

# **HOSPICE OVERVIEW TRAINING MANUAL**

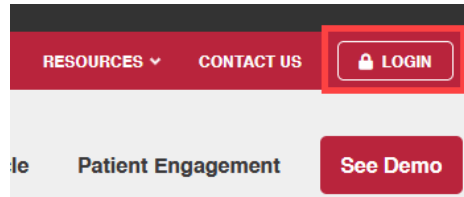
March 2022

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## LOG INTO AXXESS

Navigate to [www.axxess.com](http://www.axxess.com). Select **LOGIN** in the top right of the page.



Input user credentials and select **Secure Login**.



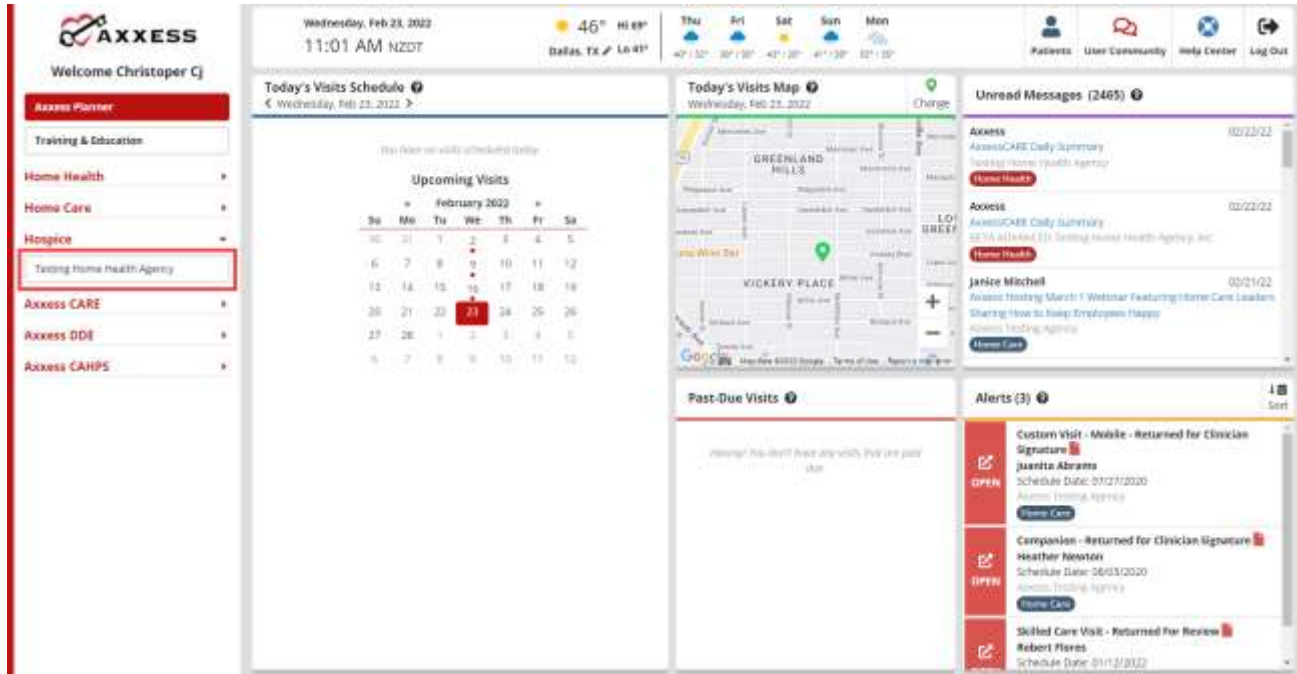
Confirmation appears that Login Successful, select the green **OK** button.



## AXXESS PLANNER

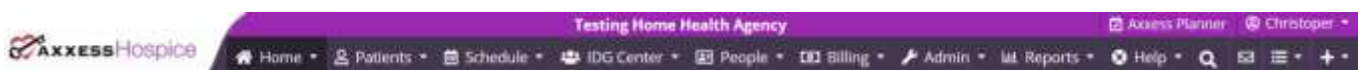
The Axxess Planner displays pertinent information specific to a user. Shortcuts have been placed on the left side of the page to allow for easy access to the Axxess applications the agency is using. Users can also see upcoming visits, past due visits, unread messages, and a map of today's visits. To access patient charts, document a

visit or bill for an individual patient, select the appropriate Axxess application on the left side of the page.



Select **Axxess Planner** in the top right of the Navigation menu to go back to the planner.

**Navigation Menu** - Once logged in, the navigation menu at the top will allow for easy access to the data.

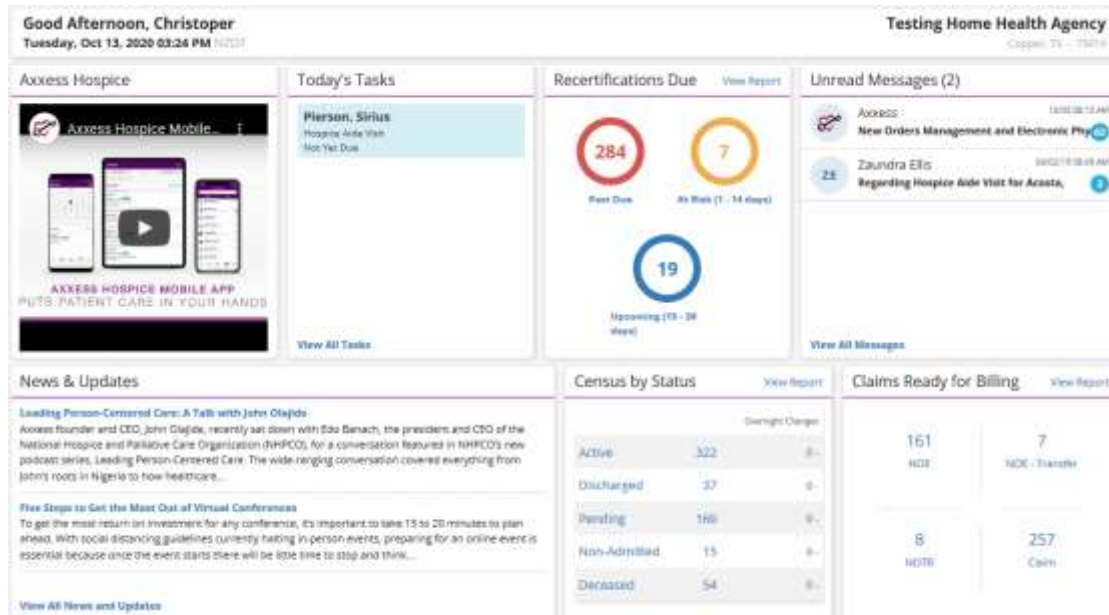


## HOME

The Home menu allows access to the following actions based on permissions granted to the user.



**My Dashboard** - Houses eight tiles that include the welcome panel, video, Today's Tasks, Recertifications Due, Unread Messages, News and Updates, Census by Status and Claims Ready for Billing.



**Pending Co-Signature** - Enables users to stay compliant with the state's Nurse Practice Act and adhere to internal agency policies. The process of co-signing documents can be individualized to meet users' specific needs and streamline agency operations.

Search by Patient Name or MRN

All Patient Status

All Branches

02/14/2022 - 03/14/2022

Tasks: All

Export

Group By:

Patient

Event Date

Task Name

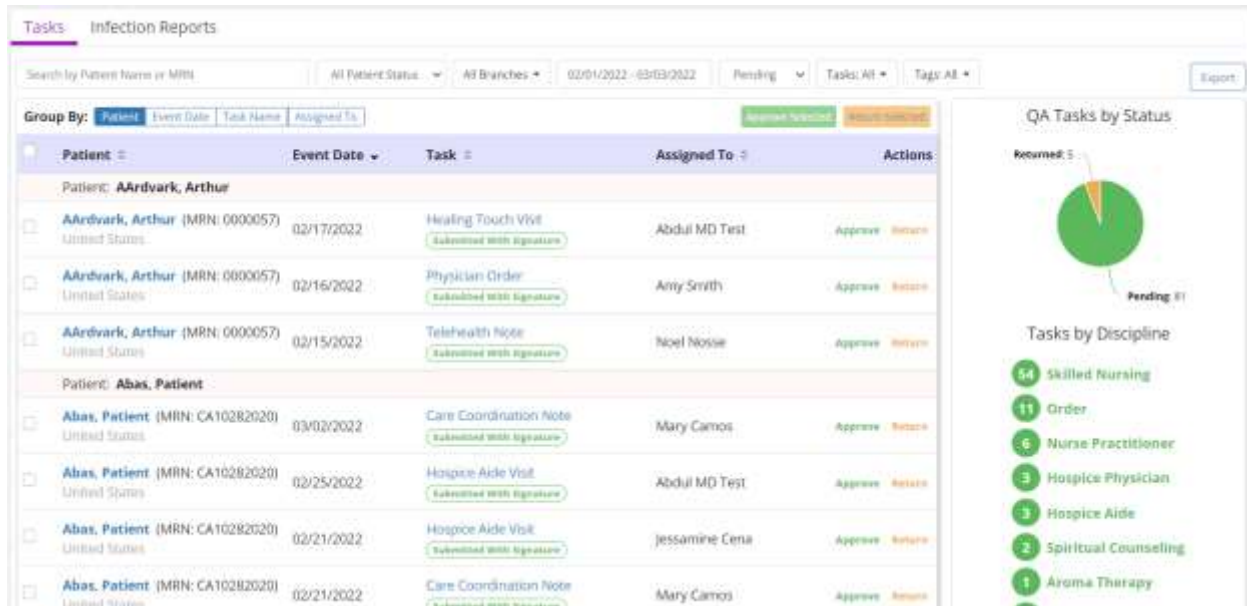
Assigned To

Co-Sign Selection

Return Selection

Patient	Event Date	Task	Assigned To	Actions
Patient: West, Amaya				
<input type="checkbox"/> <div>West, Amaya (MRN: 0000119)</div> <div>United States</div>	03/11/2022	<div>Hypnotherapy Visit</div> <div>Submitted Pending Co-Signature</div>	Abdul MD Test	<div>Co-Sign</div> <div>Return</div> <div>Quick View</div> <div>Message User</div>
<input type="checkbox"/> <div>West, Amaya (MRN: 0000119)</div> <div>United States</div>	03/10/2022	<div>Healing Touch Visit</div> <div>Submitted Pending Co-Signature</div>	Abdul MD Test	<div>Co-Sign</div> <div>Return</div> <div>Quick View</div> <div>Message User</div>
Patient: West, Allyna				
<input type="checkbox"/> <div>West, Allyna (MRN: 0000151)</div> <div>United States</div>	03/07/2022	<div>Healing Touch Visit</div> <div>Submitted Pending Co-Signature</div>	Abdul MD Test	<div>Co-Sign</div> <div>Return</div> <div>Quick View</div> <div>Message User</div>
<input type="checkbox"/> <div>West, Allyna (MRN: 0000151)</div> <div>United States</div>	03/07/2022	<div>Hospice Aide Visit</div> <div>Submitted Pending Co-Signature</div>	Abdul MD Test	<div>Co-Sign</div> <div>Return</div> <div>Quick View</div> <div>Message User</div>
Patient: Moore, Toby				
<input type="checkbox"/> <div>Moore, Toby (MRN: Test00057)</div> <div>United States</div>	03/06/2022	<div>IRN Recertification Assessment</div> <div>Submitted Pending Co-Signature</div>	Jessica Partida	<div>Co-Sign</div> <div>Return</div> <div>Quick View</div> <div>Message User</div>

**Quality Assurance (QA) Center** - The QA Center is where clinical documentation is processed by the QA staff. QA staff can view, approve and return documents from within the QA Center. Functionality is split between the **Tasks** and **Infection Reports** tabs.



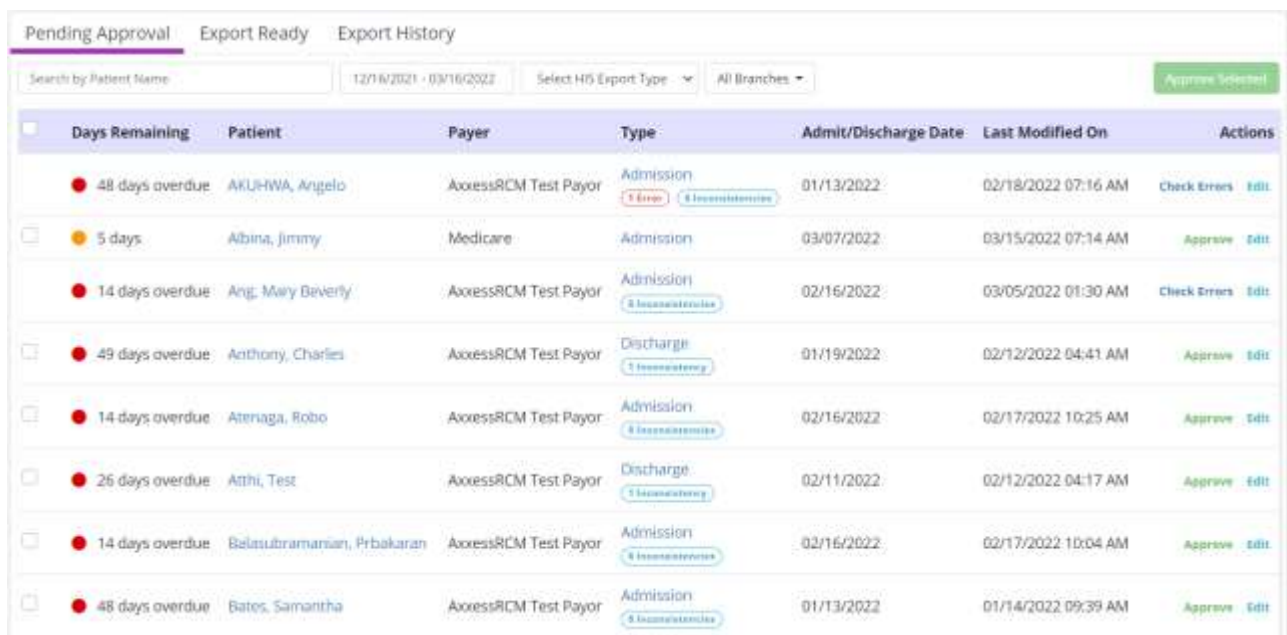
**QA Tasks by Status**

Returned: 5  
Pending: 61

**Tasks by Discipline**

- 54 Skilled Nursing
- 11 Order
- 6 Nurse Practitioner
- 3 Hospice Physician
- 3 Hospice Aide
- 2 Spiritual Counseling
- 1 Aroma Therapy

**HIS Export Manager** - Users can manage the exporting of HIS documents from **Pending Approval**, **Export Ready** and **Export History** tabs.



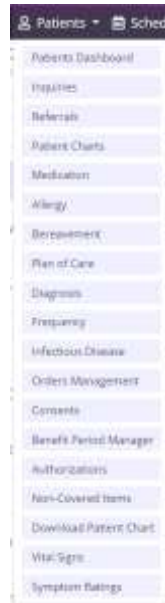
**Pending Approval** | Export Ready | Export History

Search by Patient Name: 12/16/2021 - 03/16/2022 | Select HIS Export Type: All Branches

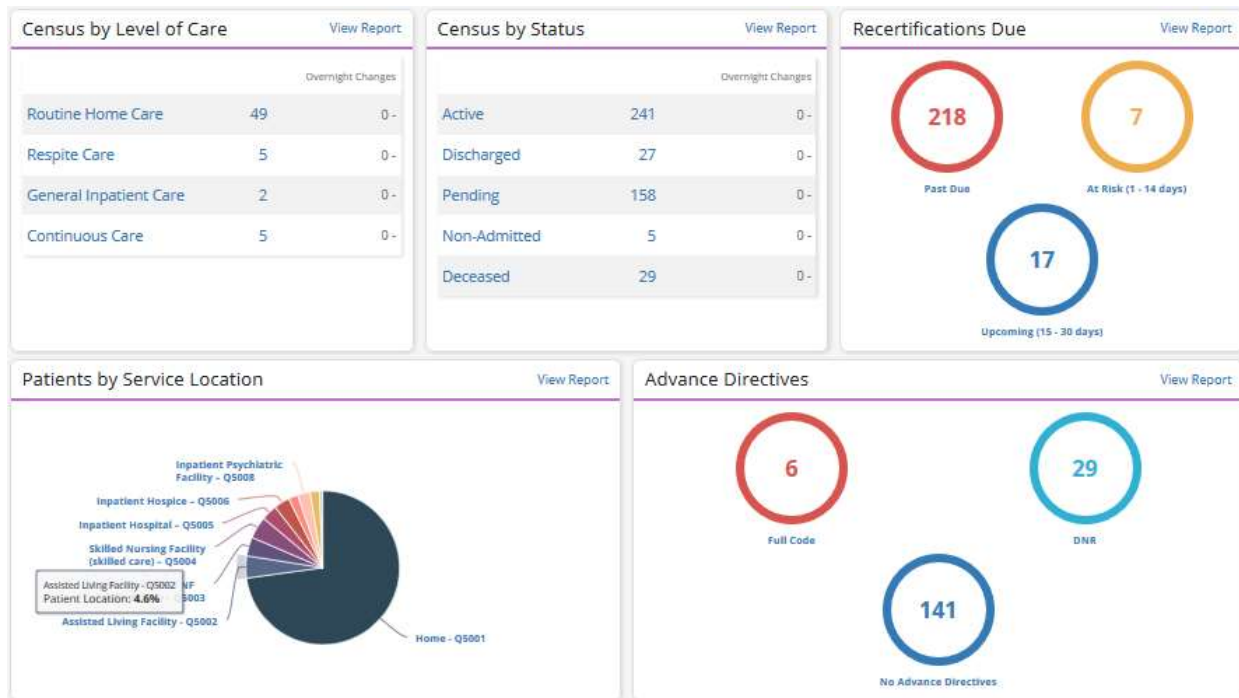
Days Remaining	Patient	Payer	Type	Admit/Discharge Date	Last Modified On	Actions
48 days overdue	AKUHWA, Angelo	AxxessRCM Test Payor	Admission 1 Error 6 Inconsistencies	01/13/2022	02/18/2022 07:16 AM	Check Errors Edit
5 days	Albina, Jimmy	Medicare	Admission	03/07/2022	03/15/2022 07:14 AM	Approve Edit
14 days overdue	Ang, Mary Beverly	AxxessRCM Test Payor	Admission 6 Inconsistencies	02/16/2022	03/05/2022 01:30 AM	Check Errors Edit
49 days overdue	Anthony, Charles	AxxessRCM Test Payor	Discharge 1 Inconsistency	01/19/2022	02/12/2022 04:41 AM	Approve Edit
14 days overdue	Ateraga, Robo	AxxessRCM Test Payor	Admission 6 Inconsistencies	02/16/2022	02/17/2022 10:25 AM	Approve Edit
26 days overdue	Atthi, Test	AxxessRCM Test Payor	Discharge 1 Inconsistency	02/11/2022	02/12/2022 04:17 AM	Approve Edit
14 days overdue	Belasubramanian, Prbakaran	AxxessRCM Test Payor	Admission 6 Inconsistencies	02/16/2022	02/17/2022 10:04 AM	Approve Edit
48 days overdue	Bates, Samantha	AxxessRCM Test Payor	Admission 6 Inconsistencies	01/13/2022	01/14/2022 09:39 AM	Approve Edit

## PATIENTS

The Patients menu allows access to the following actions based on permissions granted to the user.



**Patients Dashboard** - Shows five tiles that keep clinicians up to date on important information including, the Census by Level of Care, Census by Status, Recertifications Due, Patients by Service Location and Advanced Directives.





Search for inquiries by Patient Name...										Line of Service: All	All Branches	Export	Add Inquiry
Inquiry Date	Patient Information	Contact Information	Branch	Service Requested	Assigned Team Member	Follow-Up Date	Comment	Action					
02/24/2022	White, Paul (555) 535-5325		United States	Not Available	Not Available	Not Available	Not Available	Convert to Referral					
02/24/2022	Pande, Sameer (343) 434-5234		United States	Not Available	Not Available	Not Available	Not Available	Convert to Referral					
02/22/2022	Murray, Dejourne (214) 704-0905	Murray, Harriet	United States	Holspice	Penson, Christopher	02/28/2022		Convert to Referral					
02/14/2022	Sharma, Shikha (214) 575-7711		United States	Not Available	Not Available	Not Available	Not Available	Convert to Referral					

Search the Referrals by Patient Name...										Line of Service: All	All Branches	Export	Add Referral
Referral Date	Patient Name	Branch	Line of Service	Referral Source	Date of Birth	Gender	Created By	Actions					
02/16/2022	Doe, John	United States	Hospice	Physician	01/01/1960	Male	Jose Lopez	Notes	Consent to Proceed	New Admit	🔍	🗑️	
02/16/2022	Galloway, Serika	United States	Hospice	Physician	02/06/1950	Female	Serika Galloway	Notes	Consent to Proceed	New Admit	🔍	🗑️	
02/15/2022	Mafajan, Ibrahim	United States	Hospice	Physician	02/06/1998	Male	Ibrahim Mafajan	Notes	Consent to Proceed	New Admit	🔍	🗑️	
02/15/2022	Riggins, Sara	United States	Hospice	Other	06/04/1970	Female	Sara Riggins	Notes	Consent to Proceed	New Admit	🔍	🗑️	
02/15/2022	BIATHNAGAR, ANHAT	United States	Hospice	Physician	12/21/1940	Female	Anhat Biathnagar	Notes	Consent to Proceed	New Admit	🔍	🗑️	
02/14/2022	Noack, Izzy	United States	Hospice	Other	08/17/2006	Male	Heidi Noack	Notes	Consent to Proceed	New Admit	🔍	🗑️	
02/13/2022	P Lin test, P Ph test	United States	Hospice	Physician	02/03/2022	Female	Serika Galloway	Notes	Consent to Proceed	New Admit	🔍	🗑️	
02/07/2022	Hinkels, Pamela	United States	Hospice	Other	11/19/1954	Female	Pamela Hinkels	Notes	Consent to Proceed	New Admit	🔍	🗑️	
01/17/2022	Gangwarner, Jayalshri	United States	Hospice	Other	08/29/1950	Female	Jayalshri Gangwarner	Notes	Consent to Proceed	New Admit	🔍	🗑️	
01/12/2022	Bokaj, Goodness	United States	Hospice	Other	03/05/1970	Female	Sarnad Bokaj	Notes	Consent to Proceed	New Admit	🔍	🗑️	
1 2 3 4 5 6 7 8 9 10 208 total results													
Show 10 entries													

**Branch** All ▾

**Status** Active ▾

**Level of Care** All ▾

**Q Search Patient...**

Aardvark, Arthur  
Active

Alonso, Agustin  
Active

Abas, Patient  
Active

Accord, Angel  
Active

Accord, Charlemagne  
Active

Adams, Abigail  
Active

Adams, Monica  
Active

**Aardvark, Arthur** AARDVARK, ARTHUR 6000067 S&P Profile

Male • 58 Years Old • General Inpatient Care • Not Active

📍 1 North Central Avenue, Phoenix, AZ 📞 (225) 867 5309 📅 02/14/1964

**Benefit Period:** View 01/04/2022 - 03/04/2022
**Admission Date:** 01/04/2022
**Terminal Diagnosis:** Huntington's Disease

**Attending Physician:** WREN, CHARLES
**Medicare Number:** JH49TS0EAE
**Medicaid Number:** Z9075688

[Print Encounter](#)  
[Manage Encounters](#)

**Quick Links**

- Allergy
- Benchmark
- Diagnosis
- Frequency
- Infection Disease
- Medication
- Non-Covered Items

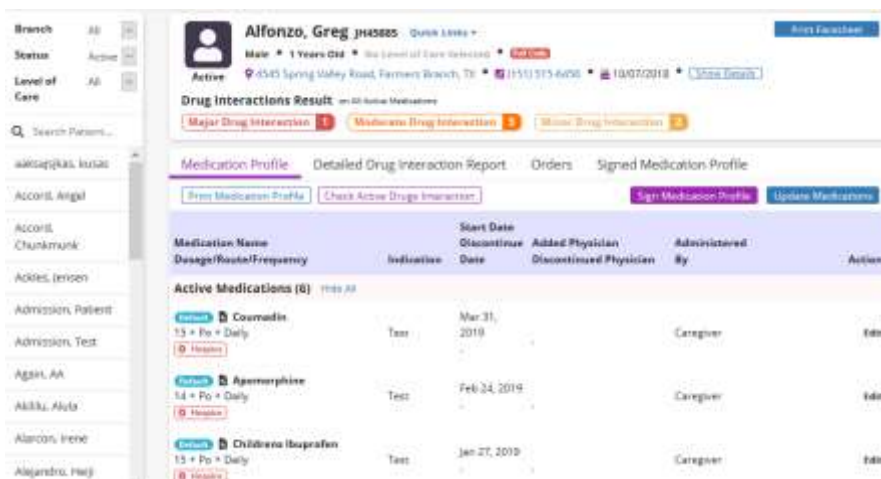
**Tasks** [View Patient Schedule](#)

All ▾ | All Disciplines ▾ | All Task Statuses ▾

<input type="checkbox"/>	Task	Status	Schedule Start	Schedule End	Assigned To	Action
<input type="checkbox"/>	Attending Physician Certification of Terminal Illness	Not Yet Due	Mar 02, 2022	-	Amrita Deshpande	<a href="#"></a> <a href="#"></a> <a href="#"></a> <a href="#"></a>
<input type="checkbox"/>	Care Coordination Note	Not Yet Due	Mar 02, 2022	-	Noel Nisco	<a href="#"></a> <a href="#"></a> <a href="#"></a> <a href="#"></a>
<input type="checkbox"/>	Telehealth Note	Not Yet Due	Mar 05, 2022	-	Noel Nisco	<a href="#"></a> <a href="#"></a> <a href="#"></a> <a href="#"></a>



**Medication** - See all patients Medication list with functionality to add, edit, discontinue, delete, print, sign, copy meds and view interactions. Functionality is split between the **Medication Profile**, **Detailed Drug Interaction Report**, **Orders** and **Signed Medication Profile** tabs.



**Alfonso, Greg** Quick Links [Add Favorite](#)

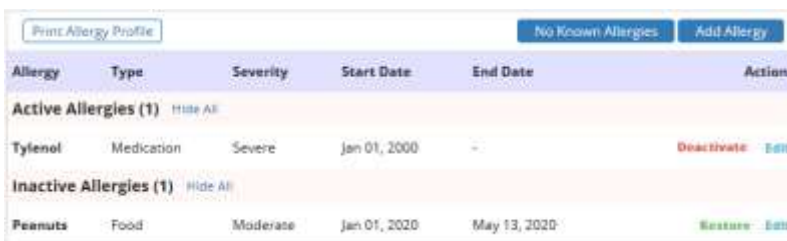
**Drug Interactions Result:** [Major Drug Interactions](#) [Moderate Drug Interactions](#) [Minor Drug Interactions](#)

**Medication Profile** | Detailed Drug Interaction Report | Orders | Signed Medication Profile

[View Medication Profile](#) [Check Active Drug Interactions](#) [Sign Medication Profile](#) [Update Medications](#)

Medication Name Dosage/Route/Frequency	Indication	Start Date Discontinue Date	Added Physician Discontinued Physician	Administered By	Actions
<b>Active Medications (8)</b> <small>Hide All</small>					
<a href="#">View Details</a> <a href="#">Add</a> <b>Coumadin</b> 1.5 + Po + Daily	Test	Mar 31, 2019		Caregiver	<a href="#">Edit</a>
<a href="#">View Details</a> <a href="#">Add</a> <b>Apomorphine</b> 1.4 + Po + Daily	Test	Feb 24, 2019		Caregiver	<a href="#">Edit</a>
<a href="#">View Details</a> <a href="#">Add</a> <b>Childrens Ibuprofen</b> 15 + Po + Daily	Test	Jan 27, 2019		Caregiver	<a href="#">Edit</a>

**Allergy** - See active and inactive allergy lists with functionality to add, edit, deactivate, restore and print allergies.



[Print Allergy Profile](#) [No Known Allergies](#) [Add Allergy](#)

Allergy	Type	Severity	Start Date	End Date	Actions
<b>Active Allergies (1)</b> <small>Hide All</small>					
Tylenol	Medication	Severe	Jan 01, 2000	-	<a href="#">Deactivate</a> <a href="#">Edit</a>
<b>Inactive Allergies (1)</b> <small>Hide All</small>					
Peanuts	Food	Moderate	Jan 01, 2020	May 13, 2020	<a href="#">Restore</a> <a href="#">Edit</a>

**Bereavement** - Bereavement Plan of Care enables users to document goals, interventions and services related to bereavement before and after a patient's death. Functionality is split between the **Bereavement Plan of Care** and **History** tabs



**Bereavement Plan of Care** | History [Print](#) [Download](#) [Update Bereavement POC](#)

**Patient Information**

Patient Name	Patient ID/MR Number	Date of Birth	Date of Admission
Arthur A. Hark	000037	02/14/1964	01/04/2022
Date of Death	Terminal Diagnosis	Bereavement Discharge Date	
01/04/2022	G10 Huntington's Disease	01/04/2022	

**Bereaved Information**

[Add Additional Bereaved](#)

**Bereavement Goals, Interventions & Services**

**Plan of Care** - See all patient's Plan of Care with functionality to view historic, update, add or remove problem statements, interventions and goals. Functionality is split between the **Comprehensive Plan of Care**, **Problems Statements** and **History** tabs.

Comprehensive Plan Of Care
Problem Statements
History
Print
Download

**Patient Information**

<b>First Name</b>	<b>MI</b>	<b>Last Name</b>	<b>Suffix</b>	<b>Date of Birth</b>	<b>Gender</b>	<b>MRN</b>
Angel	h	Accord		08/15/1960	Female	Accord010
<b>Address Line 1</b>		<b>Address Line 2</b>	<b>City</b>	<b>State</b>	<b>ZIP</b>	<b>Medicare Number</b>
16000 Dallas Pkwy			Dallas	TX	752486607	321654987A
<b>Medicare Beneficiary Identification</b>	<b>Location</b>	<b>PhoneNumber</b>				
56985478965	Home - Q5001	Home: (214) 575-7711				
<b>Legal Representative</b>	<b>Attending Physician</b>					
	JONES, ZAUNDRA NPI: 1902803224 4591 SOCASTEE BLVD MYRTLE BEACH, SC 295887209 (843) 497-5929 (Office), (843) 293-1115 (Fax)					
<b>Admission Date</b>	<b>Level of Care</b>	<b>Benefit Period Start Date</b>		<b>Benefit Period End Date</b>		
11/13/2019		05/11/2020		07/09/2020		

**Provider Information**

<b>Provider Name</b>	<b>Provider NPI</b>	<b>Address Line 1</b>	<b>Address Line 2</b>	<b>City</b>
Testing Home Health Agency, Inc	1234567899	Dallas Parkway 16000	1717 E Belt Line Road	Coppell
<b>State</b>	<b>ZIP</b>			
TX	75019			

**Diagnosis** - View, edit, print and/or download when diagnoses have been added, updated or removed.

Saved By		Date	Actions		
Matthew Abbott		09/22/2020	Action in Progress		
ICD-10 Code	Description	Related	Start Date	Resolved Date	Actions
I67.1	<span>Terminated Diagnosis</span> Cerebral aneurysm, nonruptured		04/01/2020	Current	<a href="#">✕</a>
I30.0	Acute nonspecific idiopathic pericarditis	Yes	02/01/2020	Current	<a href="#">✕</a>
G30.1	Alzheimer's disease with late onset	Yes	01/01/2020	Current	<a href="#">✕</a>
I10	Essential (primary) hypertension	Yes	09/22/2020	Current	<a href="#">✕</a>
<div>Cancel</div>					
Jean Santos		04/01/2020			<a href="#">View Details</a> <a href="#">✕</a> <a href="#">+</a>
Jean Santos		04/01/2020			<a href="#">View Details</a> <a href="#">✕</a> <a href="#">+</a>
Saikh Krishna Vinnakota		02/20/2020			<a href="#">View Details</a> <a href="#">✕</a> <a href="#">+</a>

**Frequency** - View active, inactive and discontinued frequencies from all benefit periods for all disciplines. There is also functionality to update and print frequencies.

Disciplines All		Benefit Period	05/28/2020 - 07/26/2020		Date Range	05/28/2020 - 07/26/2020		Expand All	Collapse All	Update Frequencies
Discipline	Visit Frequency	PRN	Start Date	End Date	Scheduled Visits	Available Visits	Action			
Active Frequencies (4) <a href="#">Hide All</a>										
Dietary Counselor	<a href="#">2w2</a>	No	Jun 15, 2020	Jun 27, 2020	0	4				
Medical Social Worker	<a href="#">1w1</a>	No	Jun 15, 2020	Jun 20, 2020	0	1				
Skilled Nurse	<a href="#">2w2</a>	No	Jun 15, 2020	Jun 27, 2020	1	1	<a href="#">View Scheduled Tasks</a>			
Skilled Nurse	<a href="#">1</a>	Yes <a href="#">🗨</a>	Jul 25, 2020	Jul 26, 2020	0	1				
Discontinued Frequencies (1) <a href="#">Hide All</a>										
Skilled Nurse	<a href="#">2w2</a>	No	Jun 15, 2020	Jun 27, 2020	0	0				

**Infectious Disease** - Add and view COVID-19 screenings.

<a href="#">Add COVID-19 Screening</a>							
Entered By	Type of Screening	Person Screened	Name	Screening Date	Screening Results	Risk Level	Actions
Christopher CJ	COVID-19	Patient	Accord, Angel	10/15/2020	Yes- 1/4 questions	Low	<a href="#">View</a>
Jordyn Waugh	COVID-19	Patient	Accord Angel	04/02/2020	Yes- 0/4 questions	High	<a href="#">View</a>
Matthew Abbott	COVID-19	Patient	Accord Angel	03/30/2020	Yes- 1/4 questions	Low	<a href="#">View</a>
Joan Zachariah	COVID-19	Patient	Accord Angel	03/27/2020	Yes- 2/4 questions	Low	<a href="#">View</a>
Charishma Damuluri	COVID-19	Patient	Accord Angel	03/24/2020	Yes- 1/4 questions	Low	<a href="#">View</a>
+ 1 - 5 total results <span>Show 10 entries</span>							

**Orders Management** - Orders are split into three sections: **To Be Sent** for orders ready to be sent for signature; **Pending Signature** for orders that were sent for signature and are expected back; **Completed Orders** to view and track completed orders.

To Be Sent Pending Signature Completed Orders										
Search by Patient Name		Search by Physician		Type to Filter Type	Order Date	Age All	Branch All	Team All	Delivery Method All	<a href="#">Mark Suspended as Sent</a>
Age of Order	Patient	Team	Physician	Delivery Method	Type	Order Date	Date Approved	Order Preview	Actions	
1 days	CJL, Amanda	Axxess Academy	Ralph Doolittle	Physician Order	Physician Order	02/17/2022	02/17/2022	Update Delivery Method	Mark as Sent	
1 days	Agan, Cheyenne	Team Stars	OWAS LOONH	Physician Order	Physician Order	02/17/2022	02/17/2022	Update Delivery Method	Mark as Sent	
2 days	Avonch, Arthur	ABC Team	Jose Lopez	Mail	Physician Order	02/16/2022	02/16/2022	Update Delivery Method	Mark as Sent	
2 days	Larson, Karl	Axxess Academy	Ralph Doolittle	Initial Plan of Care	Initial Plan of Care	02/16/2022	02/16/2022	Update Delivery Method	Mark as Sent	
2 days	RoseTest, AmyHester	Axxess Team	Ralph Doolittle	Physician Order	Physician Order	02/16/2022	02/16/2022	Update Delivery Method	Mark as Sent	
2 days	RoseTest, AmyHester	Axxess Team	Ralph Doolittle	Physician Order	Physician Order	02/16/2022	02/16/2022	Update Delivery Method	Mark as Sent	

**Consents** - Upload, manage and track electronic consent forms and other important documents that the patient/caregiver must sign before starting hospice care.

<div> <span>✔ Signed</span> <span>⚠ Not Signed</span> <span>✖ Refused</span> </div>				
Admission Date	Document Type	Date Signed	Status	Actions
10/28/2020	Consents	02/25/2022	✔	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">More</a>
10/28/2020	Advance Directives	Not Available	⚠	<a href="#">Mark as Signed</a> <a href="#">Refused to Sign</a> <a href="#">View</a> <a href="#">More</a>
Not Available	Hospice Physician Certification of Terminal Illness	Not Available	⚠	<a href="#">Mark as Signed</a> <a href="#">Refused to Sign</a> <a href="#">View</a> <a href="#">More</a>
Not Available	Face-to-Face	Not Available	⚠	<a href="#">Mark as Signed</a> <a href="#">Refused to Sign</a> <a href="#">View</a> <a href="#">More</a>
Not Available	Advance Directives	Not Available	⚠	<a href="#">Mark as Signed</a> <a href="#">Refused to Sign</a> <a href="#">View</a> <a href="#">More</a>
10/28/2020	Hospice Election Statement	07/22/2021	✖	<a href="#">View</a> <a href="#">More</a>

**Benefit Period Manager** - Update and correct benefit period information when corrections or adjustments are needed.

Admission Date	Discharge Date	Associated Benefit Periods	Type	Actions
10/28/2020	<a href="#">Current Admission Period</a>	Current	8	New Admission <a href="#">View Detail in Progress</a>
Benefit Period Number	Benefit Period Start Date	Benefit Period End Date	Reporting	Actions
8 <a href="#">Current Benefit Period</a>	02/20/2022	04/20/2022	✔	No Actions
7	12/22/2021	02/19/2022		<a href="#">Use for Recertification Reporting</a>
6	10/23/2021	12/21/2021		<a href="#">Use for Recertification Reporting</a>
5	08/24/2021	10/22/2021		<a href="#">Use for Recertification Reporting</a>
4	06/25/2021	08/23/2021		<a href="#">Use for Recertification Reporting</a>
3	04/26/2021	06/24/2021		<a href="#">Use for Recertification Reporting</a>
2	01/26/2021	04/25/2021		<a href="#">Use for Recertification Reporting</a>
1	10/28/2020	01/25/2021		<a href="#">Edit</a> <a href="#">Use for Recertification Reporting</a>
<a href="#">Cancel</a>				

**Authorizations** - Identify payers that require authorization and track authorizations seamlessly.

Payers: All

Add Authorization

Authorization Number	Insurance	Authorization Type	Start Date	End Date	Status	Actions
123654987	Tricare Mango	Date Range + Authorized Units	03/01/2022	03/31/2022	Active	<a href="#">Edit</a> <a href="#">View Service</a> <a href="#">Delete</a>
ZE02282022	Tricare Mango	Date Range + Authorized Units	02/01/2022	02/28/2022	Active	<a href="#">Edit</a> <a href="#">View Service</a> <a href="#">Delete</a>

1

2 total results

Show

10

entries

**Non-Covered Items** - Document notification of a patient's or caregiver's request for an addendum to the election statement by generating, mark as signed, refused to sign, edit, print, download or remove.

<span>✓ Mark as Signed</span> <span>⚠ Not Signed</span> <span>✗ Refused to Sign</span> <span>Generate Addendum</span>						
Requested Date	Requested By	Name	Addendum Status	Signature Status	Signature Date	Actions
11/06/2020	Patient	Abas, Patient	Created	⚠	Not Available	<a href="#">Edit</a> <a href="#">Print</a> <a href="#">Download</a> <a href="#">Remove</a>
09/28/2021	Patient	Abas, Patient	Furnished	⚠	Not Available	<a href="#">Mark as Signed</a> <a href="#">Refused to Sign</a> <a href="#">Edit</a> <a href="#">Print</a> <a href="#">Download</a> <a href="#">Remove</a>
02/25/2022	Patient	Abas, Patient	Created	⚠	Not Available	<a href="#">Edit</a> <a href="#">Print</a> <a href="#">Download</a> <a href="#">Remove</a>
<span>1</span> 3 total results <span>Show 5 entries</span>						

**Download Patient Chart** - Download and print multiple documents at once or the entire patient chart.

Branch

Branches: All

Search By

Benefit Period

Date Range

Document Status

Document Status: All

Patient Status

Patient Status: All

Benefit Period \*

Benefit Periods: All

Patient \*

Type to Search Patient...

Categories

All Categories

Request Documents

Requested On	Requested By	Status	Branch	Date Range	Patient	Actions
01/12/2022	Buffington, Crystal	Exported	United States	12/01/2021 - 01/31/2022	Buffington, Lilo	Export
01/12/2022	Sin, Charmaine	Exported	United States	-	Mendes, Amanda	Export
01/12/2022	Sin, Charmaine	Exported	United States	-	Mendes, Amanda	Export

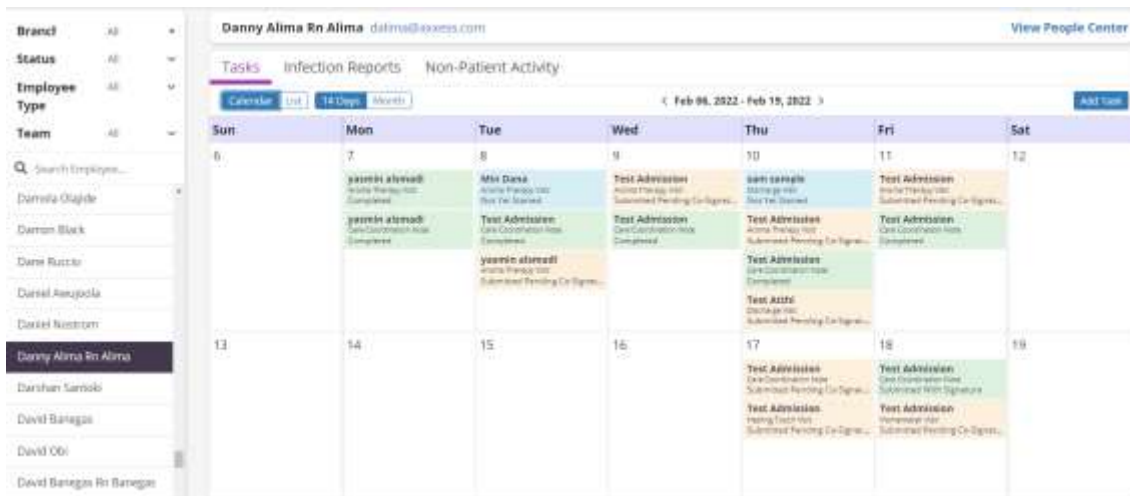
**Vital Signs** - View vital sign logs that enable clinicians to monitor patient status and provide helpful insights into eligibility and treatment decisions. Functionality is split between the **Vital Signs** and **Additional Measurements** tabs.

Vital Signs		Additional Measurements									
Date Range:		11/25/2021 - 02/24/2022									
Date	Entered By	Task	Pulse	Blood Pressure (mmHg)	Temperature	Respirations (/min)	O2 Saturation (%)	Actions			
02/15/2022	Partida, Jessica	Skilled Nurse Visit	76 Apical Sitting	173/85 Sitting (L)	98 °F Oral	10	15 On Oxygen	No Actions			
02/07/2022	Partida, Jessica	Skilled Nurse Visit	58 Apical Standing	186/80 Lying (R)	96 °F Temporal	10	10 On Room Air	No Actions			
01/26/2022	Partida, Jessica	Skilled Nurse Visit	68 Apical Lying	173/85 Lying (L)	89 °F Temporal	10	15 On Oxygen	No Actions			
1		3 total results							Show	50	entries





**Employee Schedule** - See all employees schedules with the same functionality as the Patient Schedule and see **Infection Reports** and add **Non-Patient Activity**.



Branch	Status	Employee Type	Team
All	All	All	All

**Danny Alima Rn Alima** [dalima@axxess.com](#) [View People Center](#)

Tasks Infection Reports Non-Patient Activity

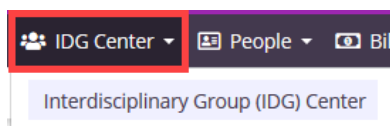
Calendar List 14 Days Month

< Feb 06, 2022 - Feb 15, 2022 > [Add Task](#)

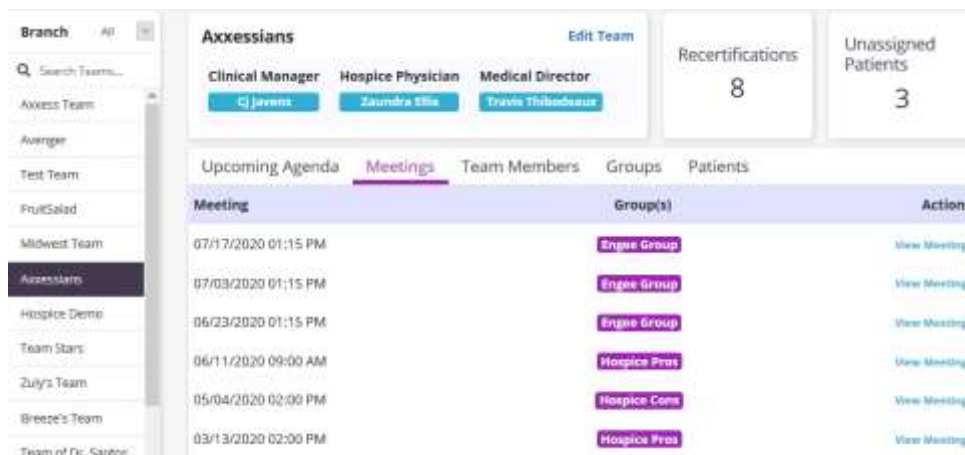
Sun	Mon	Tue	Wed	Thu	Fri	Sat
6	7	8	9	10	11	12
	<p><b>yamin alimadi</b> Admin Pending Visit Completed</p> <p><b>yamin alimadi</b> Care Coordination Visit Completed</p>	<p><b>Mr. Dana</b> Admin Pending Visit Not Yet Started</p> <p><b>Test Admission</b> Care Coordination Visit Completed</p> <p><b>yamin alimadi</b> Admin Pending Visit Submitted Pending Co-Signature</p>	<p><b>Test Admission</b> Admin Pending Visit Submitted Pending Co-Signature</p> <p><b>Test Admission</b> Care Coordination Visit Completed</p>	<p><b>Test Admission</b> Admin Pending Visit Submitted Pending Co-Signature</p> <p><b>Test Admission</b> Admin Pending Visit Submitted Pending Co-Signature</p> <p><b>Test Admission</b> Care Coordination Visit Completed</p>	<p><b>Test Admission</b> Admin Pending Visit Submitted Pending Co-Signature</p> <p><b>Test Admission</b> Care Coordination Visit Completed</p>	
13	14	15	16	17	18	19
				<p><b>Test Admission</b> Care Coordination Visit Submitted Pending Co-Signature</p> <p><b>Test Admission</b> Admin Pending Visit Submitted Pending Co-Signature</p>	<p><b>Test Admission</b> Care Coordination Visit Submitted Pending Co-Signature</p> <p><b>Test Admission</b> Admin Pending Visit Submitted Pending Co-Signature</p>	

## IDG CENTER

The IDG Center menu allows access to the Interdisciplinary Group (IDG) Center based on permissions granted to the user.



**Interdisciplinary Group (IDG) Center** - Gives users complete control over IDG meeting processes. All information is accessible/consolidated in a central location for easy management of all IDG-related tasks.



**Branch** All

**Axxessians** [Edit Team](#)

**Clinical Manager** [Javens](#) **Hospice Physician** [Saundra Ellis](#) **Medical Director** [Travis Thibodeaux](#)

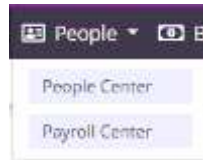
**Recertifications** 8 **Unassigned Patients** 3

**Upcoming Agenda** **Meetings** **Team Members** **Groups** **Patients**

Meeting	Group(s)	Actions
07/17/2020 01:15 PM	<a href="#">Engage Group</a>	<a href="#">View Meeting</a>
07/03/2020 01:15 PM	<a href="#">Engage Group</a>	<a href="#">View Meeting</a>
06/23/2020 01:15 PM	<a href="#">Engage Group</a>	<a href="#">View Meeting</a>
06/11/2020 09:00 AM	<a href="#">Hospice Pros</a>	<a href="#">View Meeting</a>
05/04/2020 02:00 PM	<a href="#">Hospice Cons</a>	<a href="#">View Meeting</a>
03/13/2020 02:00 PM	<a href="#">Hospice Pros</a>	<a href="#">View Meeting</a>

## PEOPLE

The People menu allows access to the People Center based on permissions granted to the user.



**People Center** - See all employee files with functionality to view information (including the schedule), make edits, reassign visits and links to send messages and employee schedules.

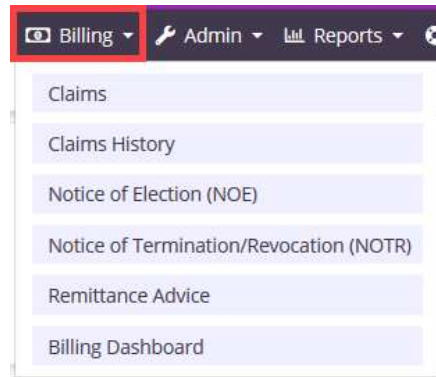


**Payroll Center** - Generate payroll export files with the data elements and formatting required by the organization's payroll vendor. Functionality is split between the **Pending Approval**, **Approved/Pending Export** and **Exported/Paid** tabs.

Export/Paid Status	Export/Paid Date	Batch ID	Branch	Line of Service	Team	Employee Name	Patient Name	Level of Care	Visit Date	Visit/Task/Activity
Created			United States		Team ...	Amerson, Wendy			08/30/2021	Care Management
Created			United States		Team ...	Amerson, Wendy			08/30/2021	ICG Meeting
Created			United States	Hospice	Team Party	Adams, Preshika	Adams, Bill	Routine Home Care	09/30/2021	Psychosocial Visit
Created			United States	Hospice	TEST	Sn, Charmaine	Testing1, Ron	Routine Home Care	09/30/2021	Skilled Nurse Visit
Created			United States	Hospice	TEST	Sn, Charmaine	Testing2, Ron	Routine Home Care	10/01/2021	Skilled Nurse Visit
Created			United States	Hospice	File ID	Amerson, Preshika	Parker, Henry		10/01/2021	RN Initial Comprehensive...
Created			United States	Hospice	TEST	Sn, Charmaine	Testing14, Sandy	Routine Home Care	10/01/2021	RN Initial Comprehensive...
Created			United States	Hospice	TEST	Sn, Charmaine	Testing15, Sandy	Routine Home Care	10/01/2021	RN Initial Comprehensive...
Created			United States	Hospice	TEST	Sn, Charmaine	Testing1, Spot	Routine Home Care	10/01/2021	RN Initial Comprehensive...
Created			United States	Hospice	TEST	Sn, Charmaine	Testing1, Henry	Routine Home Care	10/01/2021	RN Initial Comprehensive...
Created			United States	Hospice	TEST	Sn, Charmaine	Testing15, Sandy	Routine Home Care	10/01/2021	RN Initial Comprehensive...

## BILLING

The Billing menu allows access to the following actions based on permissions granted to the user. **NOTE: See Billing manual for further details.**



**Claims** - Search, create, delete, verify and submit claims. Also check the status, verify, follow up, download and print claims.

All Branches ▾
All Statuses ▾
Payers: All ▾
New Claim
Submit Selected
Delete Selected

Hover on 🟢 🟡 🔴 icons in the table for more information 🟢 Ready 🟡 Missing 🔴 Not Ready

Type	Patient	Claim Date Range	Expected	Prior Claim Status	Visits Completed	Orders Completed	Claim Verified	Actions
<input type="checkbox"/> <span>🔴</span> 812 1st Claim <span>1 Error</span>	West, Redi	11/01/2021 - 11/30/2021	\$5,980.78	<span>Created</span>	<span>🟢</span>	<span>🟢</span>	<span>🔴</span>	Verify <span>📄</span> <span>👤</span>
<input type="checkbox"/> <span>🔴</span> 812 1st Claim <span>1 Error</span>	West, Abby	11/01/2021 - 11/30/2021	\$5,980.78	<span>Created</span>	<span>🟡</span>	<span>🟢</span>	<span>🔴</span>	Verify <span>📄</span> <span>👤</span>
<input type="checkbox"/> <span>🔴</span> 812 1st Claim <span>1 Error</span>	West, Mary	12/01/2021 - 12/31/2021	\$6,180.14	<span>Created</span>	<span>🟢</span>	<span>🟢</span>	<span>🔴</span>	Verify <span>📄</span> <span>👤</span>
<input type="checkbox"/> <span>🔴</span> 812 1st Claim <span>1 Error</span>	West, Jay	01/01/2022 - 01/31/2022	\$6,180.14	<span>Created</span>	<span>🟢</span>	<span>🟢</span>	<span>🔴</span>	Verify <span>📄</span> <span>👤</span>
<input type="checkbox"/> <span>🔴</span> 812 1st Claim <span>1 Error</span>	West, Crystal	01/01/2022 - 01/31/2022	\$6,180.14	<span>Created</span>	<span>🟢</span>	<span>🟢</span>	<span>🔴</span>	Verify <span>📄</span> <span>👤</span>
<input type="checkbox"/> <span>🔴</span> 812 1st Claim <span>1 Error</span>	West, Maine	01/01/2022 - 01/31/2022	\$6,180.14	<span>Created</span>	<span>🟡</span>	<span>🟡</span>	<span>🔴</span>	Verify <span>📄</span> <span>👤</span>
<input type="checkbox"/> <span>🔴</span> 812 1st Claim <span>1 Error</span>	West, James	02/01/2022 - 02/28/2022	\$5,582.06	<span>Created</span>	<span>🟢</span>	<span>🟢</span>	<span>🔴</span>	Verify <span>📄</span> <span>👤</span>
<input type="checkbox"/> <span>🔴</span> 812 1st Claim <span>1 Error</span>	West, Karry	02/01/2022 - 02/16/2022	\$3,189.75	<span>Created</span>	<span>🟡</span>	<span>🟢</span>	<span>🔴</span>	Verify <span>📄</span> <span>👤</span>
<input type="checkbox"/> <span>🔴</span> 812 1st Claim <span>1 Error</span>	West, Opal	03/01/2022 - 03/09/2022	\$1,794.23	<span>Created</span>	<span>🟢</span>	<span>🟡</span>	<span>🔴</span>	Verify <span>📄</span> <span>👤</span>
<input type="checkbox"/> <span>🔴</span> 812 1st Claim	Houston, West	12/01/2021 - 12/31/2021	Not Applicable	<span>Created</span>	<span>🟢</span>	<span>🟢</span>	<span>🔴</span>	Verify <span>📄</span> <span>👤</span>
<input type="checkbox"/> <span>🔴</span> 813 Continuing Claim	Houston, West	01/01/2022 - 01/31/2022	Not Applicable	<span>Created</span>	<span>🟡</span>	<span>🟡</span>	<span>🔴</span>	Verify <span>📄</span> <span>👤</span>

**Claims History** - Check the status of all claims for patients including functionality to create a new NOE, NOTR and/or Claim. Also make edits, print, download and delete.

Branch: All Status: All Level of Care: All

Search Patient...

Accord, Angel MRN: Accord010 Medicare Number: 321654987A View Patient Chart New NOE New NOTR New Claim

Type	Claim Range	Status	Claim Amount	Expected	Payments	Adjustments	Balance	Billed Date	Payment Date	Actions
813 Continuing Claim	09/01/2020 - 09/30/2020	Created	\$0.00	Not Applicable	\$0.00	\$0.00	\$0.00	Not Available	Not Available	
812 1st Claim	08/01/2020 - 08/31/2020	Created	\$0.00	Not Applicable	\$0.00	\$0.00	\$0.00	Not Available	Not Available	
813 Continuing Claim	08/01/2020 - 08/31/2020	Created	\$0.00	Not Applicable	\$0.00	\$0.00	\$0.00	Not Available	Not Available	
813 Continuing Claim	07/01/2020 - 07/31/2020	Created	\$0.00	Not Applicable	\$0.00	\$0.00	\$0.00	Not Available	Not Available	
813 Continuing Claim	06/01/2020 - 06/30/2020	Saved	\$0.00	Not Applicable	\$0.00	\$0.00	\$0.00	Not Available	Not Available	
813 Continuing Claim	05/01/2020 - 05/31/2020	Created	\$0.00	Not Applicable	\$0.00	\$0.00	\$0.00	Not Available	Not Available	

**Notice of Election (NOE)** - Check the status, verify, print, download, submit, delete (individually or in bulk) and create new NOE's.

Search: west All Branches All Statuses New NOE Submit Selected

Click the icons in the table for more information Ready Missing Not Ready

Type	Patient	Admission Date	Election Form	Certificate of Terminal Illness	Initial Assessment	NOE Verified	Actions
81A NOE	Houston, West	12/01/2021					Verify
81A NOE	Houston, West	12/01/2021					Verify
81A NOE	West, Atlanta	10/14/2020					Verify
81A NOE	West, Redfi	11/01/2021					Verify
81A NOE	West, Jennifer	11/01/2021					Verify
81A NOE	West, John	11/01/2021					Verify
81A NOE	West, Abby	11/01/2021					Verify
81A NOE	West, Emily	12/01/2021					Verify
81A NOE	West, Sharon	12/01/2021					Verify
81A NOE	West, Sharon	12/04/2021					Verify
81A NOE	West, Joe	10/01/2021					Verify

**Notice of Termination/Revocation (NOTR)** - Check the status, verify, print, follow up, download, submit, delete (individually or in bulk) and create new NOTR's.

Search by Patient Name		All Branches	All Statuses	New NOTR	Submit Selected	Delete Selected
Click the <span style="color: green;">●</span> <span style="color: orange;">●</span> <span style="color: red;">●</span> icons in the table for more information						
<span style="color: green;">●</span> Ready <span style="color: orange;">●</span> Missing <span style="color: red;">●</span> Not Ready						
Type	Patient	Revocation / Discharge Date	Discharge Visit	Revocation Statement	NOTR Verified	Actions
<span style="color: red;">●</span> 81B NOTR	aaksajskas, kusan	09/16/2020	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: red;">●</span>	Verify
<span style="color: green;">●</span> 81B NOTR	Acosta, Ricks	04/24/2019	<span style="color: orange;">●</span>	<span style="color: green;">●</span>	<span style="color: green;">●</span>	Reverify Submit
<span style="color: green;">●</span> 81B NOTR	Alan, Alcorn	05/02/2019	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: green;">●</span>	Reverify Submit
<span style="color: red;">●</span> 81B NOTR	Alarcon, Irene	08/13/2020	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: red;">●</span>	Verify
<span style="color: green;">●</span> 81B NOTR	Alcantara, Brenda	04/08/2019	<span style="color: green;">●</span>	<span style="color: green;">●</span>	<span style="color: green;">●</span>	Reverify Submit
<span style="color: red;">●</span> 81B NOTR	Alcorn, Brenda	11/30/2019	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: red;">●</span>	Verify
<span style="color: red;">●</span> 81B NOTR	Anderson, Chris	07/16/2020	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: red;">●</span>	Verify
<span style="color: red;">●</span> 81B NOTR	Axxess, Fouth	02/12/2020	<span style="color: orange;">●</span>	<span style="color: orange;">●</span>	<span style="color: red;">●</span>	Verify

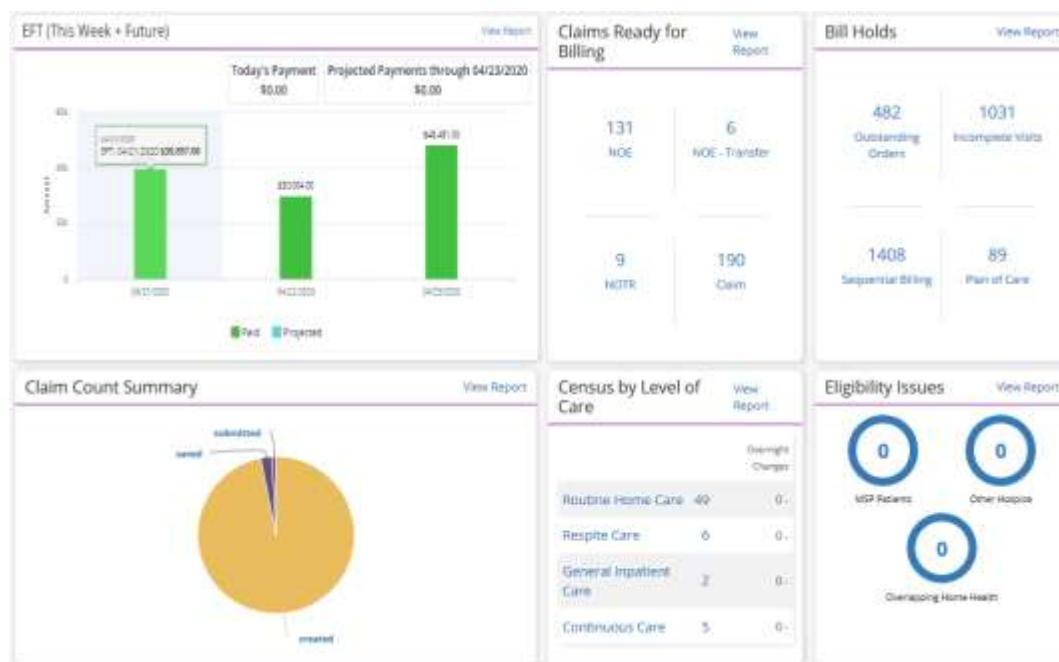
**Remittance Advice** - Automatically posted through all payers once received and the associated claims have payments and adjustments posted to the claims. There is also functionality to view and/or edit remittance.

Providers: All   [Add Remittance](#)

Provider	Check (EFT) Number	Payment Date	Payer	Payment Amount	Remaining Balance	Claim Count	Actions
Testing Home Health Agency, Inc.	2E03012022 <a href="#">(Manually Created)</a>	03/28/2022	Medicare	\$36,524.00	\$36,524.00	not available	<a href="#">Edit</a> <a href="#">View Details</a>
Testing Home Health Agency, Inc.	EFT101010 <a href="#">(Manually Created)</a>	12/23/2021	Blue Cross Blue Shield	\$2,554.25	\$2,554.25	not available	<a href="#">Edit</a> <a href="#">View Details</a>
Testing Home Health Agency, Inc.	EFT123 <a href="#">(Manually Created)</a>	12/06/2021	Medicare	\$5,000.00	\$5,000.00	2	<a href="#">Edit</a> <a href="#">View Details</a>
Testing Home Health Agency, Inc.	test232141 <a href="#">(Manually Created)</a>	11/01/2021	Medicare	\$222.00	\$222.00	not available	<a href="#">Edit</a> <a href="#">View Details</a>
Testing Home Health Agency, Inc.	test00101 <a href="#">(Manually Created)</a>	10/27/2021	Medicare	\$222.00	\$222.00	1	<a href="#">Edit</a> <a href="#">View Details</a>
Testing Home Health Agency, Inc.	test01122 <a href="#">(Manually Created)</a>	10/14/2021	Medicare	\$500.00	\$500.00	not available	<a href="#">Edit</a> <a href="#">View Details</a>
Testing Home Health Agency, Inc.	12345679800000 <a href="#">(Manually Created)</a>	10/14/2021	Medicare	\$1.00	\$1.00	not available	<a href="#">Edit</a> <a href="#">View Details</a>
Testing Home Health Agency, Inc.	test222 <a href="#">(Manually Created)</a>	10/01/2021	Medicare	\$222.00	\$222.00	not available	<a href="#">Edit</a> <a href="#">View Details</a>
Testing Home Health Agency, Inc.	test101012021 <a href="#">(Manually Created)</a>	10/01/2021	Medicare	\$111,112,954.00	\$111,112,954.00	not available	<a href="#">Edit</a> <a href="#">View Details</a>
Testing Home Health Agency, Inc.	test111 <a href="#">(Manually Created)</a>	09/01/2021	Medicare	\$134,533.00	\$134,533.00	not available	<a href="#">Edit</a> <a href="#">View Details</a>
Testing Home Health Agency, Inc.	saddssss <a href="#">(Manually Created)</a>	07/31/2021	Medicare	\$111,111.00	\$111,111.00	not available	<a href="#">Edit</a> <a href="#">View Details</a>

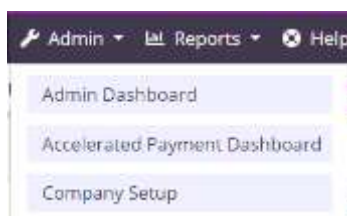


**Billing Dashboard** - Displays six panels that are important in the day-to-day activity of a biller including EFT, Claims Ready for Billing, Bill Holds, Claim Count Summary, Census by Level of Care and Eligibility Issues. Select the **View Report** hyperlinks to see the full reports.



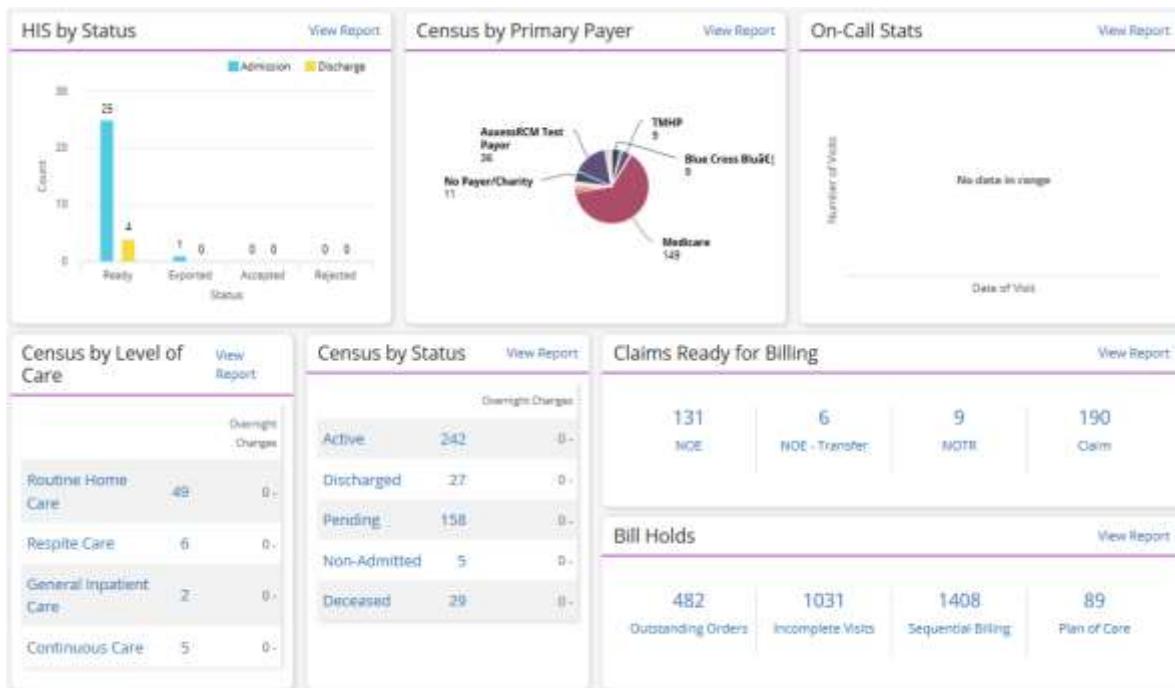
## ADMIN

The Admin menu allows access to the following actions based on permissions granted to the user. **NOTE: See Admin manual for further details.**



**Admin Dashboard** - The Admin Dashboard shows seven tiles to give Administrators a broad scope of the agency standing including HIS by Status, Census by Primary Payer, On-Call Stats, Census by Level of Care, Census by Status, Claims Ready for Billing and Bill Holds.



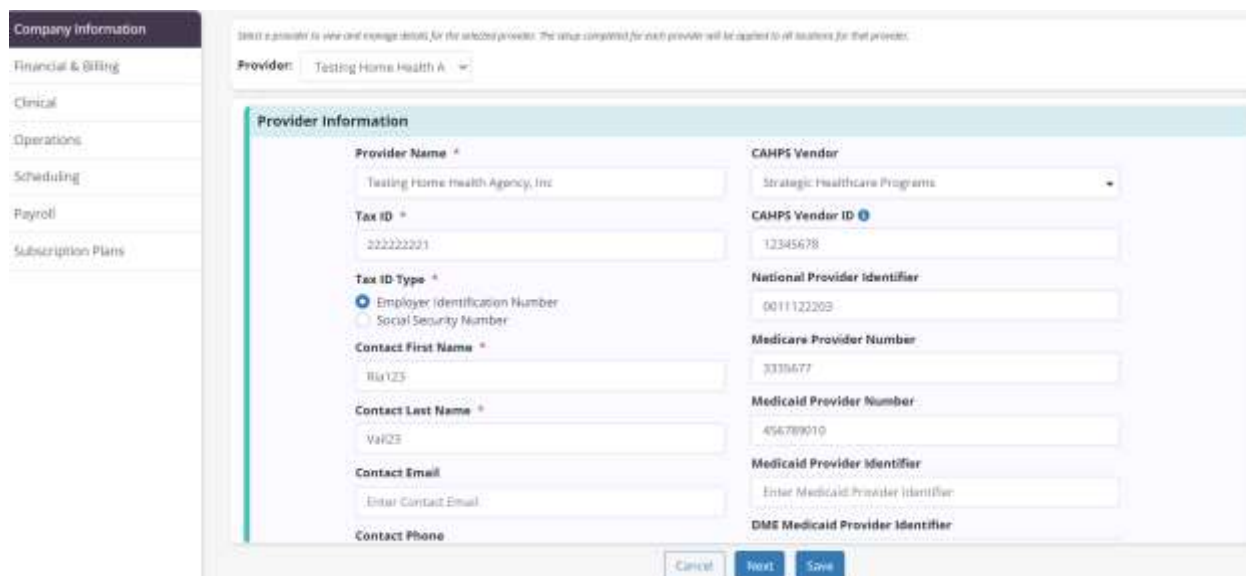


**Accelerated Payment Dashboard** - Six tiles that provide forms, resources and information to help agencies apply for accelerated payment including Forms and Resources, Revenue - Past 3 Months, Pre-Application Recommendations, Eligibility Criteria, Application Resources and Submitting an Application.

Branch:

<b>Forms and Resources</b> <a href="#">CMS Accelerated Payment Fact Sheet</a>	<b>Revenue - Past 3 Months</b> View Report <div style="text-align: center;"> <b>\$0.00</b>  02/15/2020 - 05/15/2020 </div>	<b>Pre-Application Recommendations</b> Review: COVID-19 Accelerated/Advance Payment Request										
<b>Eligibility Criteria</b> To qualify for advanced/accelerated payments the provider/supplier must: <ol style="list-style-type: none"> <li>1. Have billed Medicare for claims within 180 days immediately prior to the date of signature on the provider's/supplier's request form</li> <li>2. Not be in bankruptcy</li> <li>3. Not be under active medical review or program integrity investigation</li> <li>4. Not have any outstanding delinquent Medicare over-payments</li> </ol>	<b>Application Resources</b> To apply please fill out the <a href="#">Accelerated Payment Application</a> . The following information can be used to complete the Accelerated Payment form. <table border="0"> <tr> <td><b>National Provider Identifier (NPI):</b></td> <td>1234567899</td> </tr> <tr> <td><b>Provider Number (PTAN):</b></td> <td>227662</td> </tr> </table>	<b>National Provider Identifier (NPI):</b>	1234567899	<b>Provider Number (PTAN):</b>	227662	<b>Submitting an Application</b> While electronic submission will significantly reduce the processing time, requests can be submitted to the appropriate MAC by fax, email, or mail. <table border="0"> <tr> <td><b>Email:</b></td> <td>JM.FINANCIALRELIEF@palmettogba.com</td> </tr> <tr> <td><b>Fax:</b></td> <td>(803) 462-2574</td> </tr> <tr> <td><b>Mail:</b></td> <td>Provider Reimbursement (AG-330) 2300 Springdale Drive, Bldg One Camden, SC 29020</td> </tr> </table>	<b>Email:</b>	JM.FINANCIALRELIEF@palmettogba.com	<b>Fax:</b>	(803) 462-2574	<b>Mail:</b>	Provider Reimbursement (AG-330) 2300 Springdale Drive, Bldg One Camden, SC 29020
<b>National Provider Identifier (NPI):</b>	1234567899											
<b>Provider Number (PTAN):</b>	227662											
<b>Email:</b>	JM.FINANCIALRELIEF@palmettogba.com											
<b>Fax:</b>	(803) 462-2574											
<b>Mail:</b>	Provider Reimbursement (AG-330) 2300 Springdale Drive, Bldg One Camden, SC 29020											

**Company Setup** – Company-wide settings and information are managed from this screen including Company Information, Financial & Billing, Clinical, Operations, Scheduling, Payroll and Subscription Plan.



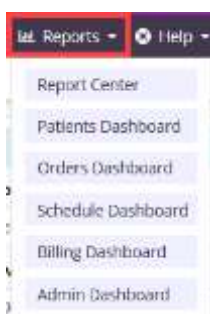
The screenshot shows the 'Company Setup' interface with a sidebar menu on the left containing: Company Information (selected), Financial & Billing, Clinical, Operations, Scheduling, Payroll, and Subscription Plans. The main content area is titled 'Provider Information' and includes a dropdown for 'Provider' set to 'Testing Home Health A'. Below this, there are two columns of input fields:

- Left Column:**
  - Provider Name \* (Text input: Testing Home Health Agency, Inc)
  - Tax ID \* (Text input: 222222221)
  - Tax ID Type \* (Radio buttons: ☒ Employer Identification Number, ☐ Social Security Number)
  - Contact First Name \* (Text input: Bill)
  - Contact Last Name \* (Text input: Valdez)
  - Contact Email (Text input: Enter Contact Email)
  - Contact Phone (Text input)
- Right Column:**
  - CAMPS Vendor (Dropdown: Strategic Healthcare Programs)
  - CAMPS Vendor ID (Text input: 12345678)
  - National Provider Identifier (Text input: 0011122203)
  - Medicare Provider Number (Text input: 333445577)
  - Medicaid Provider Number (Text input: 456789010)
  - Medicaid Provider Identifier (Text input: Enter Medicaid Provider Identifier)
  - DME Medicaid Provider Identifier (Text input)

At the bottom right of the form are three buttons: Cancel, Next, and Save.

## REPORTS

The Reports Menu houses all three dashboards previously seen in other menus including Patients, Orders, Schedule, Billing, Admin and the Report Center.



**Report Center** - Enables organizations to easily retrieve the reporting they need to streamline operations and optimize performance across every area of business. The reports are categorized by Patient, Clinical, Schedule, People, Statistical, Survey and Billing and Financial Reports.

<input type="text" value="Search by Report Name"/>		
<b>Patient Reports</b>	<b>Clinical Reports</b>	<b>Schedule Reports</b>
<a href="#">Interpretation Report</a>	<a href="#">Detailed Nursing Care Notes</a>	<a href="#">Recent Patient's Day</a>
<a href="#">Referral Report</a>	<a href="#">Referral Diagnostic Report</a>	<a href="#">Outstanding Assessment Due</a>
<a href="#">Pending Patient Report</a>	<a href="#">Hospitalization History Report</a>	<a href="#">Old Items</a>
<a href="#">Outstanding List of Care</a>	<a href="#">OH-Certified</a>	<a href="#">Prescription History Report</a>
<a href="#">Closed by Report</a>	<a href="#">Outstanding Orders by Age</a>	<a href="#">Scheduled Tests</a>
<a href="#">Report by Physician Group</a>	<a href="#">Orders Pending QA Approval</a>	<a href="#">Shared History View</a>
<a href="#">Emergency, Pre-Admission Patient List</a>	<a href="#">Top Physicians with Outstanding Orders</a>	<a href="#">Visit History by Date Range</a>
<a href="#">Admitted Discharge</a>	<a href="#">Outstanding Orders by Type</a>	
<a href="#">Non-Admission Report</a>	<a href="#">Outstanding Prescription Report</a>	
<a href="#">OHHS Reporting Data</a>	<a href="#">Outstanding Visit Report</a>	
<b>People Reports</b>	<b>Statistical Reports</b>	<b>Survey Reports</b>
<a href="#">Reporting Physician License Report</a>	<a href="#">Physician License Reporting Info</a>	<a href="#">Survey Report</a>
<a href="#">Report Report Report</a>	<a href="#">2013 Year Report</a>	<a href="#">Outstanding Patient Report</a>
<a href="#">Reporting Document Report</a>	<a href="#">Referral Conversion Rate</a>	<a href="#">Reports by Service Location</a>
<a href="#">Reporting Physician Report</a>	<a href="#">Percent Age of Care Step by Service Location</a>	<a href="#">Recent Survey Data</a>
<a href="#">Report Report</a>	<a href="#">Reasons for Discharge</a>	<a href="#">Outstanding Orders by Reason</a>
	<a href="#">Location of Care Provided</a>	<a href="#">Effective Discharge Screening</a>
	<a href="#">Average Daily Census</a>	
	<a href="#">Discharge by Primary Physician</a>	
	<a href="#">Discharge Reason</a>	
	<a href="#">Median Length of Stay</a>	
	<a href="#">MID by Reason</a>	
	<a href="#">Average Length of Stay</a>	
<b>Billing and Financial Reports</b>		
<a href="#">General Ledger Report</a>		

**Orders Dashboard** - Helps assist agencies to quickly identify issues and resolve them. The five tiles shown include Outstanding Orders by Type, Top Physicians with Outstanding Orders, Reasons Preventing Billing, Outstanding Orders by Age and Orders Pending QA Approval. **NOTE: See Orders Management manual for further details.**

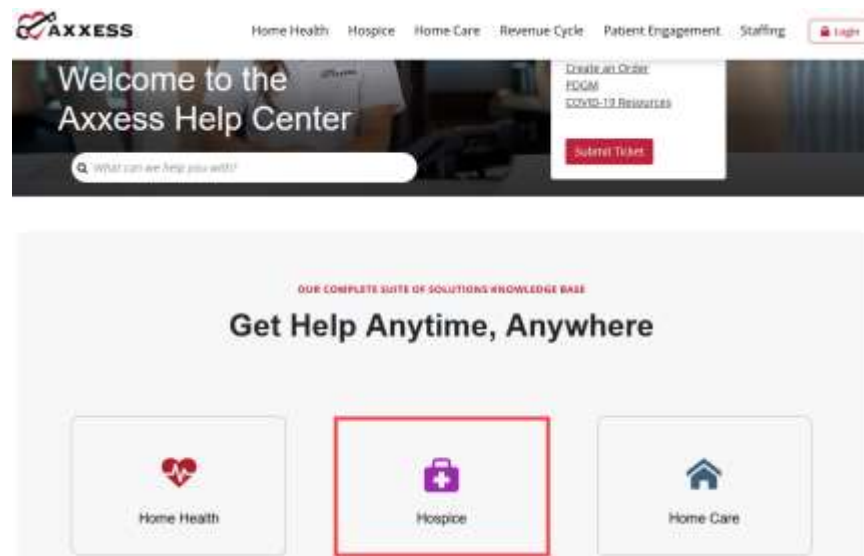


## HELP



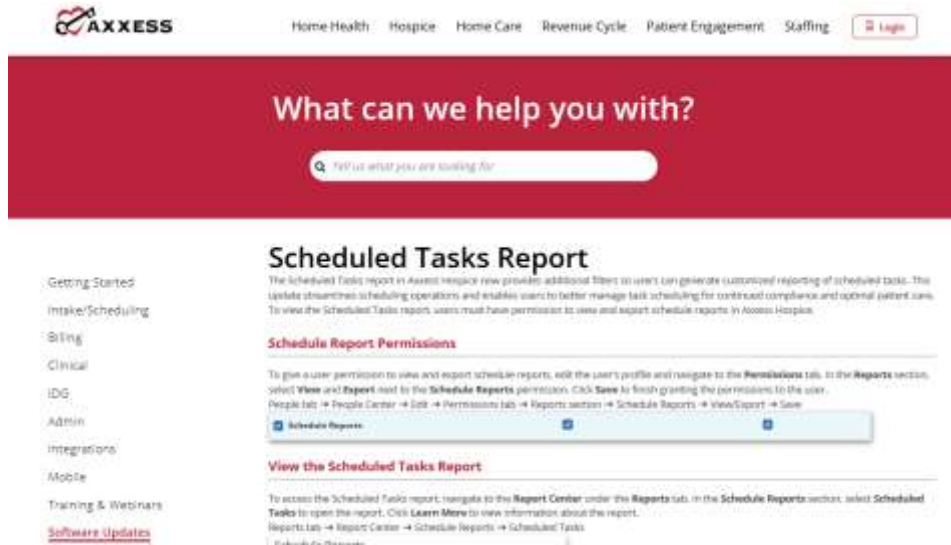
**User Community** – A direct link to [www.comunity.axxess.com](http://www.comunity.axxess.com) where users can share their knowledge and learning together with other Axxess users.

**Help Center** - This is a direct link to the Axxess Help Center. This page is also found by going to [www.axxess.com/help](http://www.axxess.com/help)



**On-Demand Training** - A direct link to the Axxess Help Desk hospice training videos page which enables users to watch training videos at any time.

**Recent Software Updates** - A direct link to the Axxess Help Desk Hospice Software Updates page which can also be found at [www.axxess.com/help/axxesshospice/software-updates/](http://www.axxess.com/help/axxesshospice/software-updates/).



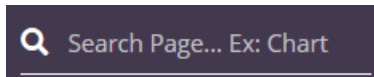
The screenshot shows the Axxess homepage. The navigation bar includes links for Home Health, Hospice, Home Care, Revenue Cycle, Patient Engagement, Staffing, and a Login button. Below the navigation bar is a large red banner with the text "What can we help you with?" and a search bar. To the left of the main content area is a sidebar with links for Getting Started, Intake/Scheduling, Billing, Clinical, IDG, Admin, Integrations, Mobile, Training & Webinars, and Software Updates. The main content area features a featured article titled "Scheduled Tasks Report" with a subheading "Schedule Report Permissions" and a "View the Scheduled Tasks Report" section.

**Submit a Ticket** - A platform to provide communication and support for users. Each organization will choose up to four super users to directly engage with the Axxess Support Team to request help.

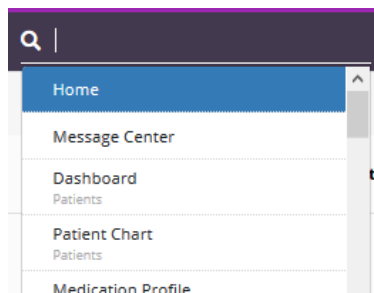
**COVID-19 Resource Center** - A direct link to the Axxess COVID-19 Resource Center which includes Best Practices, Hear from Experts, Helpful Downloads, Personal Protective Equipment (PPE) and Helpful Links. The page can also be found by going to [www.axxess.com/covid-19](http://www.axxess.com/covid-19).

**Follow Axxess** – A direct link to the Axxess linkedin page.

## SEARCH



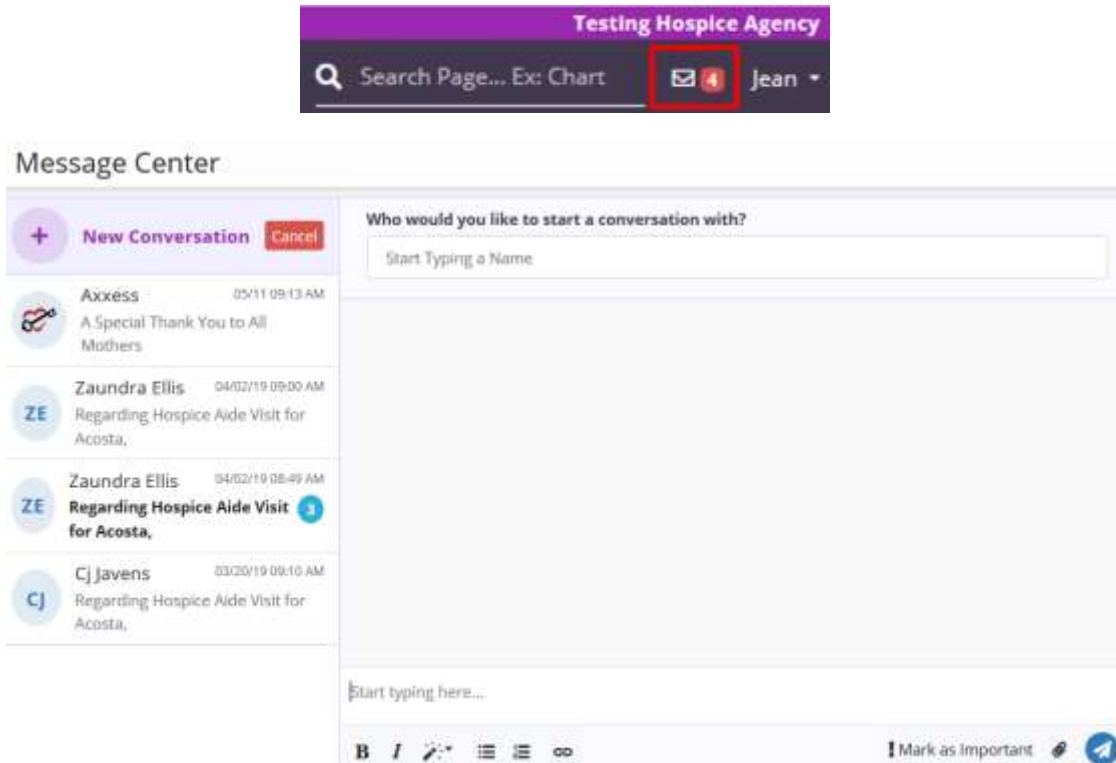
The search function at the far-right side of the navigation bar is used to navigate to different sections of the software by entering the name of the section then selecting from the list of options.



The dropdown menu shows the following options: Home, Message Center, Dashboard, Patients, Patient Chart, Patients, and Medication Profile.



## MESSAGE CENTER

The Message Center is a place for all staff to communicate internally related to patient care with functionality to attach items and message groups as well as individuals. There are two ways to access notifications/messages. Either select the envelope icon at the top right side of the page or the **View All Messages** hyperlink at the bottom of the Unread Messages tile on My Dashboard.

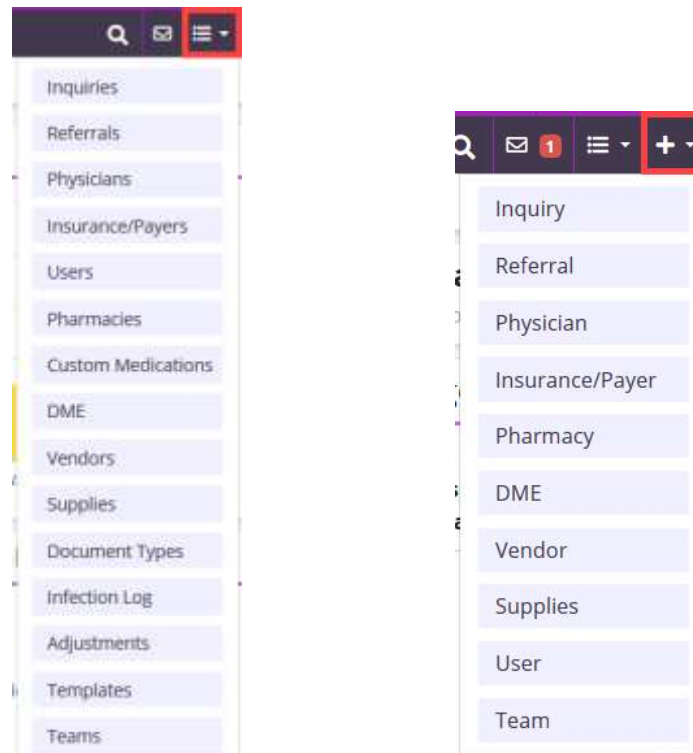


## CREATE AND LISTS

The top right-hand corner of Axxess Hospice houses the Lists and Add sections which are permissions based.

- Lists are found in the  icon.
- Add list is found in the  icon.





## RESET LOGIN PASSWORD

To reset the Axxess login password, follow one of the methods listed below.

### Current Login Password is Unknown

Navigate to the login page and select the **Having trouble logging in?** hyperlink. Continue to follow the prompts to enter the email address used to log in to Axxess and select **Send**. This will send a password reset link to the user's email address.



## Current Login Password is Known

*\*Username\*/Profile*



Select the Password line.

A screenshot of the AXXESS Profile Management page. The page has the AXXESS logo at the top. Below the logo is the title 'Profile Management'. The page is divided into two main sections: 'About You' and 'Security'. The 'About You' section contains two fields: 'Email' (with a value of '@gmail.com') and 'Name' (with a value of 'Christopher CJ'). The 'Security' section contains three items: 'Password' (with a note 'Updated over a month ago'), '2-Factor Verification' (with a note 'Not enabled'), and 'Audit Events' (with a note 'View now'). At the bottom of the page are two buttons: 'Back to AxxessHospice' and 'Log out'.

Enter the current password, a new password and then confirm password. Select the **Change Password** button when finished.

A screenshot of the AXXESS Change Password form. The form has the AXXESS logo at the top. Below the logo is the title 'Change Password'. The form contains three input fields: 'Current Password', 'Password', and 'Confirm Password'. Below the input fields is a red button labeled 'Change Password'. At the bottom of the form is a button labeled 'Back to Profile'.