosen in Manage Company Information. Users may or may not have access to change the time in/out depending on setting choice.



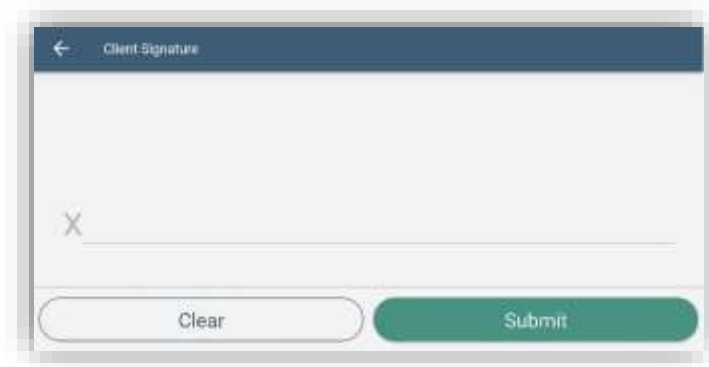
NOTE: Only collect a signature if the user is ready to finish the visit.

Client Signature

Tap on **Get Client Signature**.






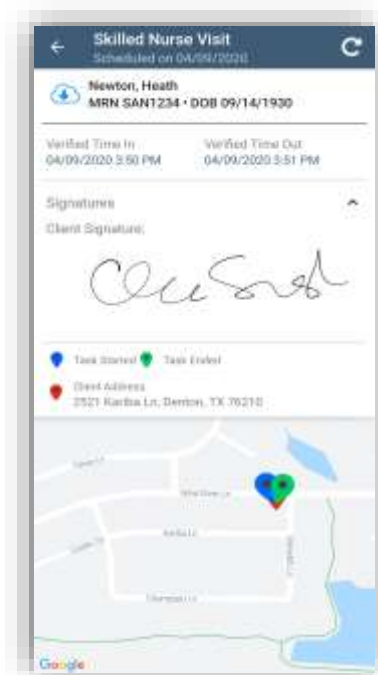
Use a finger or stylus to enter the Client Signature and tap **Submit** in the bottom right.



Tap **Redo Client Signature** to try again or tap **Submit** to continue. There will be a confirmation that the EVV process is completed. Tap **OK** to continue.



The Task Verification page from before displays but now includes the Verified Time In and Out and the Signature, along with the Task Started Location  icon and the Task Ended Location  icon. Tap on back arrow  icon in the top left or the system back button to get back to the schedule.



The EVV Status icon next to the client's name will update to green.



Unable To Sign

If the client is not able to sign the verification, tap **Select Unable to Sign Reason**.



Choose from the following options:

- Physical Impairment
- Mental Impairment
- Other



If Other is selected, the user must enter the Reason in the free text space. If the caretaker will sign on behalf of the client, tap **Get Caretaker Signature**.

Then the staff/user performing the visit will sign, tap **Get Staff Signature**.



The staff will then sign with a finger or stylus and tap **Submit** in the bottom right.



After staff has signed, then tap **Submit**.



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.

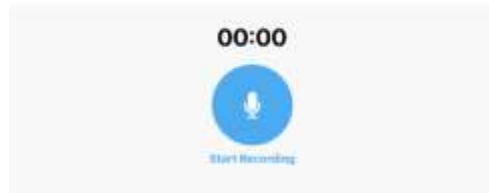
Patient Unable to Sign Reason: **Physical Impairment**

Collect Patient Voice Recording

Collect Caretaker Signature

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.



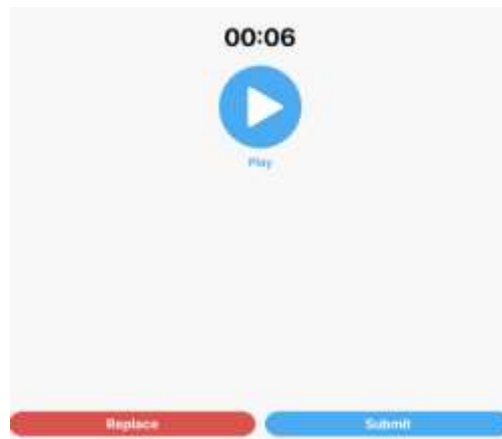
Select **Stop Recording** to end the recording once the patient has stated their name and the date of service. The recording will stop automatically if not ended before 30 seconds.



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.




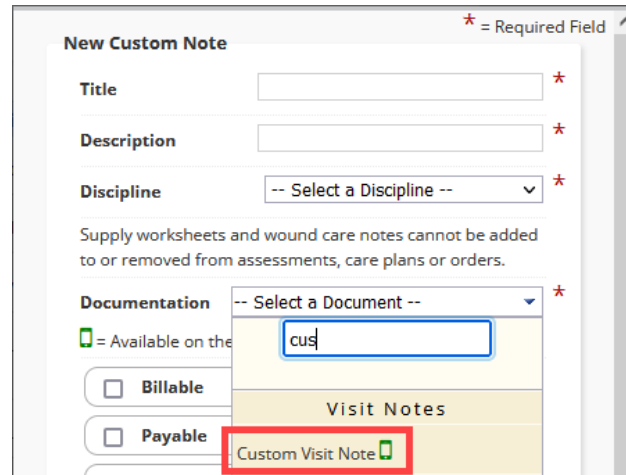
Once the visit is complete, the patient voice recording is saved and stored on the Electronic Visit Verification (EVV) Log screen. Users can play and download patient recordings from this screen for auditing purposes. To access the Electronic Visit Verification (EVV) Log screen, navigate to the Schedule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



MOBILE DOCUMENTATION

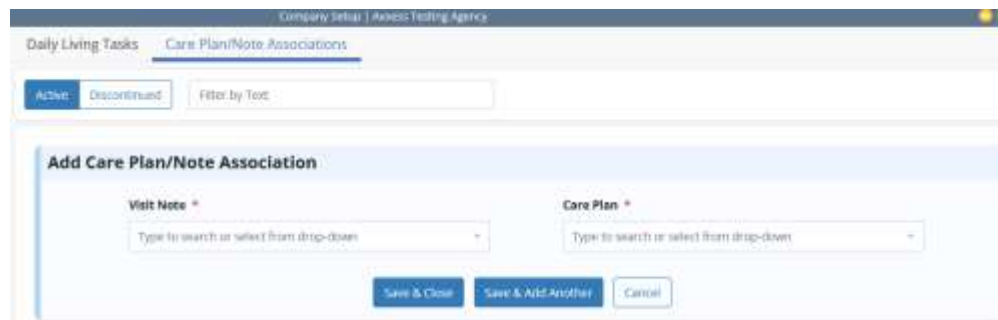
Mobile custom visit notes are available on Android devices so caregivers can document visit information at the point of care. These must be setup in the Axxess Home Care web application by going to *Admin/Company Setup/Document Management* and selecting the **New** button then completing the New Custom Note box (permissions required).

In the **Documentation** field, select **Custom Visit Note** from the drop-down menu. The  icon appears next to documents that are available in the Axxess Home Care mobile app. Select **Save** to create the note.



NOTE: Other mobile documentation notes can be added from here including Skilled Visit Notes.

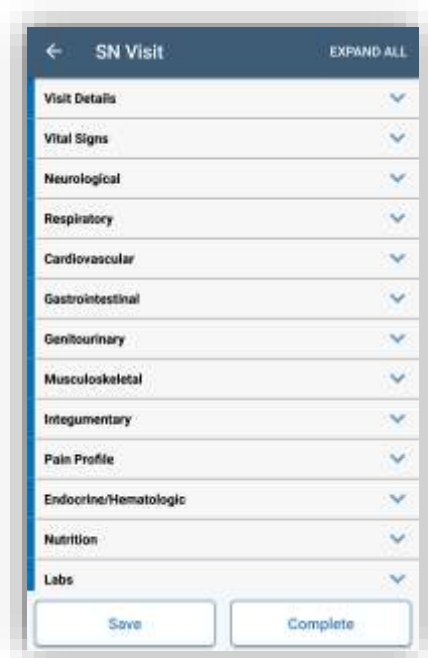
Navigate to the *Admin/Company Setup/Visit-Care Plan Relationships* tab to link your new note to a care plan. Select **New** in the top right corner. Select the note from the Visit Note drop-down menu and link it to a care plan using the Care Plan drop-down menu. Select **Save**. Once set up, schedule the custom visit note for any future visits.



Tap the **Visit Note** button to start mobile documentation inside the mobile app.



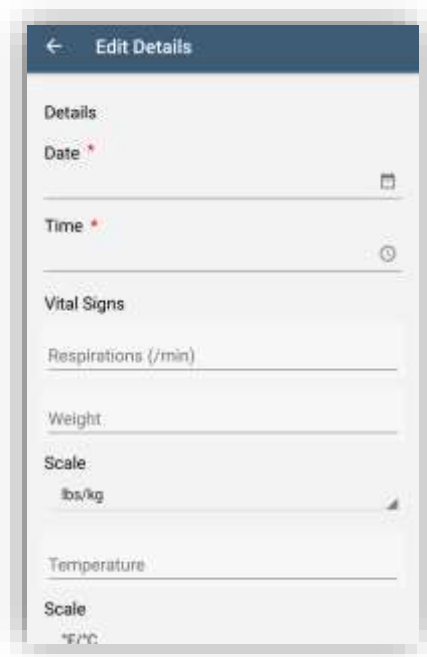
Below is Skilled Nurse Visit. The visit is split up into categories.



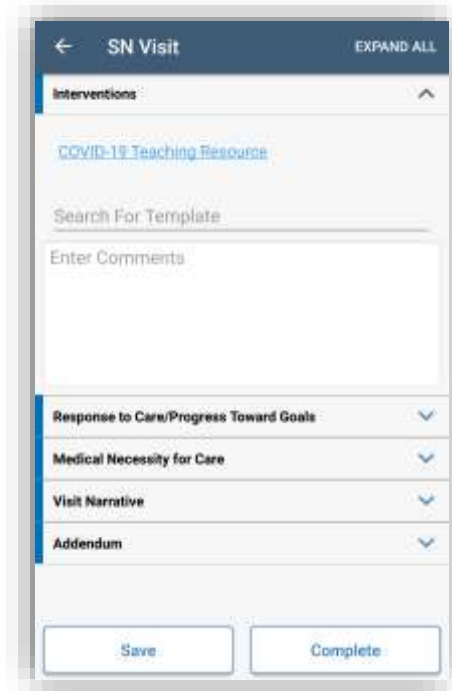
Tap the category to expand the section or tap the **EXPAND ALL** in the bottom right to open every category at once. Tap Collapse all to minimize all categories at once.



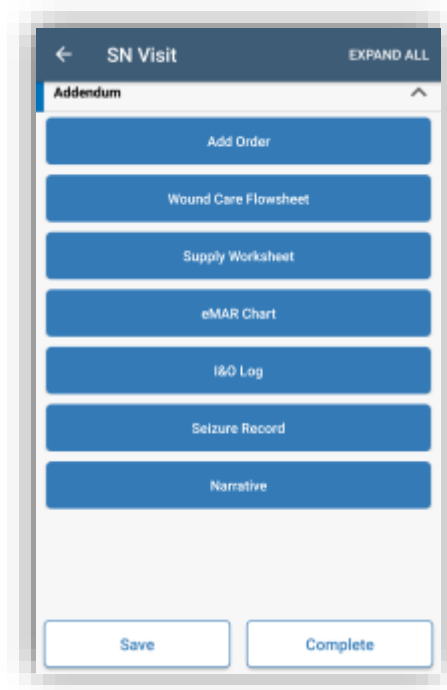
Below shows how users enter vital signs.



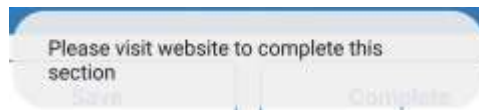
Some sections allow for entering comments, and other categories like Interventions can enter templates inside the comments section.



Enter a keyword inside the Search Templates section and then tap the applicable template. Some sections have buttons that must be completed in the web application and not the mobile documentation.

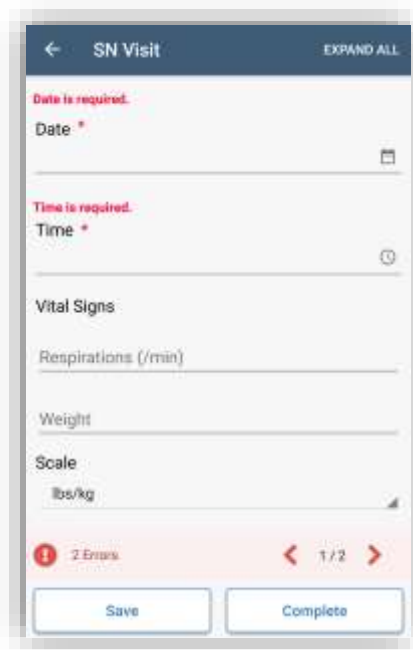


Users will see the following notification.

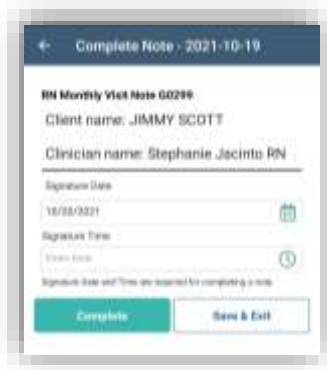


When documenting care in the Axxess Home Care mobile app, users can see the total number of errors in their documentation and follow step-by-step guidance on how to correct each error. Once a user finishes documenting and taps **Complete**, guided validations appear.

Errors are highlighted in red with messages identifying how to correct each error. The total number of errors is provided in the red ribbon banner at the bottom of the note, and arrows in the bottom right corner enable users to navigate through each of the validation errors.



Tap **Complete** in the bottom left when finished. Confirm the Signature Date and enter the Signature Time, then tap the **Complete** button.



Enter Signature then tap **Done** in the top right. A confirmation will appear that says, "Success Note completed." Tap **OK**.

Consecutive Visits

To clock in and out for multiple consecutive visits at once, the caregiver must have two or more visits scheduled back to back for the same client. To clock in, select the earliest of the consecutive visits. On the selected visit screen, confirm that all information is accurate and tap **Clock In**. If consecutive visits are scheduled, the **Consecutive Visit Alert** appears. Check the boxes next to the desired visits and tap **Clock In**.

Consecutive Visit Alert

This client has services scheduled immediately after this visit. Clock in to these services by selecting the tasks below. The verified visit address for the current task will apply to all other tasks selected. To record different service addresses, clock in to the visits individually.

<input checked="" type="checkbox"/>	01/13/2020	10:00 AM - 11:00 AM
<input checked="" type="checkbox"/>	Jones, Bill	
	Homemaking	
<hr/>		
<input checked="" type="checkbox"/>	01/13/2020	11:00 AM - 12:00 PM
<input checked="" type="checkbox"/>	Jones, Bill	
	Adult Companionship	

Users can cancel EVV clocking by tapping **Cancel** on the visit screen next to **Clock Out**. To cancel EVV clocking for multiple consecutive visits, caregivers must cancel each consecutive visit individually. Once the visits have been completed, tap **Clock Out**. Selecting **Clock Out** triggers the **Time Review** screen where caregivers can review **Verified Time In** and **Verified Time Out** for the completed visits.

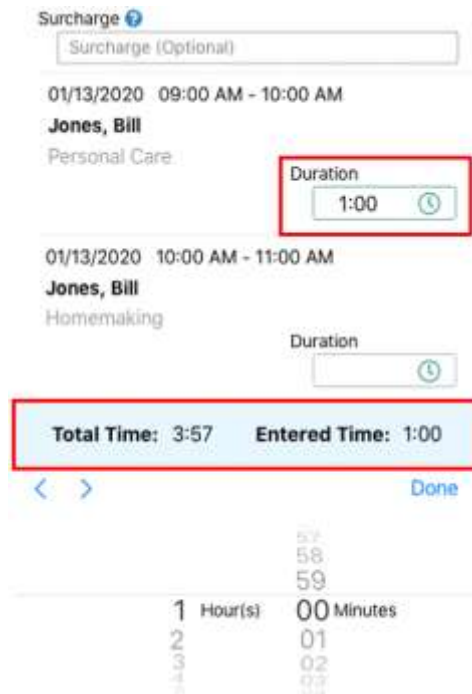
The **Task Ended** field accommodates consecutive visits that start and end at different locations. To document visits that started and ended at different locations, click the arrow next to **Task Ended** and select the address where the last visit ended.

The following tasks are associated to this visit verification.

Verified Date In	Verified Time In
<input type="text" value="01/13/2020"/>	<input type="text" value="09:15 AM"/>
Verified Date Out	Verified Time Out
<input type="text" value="01/13/2020"/>	<input type="text" value="01:12 PM"/>
Task Ended	
<input type="text" value="16000 Dallas Pkwy, Dallas, Tx 75248, United States"/>	<input type="button" value=">"/>
Associated Mileage	
<input type="text" value="Associated Mileage (Optional)"/>	
Surcharge	
<input type="text" value="Surcharge (Optional)"/>	

On the right side of the **Time Review** screen, enter the duration of each visit. The **Entered Time** will update in the bottom right corner as each visit duration is

entered. In the bottom left, the **Total Time** reflects the time span from **Verified Time In** to **Verified Time Out**. To facilitate EVV compliance, the system prevents users from collecting the client's signature until the **Entered Time** and **Total Time** match.



Surcharge ⓘ
 Surcharge (Optional)

01/13/2020 09:00 AM - 10:00 AM
Jones, Bill
 Personal Care
 Duration
 1:00

01/13/2020 10:00 AM - 11:00 AM
Jones, Bill
 Homemaking
 Duration

Total Time: 3:57 Entered Time: 1:00

< > Done

57
58
59
1 Hour(s) 00 Minutes
2 01
3 02
4 03

Once the Entered and Total Times match, tap **Collect Client Signature** and sign and submit.

MENU

Tap the three-line Menu button in the top left.



There are six options: **Schedule**, **Messages**, **My Clients**, **Help**, **Logout** and **Settings**. **Logout** will leave the app. A login will be required to get back in. Tapping outside of the side menu will collapse the menu.





Tap the **Download Visits** button, and all visits for the current day and subsequent two days will download automatically.



DOWNLOADED VISITS

To use offline functionality, caregivers must first download upcoming visits that will be performed in areas without internet connectivity. To download visits, open the Axxess Home Care mobile app while still connected to the internet. Visits listed in **Schedule** can be downloaded by tapping the blue cloud icon to the right of the visit.

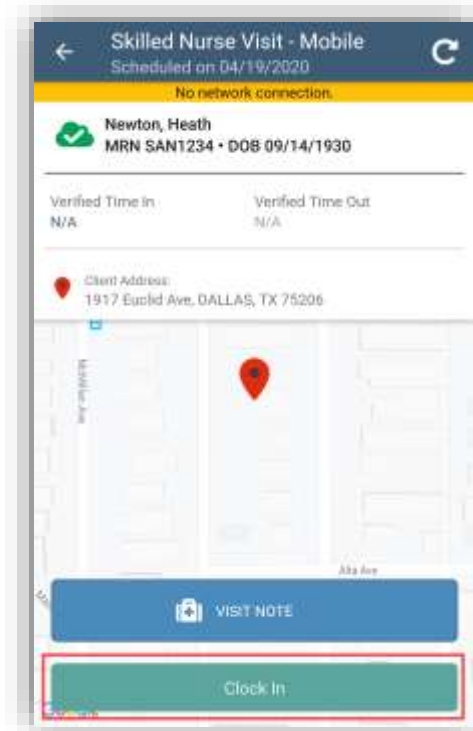


Once a visit has been downloaded, the  icon changes to an  icon to indicate a successful download. Before going offline, confirm that all the necessary visits have green cloud icons indicating that they have been downloaded. Once all necessary visits have been downloaded, the user can go offline but must stay logged in to the Axxess Home Care app on the mobile device.

When the user has gone offline, a yellow banner will appear at the top of the screen to indicate that the user is offline, and the network connection has been lost. Visits that have not been downloaded appear with grey cloud icons indicating that they cannot be downloaded or performed offline.



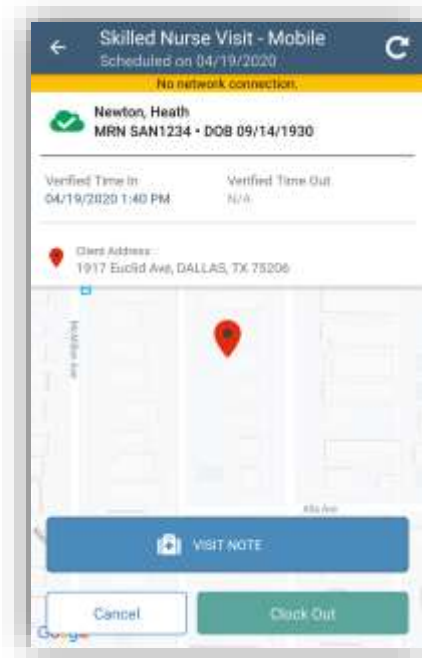
Tap a visit to start offline documentation and/or EVV. Only visits with green cloud icons can be performed offline. To use offline EVV only, tap the visit from the upcoming visits list and tap **Clock In** on the start task screen.



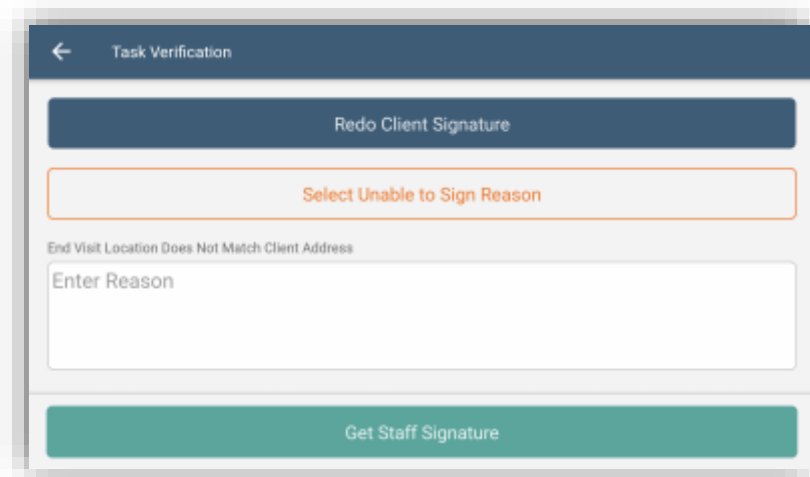
Tap the **back arrow** in the top left corner of the screen.



The **Verified Time In** will populate.



To end EVV for a visit, tap **Clock Out**. On the Visit Verification screen, the text box under “End Visit Location Does Not Match Client Address” enables users to document the reason that EVV location was not used.

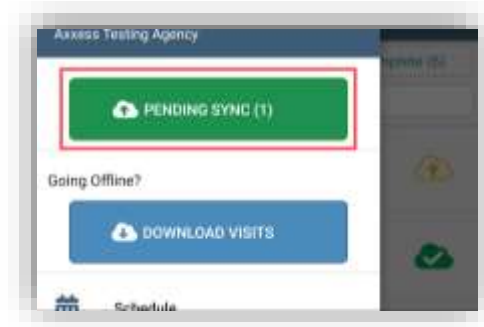
 The screenshot shows the 'Task Verification' screen. At the top is a blue header with a back arrow and the text 'Task Verification'. Below the header is a dark blue button labeled 'Redo Client Signature'. Underneath is a light gray box with an orange border containing the text 'Select Unable to Sign Reason'. Below this is a section titled 'End Visit Location Does Not Match Client Address' with a white text input field labeled 'Enter Reason'. At the bottom is a green button labeled 'Get Staff Signature'.


Offline Documentation

After opening a visit on the mobile app, tap **Visit Note** to start documenting offline. Document on your note as usual. When the visit is finished, tap **Save and Exit** or **Complete**. When either button is selected, a message will confirm that offline documentation has been saved, but the note cannot be completed until the user is back online.



Once the visit is saved and connectivity is restored, the visit data must be synced. To sync the data, tap the three-line menu in the top left corner and tap **PENDING SYNC**.



Sync items individually by tapping the  icon or sync all items at once by tapping **Upload All**. Once visit data is successfully synced, the visit will no longer appear in the **Pending Sync** window.



MESSAGES

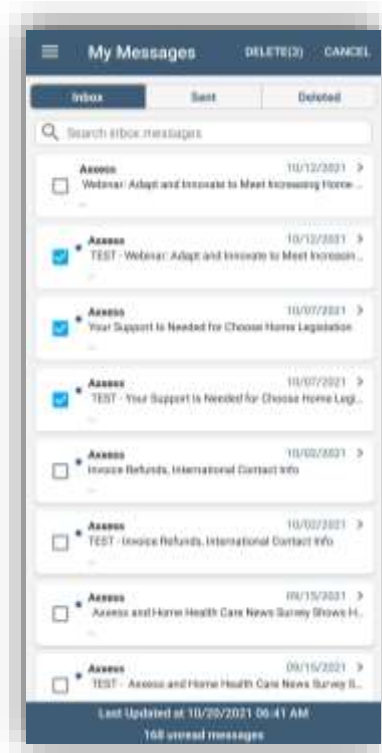
Tap on **Messages**. This is the HIPAA-compliant, intra-organization messaging feature. Messages are separated into three tabs: **Inbox**, **Sent** and **Deleted** (blue tab when viewing). The bottom of the page will show the last time the messages were up to date, along with the total number of unread messages. Unread messages have a blue dot to the left. Swipe down to refresh the screen. To search through the messages, start typing in the text space below the tabs.




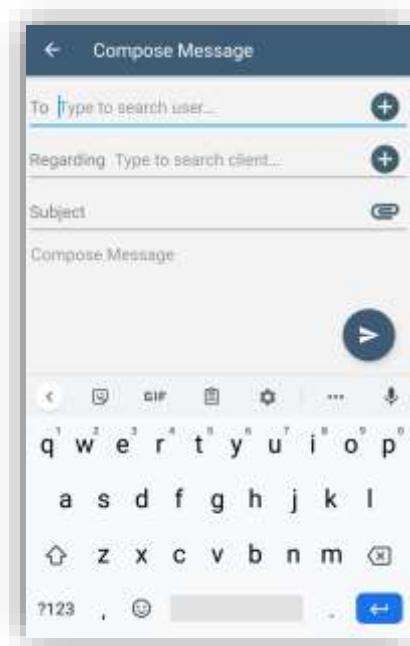
Tap on a message to view. Tap on the  icon at the top to remove the message. After deleting, a notification will say the message is being deleted. Tap on the back arrow in the top left to get back to message list.



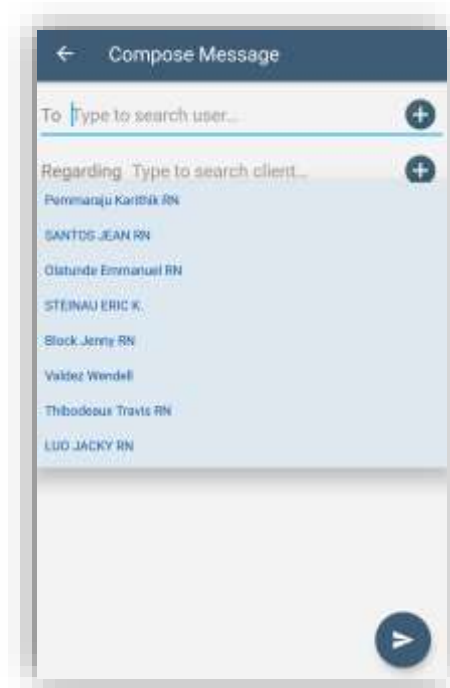
From My Messages, users can delete multiple visits at the same time. Tap on the trash icon at the top. Then select one or more messages by tapping on them (tap to unselect). They will have blue check marks to the left. Choose all messages to be removed, then tap **DELETE** at the bottom of the page. The number in parentheses is how many messages are selected. The messages will then move to the **Deleted** tab.




To compose a new message tap on the  icon. Start typing the name of the user(s) the message is for in the **To** section. To search through the list of users, tap the blue plus icon on the right.

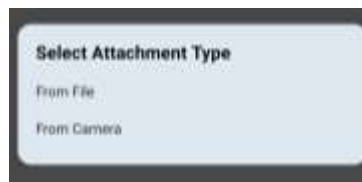



Search through the list by users or tags, tap on the users/tags to be included in the message.



The Regarding field lets you indicate if the message relates to a specific client. This is accomplished by typing their name in the Regarding section or tapping the blue plus sign to the right to search for one. Type in a Subject, then continue on with the body text of the message where it says, "Type your message here..."

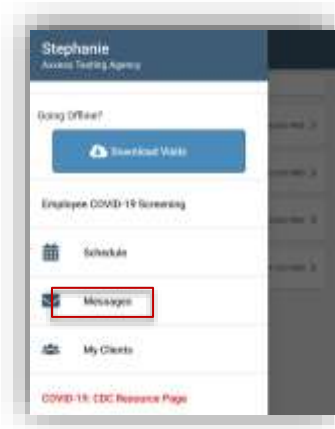
Attachments can also be added by tapping the  icon in the top right. Choose to either take a photo on the app **From Camera** or use an image already on the device, **From File**.



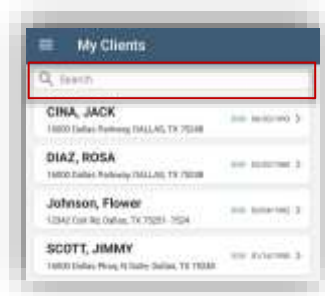
When the message is complete, tap the  icon.

MY CLIENTS

My Clients is listed after **Messages**. Users can search and view their list of clients.



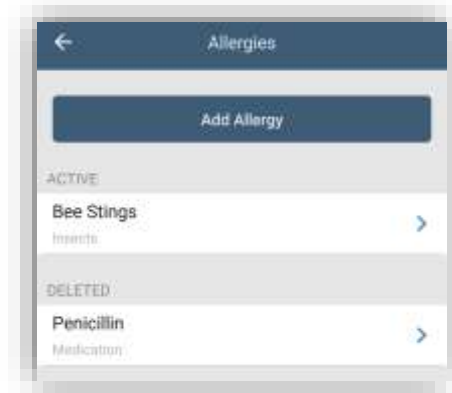
Users can search and view their list of clients.



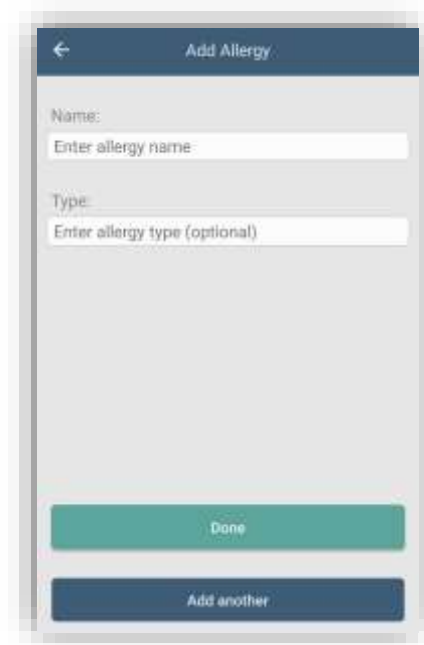
Once the requested client has been found, tap on the name to view the client profile.



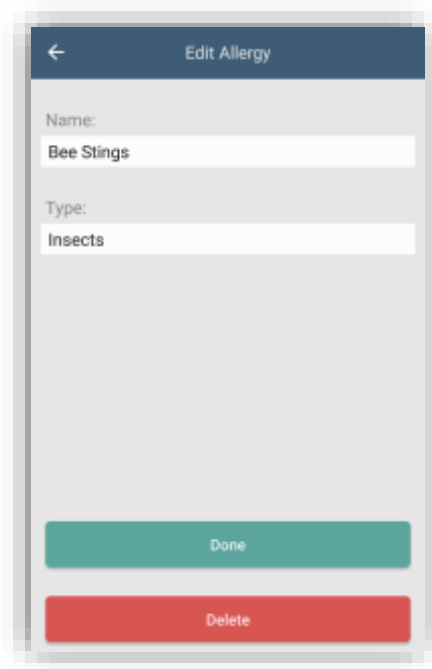
Tap **Allergies** to make updates to the allergies list.



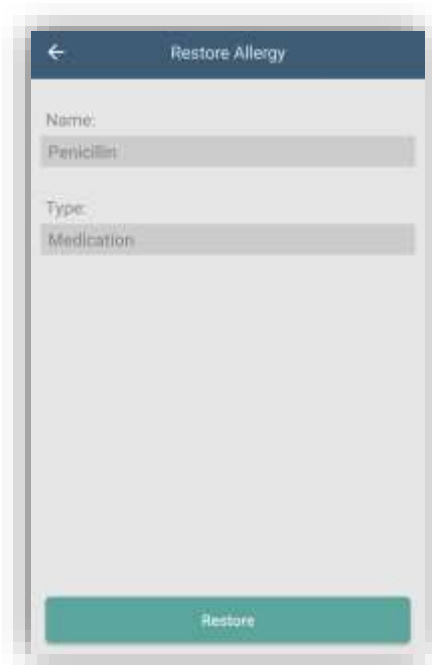
Tap **Add Allergy** to add additional allergies. Enter Name and tap inside Type to see a list of categories. When finished tap the **Done** button or tap **Add Another** button to add more allergies.



From the Allergies list screen, tap any ACTIVE allergies to make edits to Name or Type, when completed tap **Done**. Tap the **Delete** button to remove.



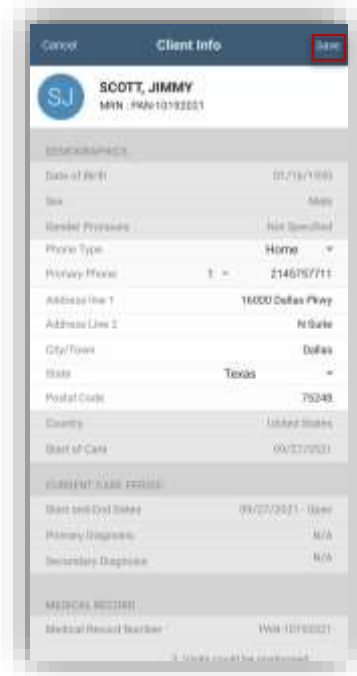
Tap any DELETED allergies and then tap the **Restore** button to turn into an active allergy.




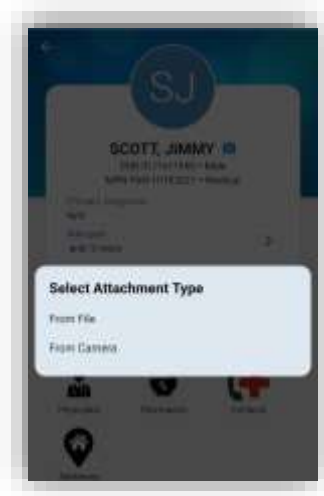
From the Profile, users can view specific client info, including demographics, medical records, etc. by tapping **Info**.



Tap **Edit** to make updates. Tap **Save** when changes are finished.



From the Profile, users can add a client profile image from the library or camera by tapping the  icon.



Navigate to the client's location by tapping the Map button and Google Maps will automatically open. Users can also call the client's directly from the Client Profile by tapping the Call button.

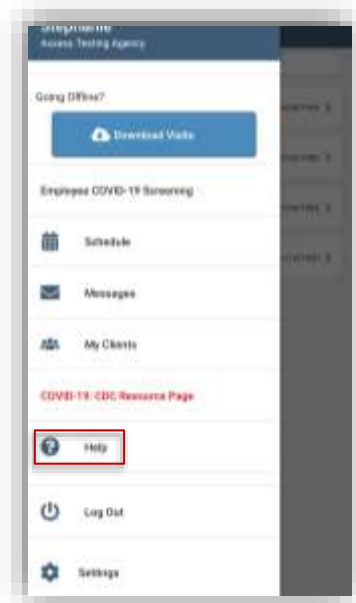


Tap **Orders**, **Medications**, **Addresses** and **Pharmacies** to view lists. Tap **Caregivers**, **Physicians**, **Contacts** to view lists and has quick links to call directly from the app.

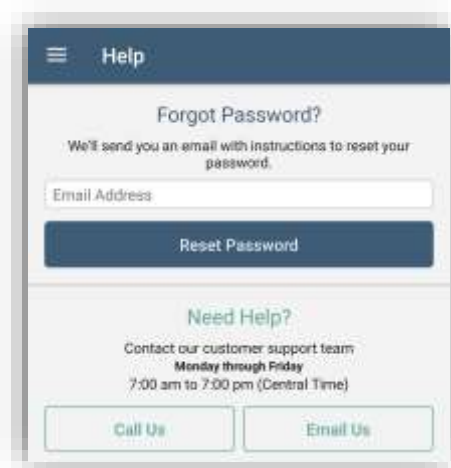


HELP

The Help area is found on the side menu.



The top section is for resetting the password. Enter the email address associated with the account and tap **Reset Password**. To call Axxess Support, we are available Monday – Friday from 7:00 a.m. – 7:00 p.m. CST.

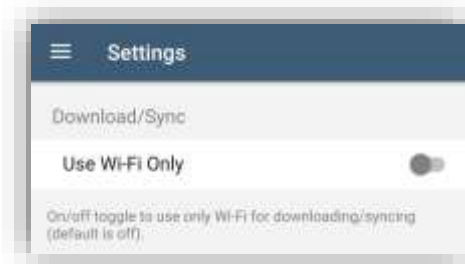


Tap on **Call Us** to auto-populate the Axxess support phone number.

LOG OUT AND SETTINGS

The Log Out and Settings areas are found on the side menu. After logging out, go the Axxess Home Care mobile app to get back in and enter passcode to

resume. The Settings will let users decide if they would like to use only Wi-Fi for downloading/ syncing by switching on (default is off).



Caregivers can set their mobile devices to Spanish to view Spanish translations. Once the primary language on a caregiver's device is set to Spanish, the caregiver can log in to the mobile app to view menu items, error messages and labels in Spanish.