

# HOME HEALTH CLINICIAN TRAINING MANUAL

August 2022

**Table of Contents**

LOGGING IN .....4

AXXESS PLANNER.....5

DASHBOARD .....7

    My Schedule Tasks .....8

EDIT PROFILE ..... 10

RESET SIGNATURE ..... 11

MY MONTHLY CALENDAR ..... 11

PATIENT CHARTS ..... 12

VISIT DETAILS ..... 13

QUICK LINKS ..... 14

    Allergy Profile ..... 14

    Medication Profile ..... 15

    Immunization Profile ..... 18

    Infectious Disease Profile ..... 18

    Preadmission Notes .....20

    Communication Notes .....20

    Orders and Care Plans .....21

    Plan of Care Summary .....22

    Vital Sign Charts .....22

    Authorizations Listing .....23

    Episode Summaries .....23

    Triage Classification .....24

    Deleted Tasks.....24

PATIENT CHART TABS .....24

    New - Order .....24

    New - Aide Care Plan .....26

    New - Communication Note .....26

    PDGM Dashboard .....27

    Documents .....30

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SCHEDULE ACTIVITY .....	30
SCHEDULING A VISIT (PERMISSIONS BASED).....	31
DELETING A VISIT (PERMISSIONS BASED): .....	32
OASIS-D1 START OF CARE: .....	33
HELP CENTER.....	36

## LOGGING IN

Go to [www.axxess.com](http://www.axxess.com), and select **LOGIN**, located in the upper right-hand corner.



Enter the username and password then select **Secure Login**.

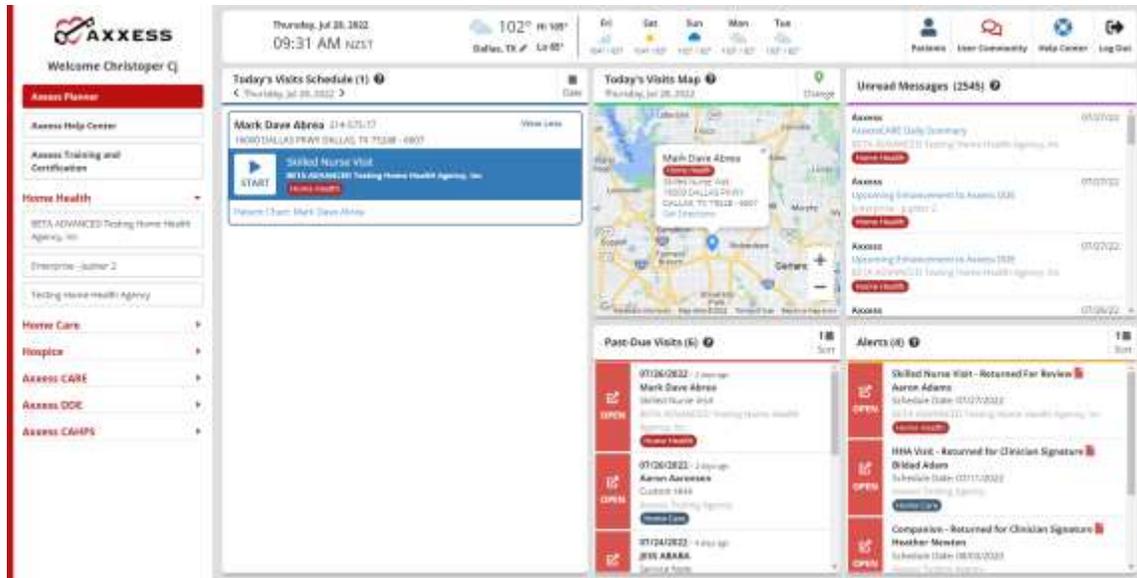
The image shows the login form on the AXXESS website. It features the AXXESS logo at the top. Below the logo are two input fields: the first for the username, containing 'cpierson@axxess.com', and the second for the password, containing several dots. A red 'Secure Login' button is positioned below the password field. At the bottom of the form, there is a link that says 'Having trouble logging in?'.

The username is the email address assigned to the user's account when it was created. The password was created by the user, from a link that was sent to this email address. This password will also be the user's electronic signature. If the user forgets their password, select **Having trouble logging in?** and a link will be sent to this email address. Here, the user can reset their password, however the electronic signature will remain the same. After the correct username and password are entered, the following message will display:

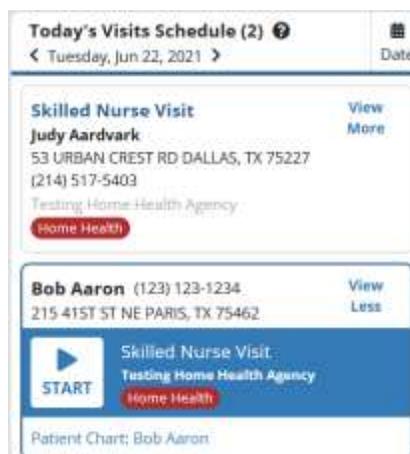


Select **OK** and the user will see the Axxess Planner.

## AXXESS PLANNER



- Date/Time/Weather – Today’s date, time and five-day weather forecast for the user’s specific area.
- Today’s Visits Schedule – Select the  **Date** icon for a calendar view that shows the user’s visit schedule (with red dots marking the dates the user has visits).
  - Selecting the day will bring up the tasks schedule. Selecting the task will show the status of the visit. The visit can be started from here by selecting the **START** icon. Select the patient’s name to go directly to their chart.



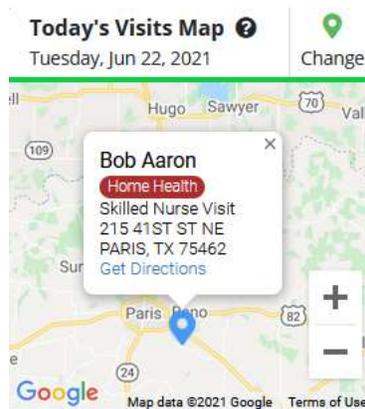
- Today's Visits Map – View directions for user's daily visits or plan out their route.

Green – Current Location

Red – Visit Location

Blue – Selected Visit

Select the marker to view the details of the visit.



Select **Get Directions** and this will take the user to Google Maps, giving turn-by-turn directions and a visual map.

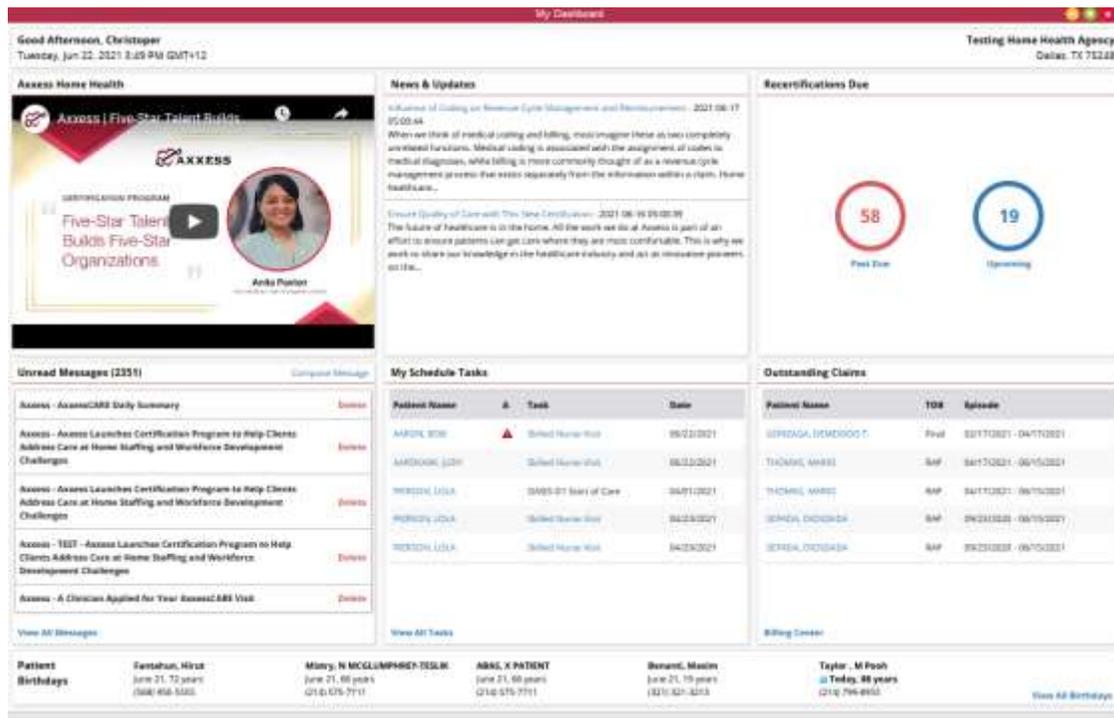
- Unread Messages - This is a list of unread messages from the Internal Messaging Center. Selecting a message will take the user directly to the Messaging Center.
- Past Due Visits - This is a list of visits from the last 21 days that have not been completed and signed.
  - Selecting the red **Open** tab on the left-hand side of the visit will show the note and allow users to view the chart. The visits list from oldest to newest. However, they can also be sorted to reverse the order from newest to oldest.
- Alerts - A list of all visits/tasks that have been returned to the user from the QA Center.
  - Hover over the red sticky note to view comments from QA.
  - Select the red **Open** tab to chart on the note/visit.
  - Inside the note, a message will be displayed in red font that the document has been returned by QA. Select **View Comments** to read the message and send back any response.



On the left-hand side of the screen is a list of organizations that the user works with, as well all the products to which their organization is subscribed.

## DASHBOARD

The Dashboard opens upon login. Five tiles will appear, but four more may appear based on permission settings for the roles/duties in the organization (see *Admin Overview*). Below are the six default tiles for all clinicians:



**My Dashboard**

Good Afternoon, Christopher  
Tuesday, Jun 22, 2021 3:49 PM GMT+12

Testing Home Health Agency  
Dallas, TX 75228

**Access Home Health**

AXXESS | Five-Star Talent Builds Five-Star Organizations

Arifa Panton

**News & Updates**

Volume of Coding on Revenue Cycle Management and Reimbursement - 2021 06/17 05:03:44  
When we think of medical coding and billing, most imagine there is no complexity involved. Medical coding is associated with the assignment of codes to medical diagnoses, while billing is more commonly thought of as a revenue cycle management process that uses separately from the information within a claim. Home health...

Ensure Quality of Care with This New Certification - 2021 06/19 09:00:30  
The future of healthcare is at home. All the work we do at Axxess is part of an effort to ensure patients live at home where they are most comfortable. This is why we work to share our knowledge in the healthcare industry and act as innovative pioneers, etc...

**Recertifications Due**

58 Fast Track  
19 Upcoming

**Unread Messages (2351)**

Access - AccessCARE Daily Summary  
Access - Access Launches Certification Program to Help Clients Address Care at Home Staffing and Workforce Development Challenges  
Access - Access Launches Certification Program to Help Clients Address Care at Home Staffing and Workforce Development Challenges  
Access - 1831 - Access Launches Certification Program to Help Clients Address Care at Home Staffing and Workforce Development Challenges  
Access - A Clinician Applied for Your AccessCARE Visit

**My Schedule Tasks**

Patient Name	Task	Date
MARSH, BOB	Skilled Nurse Visit	06/22/2021
MARSH, BOB	Skilled Nurse Visit	06/22/2021
MERSON, LISA	SNVS-01 Item of Care	06/01/2021
MERSON, LISA	Skilled Nurse Visit	06/22/2021
MERSON, LISA	Skilled Nurse Visit	06/22/2021

**Outstanding Claims**

Patient Name	TOB	Episode
SEREDA, DEMERDOTT	SNV	06/17/2021 - 06/17/2021
TRAVIS, WARRI	SNV	06/17/2021 - 06/15/2021
TRAVIS, WARRI	SNV	06/17/2021 - 06/15/2021
SEREDA, DEMERDOTT	SNV	06/21/2021 - 06/19/2021
SEREDA, DEMERDOTT	SNV	06/21/2021 - 06/19/2021

**Patient Birthdays**

Farah, Nur	June 21, 72 years (568) 456-5432
Mary, N MCGILMORAY-DESLER	June 21, 68 years (214) 575-7711
ARAB, X PATIENT	June 21, 68 years (214) 575-7711
Bumani, Masim	June 21, 75 years (817) 321-3213
Taylor, M Pook	Today, 88 years (214) 796-6162

1. Welcome Panel - This includes items for subscribers to Axxess solutions with interactive announcements and helpful training videos.
2. Recertifications Due - Shows how many recertifications are past due in the red circle and the number of ipcoming in the blue circle.
3. Unread Messages - This is the HIPAA-compliant email messaging center. Allows all organization users to communicate securely. When the user receives messages, notifications will be sent to the user's email assigned to their account.
4. News & Updates - This shows links to Axxess-generated blog posts, educational articles, regulatory updates and other important information.
5. Patient Birthdays - Lists the name of upcoming patients along with their birth date, age and phone number.
6. My Schedule Tasks - This panel is the electronic to-do list. Users can quickly access a patient chart and/or tasks for the first five patients on their to-do list.

## My Schedule Tasks

Select the **View All Tasks** hyperlink in the bottom left-hand corner of the tile to view the entire list of scheduled tasks.

My Schedule Tasks			
Patient Name	A	Task	Date
AARON, BOB	▲	Skilled Nurse Visit	06/22/2021
AARDWARK, JUDY		Skilled Nurse Visit	06/22/2021
PIERSON, LOLA		OASIS-D1 Start of Care	06/11/2021
PIERSON, LOLA		Skilled Nurse Visit	04/23/2021
PIERSON, LOLA		Skilled Nurse Visit	04/29/2021

[View All Tasks](#)

Christopher CJ's Schedule and Tasks							
Non-Visit Activity Log		Group By Patient	Group By Date	Group By Task	Access Planner	Refresh	Excel Export
Note: This list shows you items/tasks dated 3 months into the past and 2 weeks into the future. To find older items, look in the Patient's Chart or Schedule Center.							
▼ Patient Name	A	Task	Date	Status			
▼ Date: 4/1/2021							
PIERSON, LOLA		OASIS-D1 Start of Care	4/1/2021	Saved			Missed Visit Form
▼ Date: 4/23/2021							
PIERSON, LOLA		Skilled Nurse Visit	4/23/2021	Saved			Missed Visit Form
▼ Date: 4/29/2021							
PIERSON, LOLA		Skilled Nurse Visit	4/29/2021	Saved			Missed Visit Form
▼ Date: 4/30/2021							
PIERSON, LOLA		Skilled Nurse Visit	4/30/2021	Not Yet Started			Missed Visit Form
▼ Date: 6/22/2021							
AARDWARK, JUDY		Skilled Nurse Visit	6/22/2021	Returned For Review		■	
AARON, BOB	▲	Skilled Nurse Visit	6/22/2021	Not Yet Due			

- Notice this list will only go three months into the past and two weeks into the future. For older items, view the Schedule Center or the Patient's Chart.
- Users can export this data into an Excel file with the **Excel Export** button.

There are three ways to group data: Patient Name, Date and Task.



Non-Visit Activity Log Group By Patient

Note: This list shows you items/tasks dated 3 months into the past and 2 weeks into the future.

Patient Name	A	Task
▼ Patient Name: AARDWARK, JUDY		
AARDWARK, JUDY		Skilled Nurse Visit
▼ Patient Name: AARON, BOB		



Non-Visit Activity Log Group By Patient Group By Date

Note: This list shows you items/tasks dated 3 months into the past and 2 weeks into the future.

Patient Name	A	Task	Date
▼ Date: 6/22/2021			
AARON, BOB	▲	Skilled Nurse Visit	6/22/2021
AARDWARK, JUDY		Skilled Nurse Visit	6/22/2021



Non-Visit Activity Log Group By Patient Group By Date Group By Task

Note: This list shows you items/tasks dated 3 months into the past and 2 weeks into the future. To find old items, click on the Schedule Center.

Patient Name	A	Task	Date	Status
▼ Task Name: OASIS-D1 Start of Care				
PIERSON, LOLA		OASIS-D1 Start of Care	4/1/2021	Saved
▼ Task Name: Skilled Nurse Visit				
AARDWARK, JUDY		Skilled Nurse Visit	6/22/2021	Returned

Sticky Notes:



Red - Missed/return reason from either QA Center or another clinician.



Yellow - A note pertaining specifically to this visit that communicates to other users.



Blue - A note that has information for every visit in an episode (ex. a gate code or where to park). This information will appear in a sticky note on every visit in that episode.

**Missed Visit Form** - When a visit is missed for any reason, select the **Missed Visit Form** hyperlink. A window will pop up asking for a reason, comments, the staff signature (the user's) and the signature date. Then select **Submit**. Once the form is complete, the visit will fall off their scheduled tasks and the status will be Completed (Missed Visit).

PIERSON, LOLA

Missed Visit Details \*Required Field

Type of Visit: Skilled Nurse Visit  
Date of Visit: 04/30/2021  
Order Generated:  Yes  No  
Physician Office Notified:  Yes  No  
Reason: -- Select --

Comments:

Staff Signature: \_\_\_\_\_ Signature Date: 04/30/2021

## EDIT PROFILE

Home/My Account/Edit Profile

Edit Profile | CJ Pierson RN

**Login Password**

Current Password: \_\_\_\_\_  
New Password: \_\_\_\_\_  
Confirm New Password: \_\_\_\_\_

**Electronic Signature**

Current Signature: \_\_\_\_\_  
New Signature: \_\_\_\_\_  
Confirm New Signature: \_\_\_\_\_

**Address**

Address Line 1: 18000 N Parkway Blvd \*  
Address Line 2: #700  
City: Dallas \*  
State, Zip: Texas 75248 \*

Home Phone: \_\_\_\_\_  
Mobile Phone: 214 - 704 - 0935 \*  
Software Language:  English  Español \*

**Other Information**

Social Security Number: 215278956 \*

If the user knows their current password and/or signature, they can use this screen to update with new information. If they do not remember their current signature, it will have to be reset.

## RESET SIGNATURE

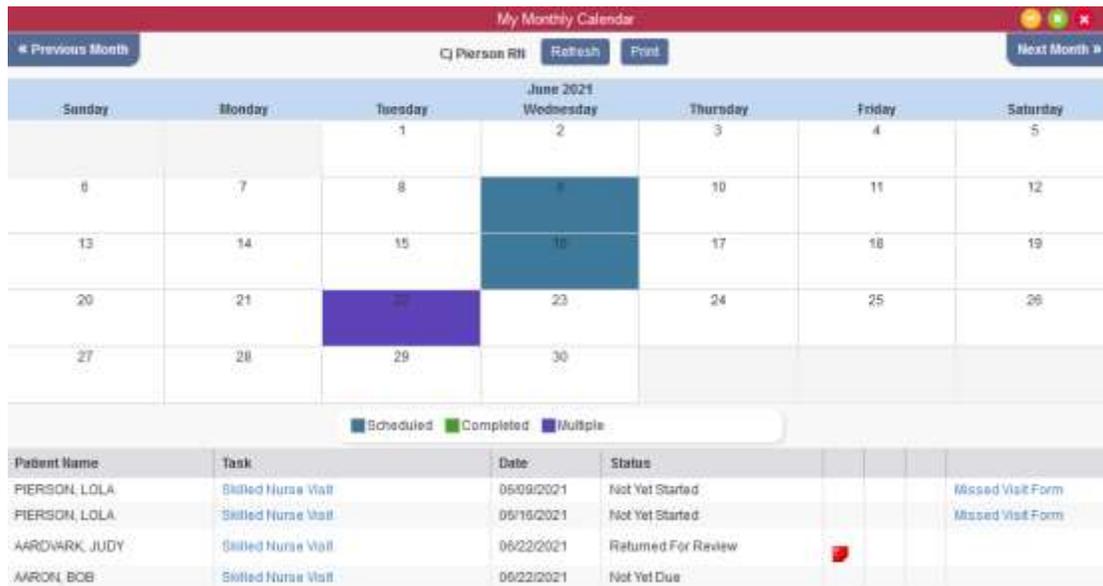
*Home/My Account/Reset Signature*



When users select **Reset Signature**, a link will be sent to the email address listed in the message, allowing them to create a new signature.

## MY MONTHLY CALENDAR

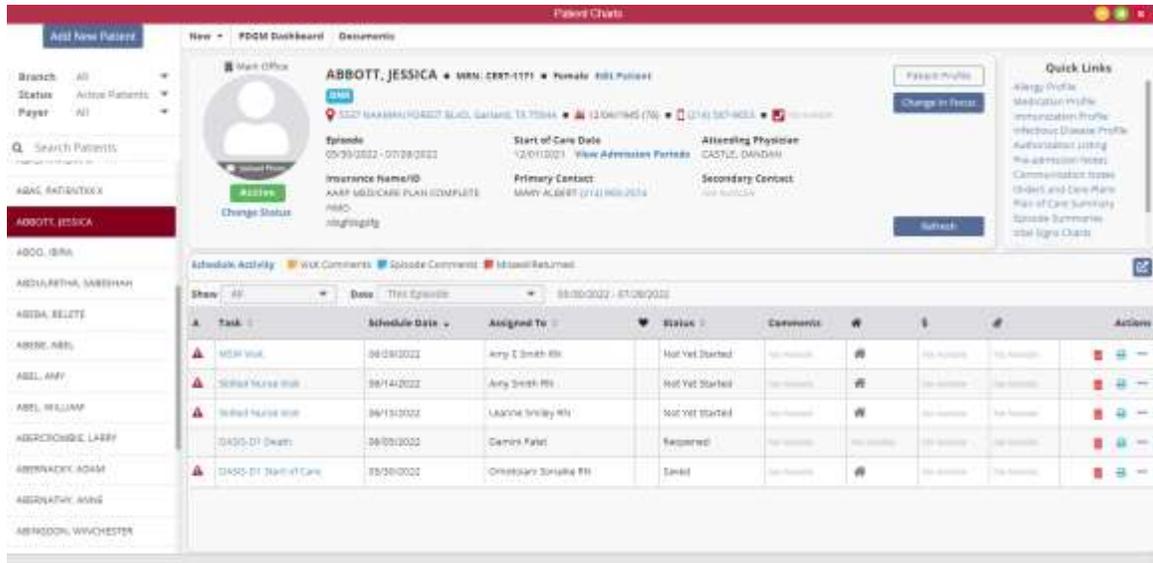
*Home/My Monthly Calendar*



Another view of all visits/tasks. Users can select a task that is not yet complete (task hyperlink) and chart. Missed Visit Forms are also available to complete here.

## PATIENT CHARTS

### Patients/Patient Charts

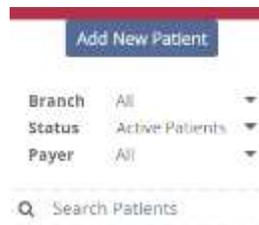


The screenshot shows the 'Patient Charts' interface. At the top, there's a navigation bar with 'Add New Patient' and 'New - PDQM Dashboard - Demographics'. The main area displays a patient profile for 'ABBOTT, JESSICA' with a 'Patient Profile' button. Below the profile, there's a table of tasks for the current episode (05/30/2022 - 07/28/2022). The tasks are:

Task	Schedule Date	Assigned To	Status	Comments	W	S	A	Actions
MSW Visit	06/28/2022	Amy E Smith RN	Not Yet Started		W	S	A	[Icons]
Skilled Nurse Visit	06/14/2022	Amy Smith RN	Not Yet Started		W	S	A	[Icons]
Skilled Nurse Visit	06/13/2022	Leanne Smiley RN	Not Yet Started		W	S	A	[Icons]
OSAS-D1 Death	06/02/2022	Demetri Falset	Required		W	S	A	[Icons]
OSAS-D1 Start of Care	05/30/2022	Ormeliano Smiley RN	Saved		W	S	A	[Icons]

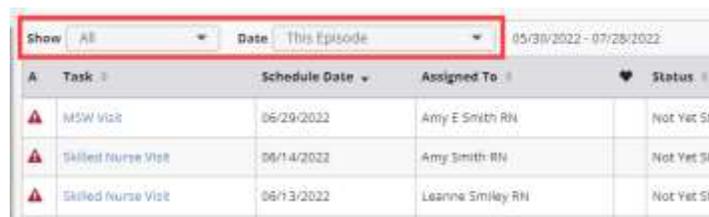
Patient Charts can be filtered by:

- **Branch** - Choose the branch (if more than one branch in an organization).
- **Status** - Condition of the patient (active, discharged, pending, non-admit).
- **Payer** - Payer source
- **Search Patients** - Free text to type part of a patient's name.



This close-up shows the filter controls: an 'Add New Patient' button, dropdown menus for 'Branch' (All), 'Status' (Active Patients), and 'Payer' (All), and a 'Search Patients' input field.

The patient's snapshot at the top of the screen gives a quick view of the patient's demographics and information. Select the **Patient Profile** button to see more details. A list of visits in the current episode will display at the bottom of the screen. Filter the show and date drop-down menus to change parameters.

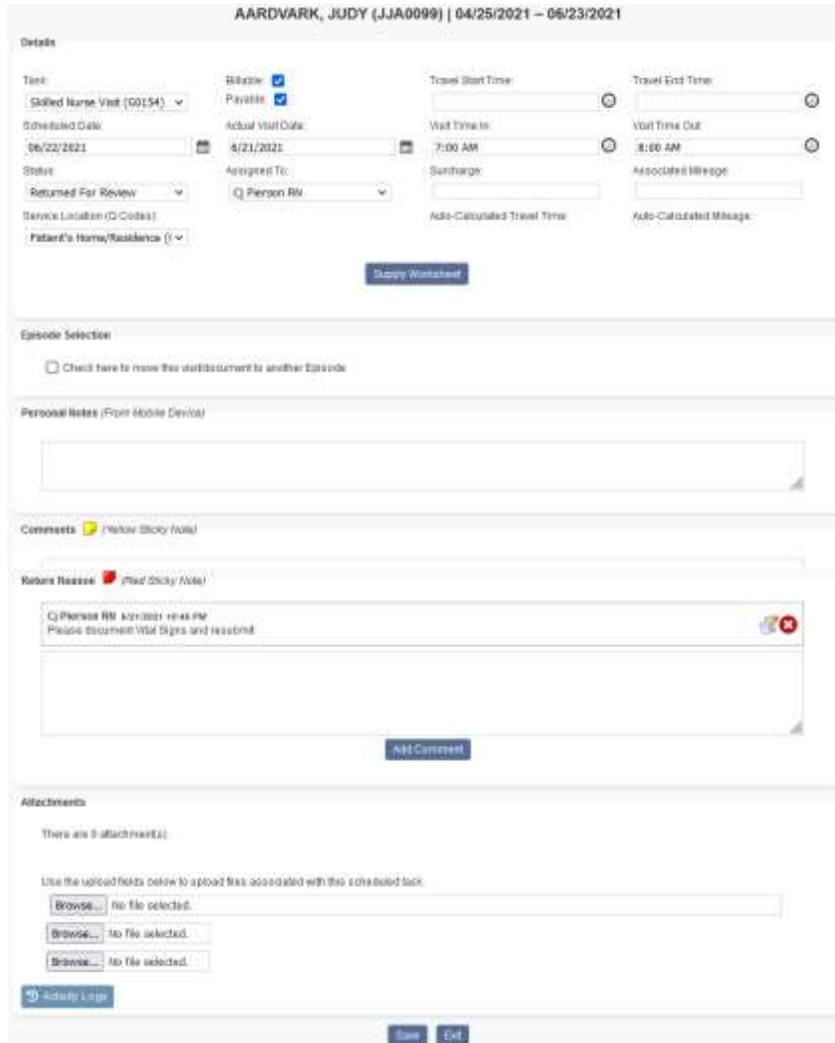


This close-up highlights the 'Show' and 'Date' filters in the task list table. The 'Show' dropdown is set to 'All' and the 'Date' dropdown is set to 'This Episode'. The table below shows the tasks for the episode 05/30/2022 - 07/28/2022.

Show	Date	Task	Schedule Date	Assigned To	Status
All	This Episode	MSW Visit	06/29/2022	Amy E Smith RN	Not Yet Sta
All	This Episode	Skilled Nurse Visit	06/14/2022	Amy Smith RN	Not Yet Sta
All	This Episode	Skilled Nurse Visit	06/13/2022	Leanne Smiley RN	Not Yet Sta

Select the  icon to expand the task view. Select the visit/note if they are not complete. If they are still a hyperlink in blue, select the task and start charting. Selecting Menu (under the Actions column) will allow viewing of the Visit Details, information that is permission based.

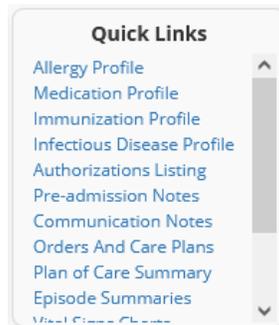
## VISIT DETAILS



- Scheduled Date - The date the visit was scheduled on the calendar.
- Actual Visit Date - The date the visit was completed. This pulls from the note the clinician completes.
- Assigned To - The clinician who is currently assigned to this visit.
- Service Location - This is the Q-code that pulls to the claim.

- Personal Notes - Anything documented by the clinician on a mobile device.
- Comments (yellow sticky note) - Any notes that pertain to this specific visit and are needed to communicate with other organization users.
- Return Reason (red sticky note) - Any notes from either QA Center or another clinician for returned visits.
- Attachments - Upload documents associated with the scheduled task.

## QUICK LINKS



## Allergy Profile



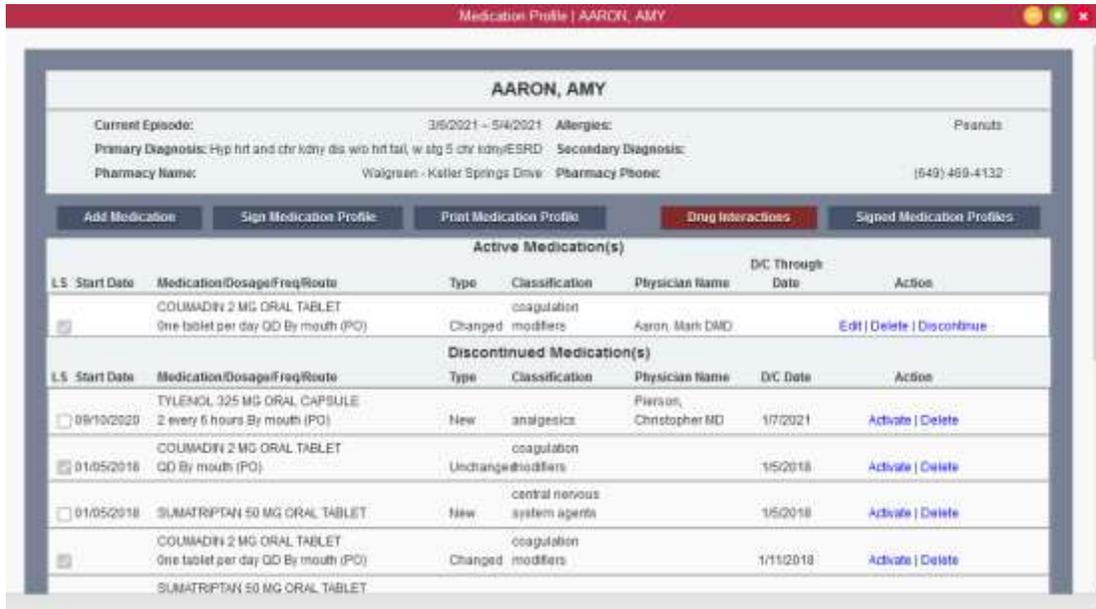
This pulls a list of all added allergies for the patient. To add an allergy, select **Add Allergy**.



A form titled "New Allergy" with two input fields: "Name:" and "Type:". Below the "Type:" field, there is a small text note: "(e.g. Medication, Food, Animal, Plants, Environmental)". At the bottom of the form, there are three buttons: "Save & Exit", "Save & Add Another", and "Cancel".

Type in the name and type of allergy. Select **Save & Exit** and the allergy will be added to the report. If there are additional allergies, select the **Save & Add Another** button.

## Medication Profile



LS	Start Date	Medication/Dosage/freq/Route	Type	Classification	Physician Name	DC Through Date	Actions
<input checked="" type="checkbox"/>		COUMADIN 2 MG ORAL TABLET One tablet per day QD By mouth (PO)	Changed	coagulation modifiers	Aaron, Mark DMD		<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Discontinue</a>
LS	Start Date	Medication/Dosage/freq/Route	Type	Classification	Physician Name	DC Date	Actions
<input type="checkbox"/>	09/10/2020	TYLENOL 325 MG ORAL CAPSULE 2 every 6 hours By mouth (PO)	New	analgesics	Pierson, Christopher MD	1/7/2021	<a href="#">Activate</a>   <a href="#">Delete</a>
<input checked="" type="checkbox"/>	01/05/2018	COUMADIN 2 MG ORAL TABLET QD By mouth (PO)	Unchanged	coagulation modifiers		1/5/2018	<a href="#">Activate</a>   <a href="#">Delete</a>
<input type="checkbox"/>	01/05/2018	SUMATRIPTAN 50 MG ORAL TABLET	New	central nervous system agents		1/5/2018	<a href="#">Activate</a>   <a href="#">Delete</a>
<input checked="" type="checkbox"/>		COUMADIN 2 MG ORAL TABLET One tablet per day QD By mouth (PO)	Changed	coagulation modifiers		1/11/2018	<a href="#">Activate</a>   <a href="#">Delete</a>
		SUMATRIPTAN 50 MG ORAL TABLET					

Add Medication:



- Start Date - Enter manually or select the calendar icon to choose date.

- DC Through Date - Enter manually or select the calendar icon to choose the date.
- Medication & Dosage - Begin typing the description of the medication, then select **Search for Medication**. A drop-down box will appear with all the medications listed in the software. Medications not listed can be added. However, only medications selected from the drop-down box will be checked for drug interactions.
- Amount - Of medication dispersed. Example one tab, one puff and one pump.
- Physician - Start typing the name of the physician and the drop-down box will appear with related physicians.
- Classification - If a medication from the database is entered, this area will give suggested classifications.
- Frequency - Can be written out fully or with medical shorthand.
- Route - Free text
- Type - New, changed or unchanged

Decide whether the new medication should create an order or be added to the medication profile without an order by checking either box. If there are more medications to enter, select **Save & Add Another**. If not, select the **Save & Exit** button at the bottom. Once a medication is added, it will appear on the Active Medications. **Edit/Delete/Discontinue** this medication by selecting the hyperlink on the right-hand side of the medication.



Drug Interactions		Signed Medication Profiles	
Physician Name	DC Through Date	Action	
Abel, Taylor M.D.		<a href="#">Edit   Delete   Discontinue</a>	
Abel, Taylor M.D.		<a href="#">Edit   Delete   Discontinue</a>	

(5)

Physician Name	DC Date	Action
----------------	---------	--------

Check for Drug Interactions:

- Select the red **Drug Interactions** button at the top of the screen.
- Select the box next to the medication on the left-hand side.
- Select **Check Interactions**. A PDF will generate called Drug Interactions.

Please select the medications below that you will like to check for interactions and click on the 'Check Interactions' button.

Check/Uncheck All

Medication & Dosage	Active Medication(s) Frequency	Route	Classification
<input type="checkbox"/> INSULIN ASPART PROTAMINE	twice daily	inj	antidiabetic agents
<input type="checkbox"/> COUMADIN 2 MG ORAL TABLET	Daily	By mouth (PO)	anticoagulants

Once any updates are made to the Medication Profile, it will need to be signed. Select **Sign Medication Profile** in the upper left. A line will expand in the Medication Profile, allowing users to enter their clinician signature and signature date. Finish by selecting the **Sign** button.

<input type="checkbox"/>	1 tablet Weekly By mouth (PO)	New	respiratory agents	Jasmine M.D.
<input type="checkbox"/>	XANAX 0.5 MG ORAL TABLET 1 Tab Daily oral	Changed	central nervous system agents	
<input type="checkbox"/>	ADVIL 200 MG ORAL TABLET 3 tablets Bi-weekly By mouth (PO)	New	nonsteroidal anti-inflammatory agents	Williams, Janet
<input type="checkbox"/>	VICAM 1 1 By mouth (PO)	New	nutritional products	ACROPOLIS, ADONIS
<input type="checkbox"/>	WARFARIN 1 MG ORAL TABLET 1 1 wk By mouth (PO)	New	coagulation modifiers	ACROPOLIS, ADONIS

Signature

Drug Regimen Review Acknowledgment: I have reviewed all the listed medications for potential adverse effects, drug reactions, including ineffective drug therapy, significant side effects, significant drug interactions, duplicate drug therapy, and noncompliance with drug therapy.

Clinician Signature:  Signature Date:  

To view any prior signed Medication Profiles, select **Signed Medication Profiles** and a list will generate.

Signed Medication Profiles   AANA, BINI				
Signed By	Signed Date			Action
Cj Pierson RN	6/23/2021			<a href="#">Edit</a>   <a href="#">Delete</a>
Taofiq Shittu RN	3/24/2021			<a href="#">Edit</a>   <a href="#">Delete</a>
Allyson Brown RN [deleted]	10/1/2020			<a href="#">Edit</a>   <a href="#">Delete</a>
Michael Carr RN	9/8/2020			<a href="#">Edit</a>   <a href="#">Delete</a>
Sha-Ron Hadley2 RN	1/24/2020			<a href="#">Edit</a>   <a href="#">Delete</a>
Mariana Valentin RN	12/9/2019			<a href="#">Edit</a>   <a href="#">Delete</a>

Select the printer icon to view and/or print the signed Medication Profile.

## Immunization Profile



Active Immunizations						
Immunization	Administered?	Date Administered / Documented	Administered By	Lot #	Reason	Action
Shingles	Yes	03/08/2021	sad	14		Delete   Inactivate
COVID-19, Single Dose	Yes	03/10/2021	Physician Office		Johnson & Johnson	Delete   Inactivate

Inactive Immunizations						
Immunization	Administered?	Date Administered / Documented	Administered By	Lot #	Reason	Action
Pneumonia	Yes	03/05/2021	let	87		Delete   Activate

There is a list of inactivated immunizations in the bottom part of the window. To reactivate, select the **Activate** hyperlink. To add an immunization, select the button in the top left, **Add Immunization**. Choose the type of immunization and who it was administered by from their respective drop-down menus. Then write in or select the calendar day it was given. Once completed, select the **Save** button. Select **Save & Add Another** if more than one is being entered.



Immunization Log Information

Type of Immunization:

Select Who Administered:

Date Administered:  

Comorbid Condition Present:  Yes  No

## Infectious Disease Profile

The Infectious Disease Profile is designed to help organizations easily track infectious diseases and screening tools used to detect them. Infectious disease screenings that have been completed are listed in the Infectious Disease Profile with the following details:

- User who completed the screening
- Type of screening completed
- Date of the screening
- Person screened
- Name of person screened
- COVID-19 risk level and
- Screening results

Select the **View** hyperlink to display the results or select the **Delete** hyperlink to remove.

Entered By	Type of Screening	Date/Time	Person Screened	Name of Person Screened	COVID-19 Risk Level	Screening Results	Actions
Pierson, CJ, Administrator	Coronavirus (COVID-19)	06/22/2021 11:50 PM	Patient	Aana, Bini	Low	Yes - 0/4 questions	<a href="#">View</a>   <a href="#">Delete</a>
Clarke-Turner, Rosena, Registered Nurse	Coronavirus (COVID-19)	04/20/2021 08:30 AM	Patient	Aana, Bini	Low	Yes - 1/4 questions	<a href="#">View</a>   <a href="#">Delete</a>
Ayana, Dejene, Administrator	Coronavirus (COVID-19)	01/26/2021 02:34 AM	Patient	Aana, Bini	Low	Yes - 2/4 questions	<a href="#">View</a>   <a href="#">Delete</a>
Bustamante, Aileen, Administrator	Coronavirus (COVID-19)	12/01/2020 08:05 AM	Patient	aana, bini	Low	Yes - 0/4 questions	<a href="#">View</a>   <a href="#">Delete</a>
Clarke-Turner, Rosena, Registered Nurse	Coronavirus (COVID-19)	10/19/2020 02:45 PM	Patient	aana, bini	Low	Yes - 1/4 questions	<a href="#">View</a>   <a href="#">Delete</a>
Carr, Michael, Administrator	Coronavirus (COVID-19)	09/11/2020 12:49 PM	Non-Agency Caregiver	Tammy Ross friend	Low	Yes - 0/4 questions	<a href="#">View</a>   <a href="#">Delete</a>

Select the **View** hyperlink to see the previous screenings or select the **Delete** hyperlink to remove. Select the **COVID-19 Screening** button to add a new screening. Choose the person screened from the drop-down menu. There is a checkbox if the user refused screening. Enter the reported temperature. Answer the yes or no questions and choose a risk level. Templates and additional screening requirements may be entered. Select the screening acknowledgment checkbox. Enter the clinician signature and confirm the signature date and time (both auto-generate the time the window was opened). Users can then **Sign Screening**, or if there is more than one screening to add, select the **Sign & Add Another** to continue with another blank COVID-19 Screening window.

### COVID-19 Screening

Complete the following screening questions and select a risk level for the patient and/or household members based on agency policies and procedures.

**Person Screened**

Patient
▼

Refused Screening

**Reported Temperature (°F)** ⓘ

Enter Temperature

1. Have you traveled internationally within the last 14 days to a country with sustained community transmission?
 

Yes  No
2. Do you have signs or symptoms of COVID-19, such as fever, chills, cough, shortness of breath, difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion, runny nose, nausea, vomiting or diarrhea?
 

Yes  No
3. In the last 14 days, have you had contact with someone diagnosed with COVID-19, under investigation for COVID-19, or with a suspected illness?

Sign Screening
Sign & Add Another
Cancel

## Preadmission Notes

Preadmission notes enable organizations to document notes in a patient's chart before admitting the patient. Select the **View** hyperlink to see notes or select the **Delete** hyperlink to remove.

User	Date	Title	Actions
Pierson, CJ	06/23/2021	Orders	<a href="#">View</a>   <a href="#">Delete</a>

Select the **Add New Note** button to create a note. Enter a title, comments and select the **Save** button when complete.

**Preadmission Note**

**Title**  
Enter Title

**Comments**  
Enter Comments

## Communication Notes

This report will give a list of all communication notes created for this patient. The report will show who created the note, the date and a PDF to view and/or print.

User	Date	Status	Action
CJ Pierson	06/18/2021	Submitted With Signature	 <a href="#">Edit</a>   <a href="#">Delete</a>
Geri Gallegos	06/07/2021	Submitted With Signature	 <a href="#">Edit</a>   <a href="#">Delete</a>

Select the printer icon and a PDF document will generate with the ability to print:

Location V 26 N Main St St George, UT 84790 Phone: (202) 302-9222		<b>COMMUNICATION NOTE</b>	
<b>Patient: Aana, Bini</b> 6080 Dallas Parkway Dallas, TX 75249 (956) 264-2408 Health Plan ID: 1211212		<b>MRN:</b> MRN150239546 <b>DOB:</b> 08/19/1959	<b>Physician:</b>
<b>Date:</b> 06/18/2021 Patient made appointment with physician for Friday 6/18			

## Orders and Care Plans

This report will list all the orders and care plans for this patient. This list is a quick way to view orders when looking for a specific one. The list provides the basic details of the orders with the ability to view and/or print the document.

Patient Order History   AANA, BINI									
Date Range:									
4/25/2021		6/23/2021		Generate		Excel Export			
Order Number	Type	Status	Physician	Electronic	Order Date	Sent Date	Received Dt	Received By	
44890018	Physician Order	Not Yet Started	Doctor, Test	No	2021 06/18				Delete
44797600	Physician Order	Saved	Doctor, Test	No	2021 06/14				Delete
44695985	Physician Order	Submitted (Pending QA Review)	Abellana, Arlene RCP,RRT,RPSGT	Yes	2021 05/04				Delete
44713690	Physician Order	Not Yet Started	Doctor, Test	No	2021 05/01				Delete

Verify that this is the correct date range. Select the printer icon and a PDF document will appear with the ability to print.

 Location V 20 N Main St St. George, UT 84790 Phone: (972) 972-9722		<b>Order#: 44695965</b> <b>Physician Order</b>
<b>Patient: AANA, BINI</b> 16000 Dallas Parkway DALLAS, TX 75248 (586) 264-2400 Mbi: 9C98C98CC99	<b>MRN:</b> MRN192836646 <b>DOB:</b> 09/16/1959	<b>Physician: Abellana, Arlene RCP,RRT,RPSGT</b> 6600 Bruceville Rd Sacramento, CA 95823 Phone: (916) 688-6671 NPI: 1942771704
<b>Send To: Abellana, Arlene</b> 6600 Bruceville Rd Sacramento, CA 95823 Phone: (916) 688-6671 NPI: 1942771704		<b>Copy To(optional):</b>
<b>Order Date:</b> 06/04/2021 <b>Order #:</b> 44695965 <b>Effective Date:</b> 06/04/2021 <b>Time:</b> 11:20 AM		<b>Episode Associated:</b> 4/20/2021 - 6/18/2021
<b>Summary:</b> test		
<b>Allergies:</b> dtbgsqt, Gum, Sun Allergy DISCIPLINE FREQUENCY DURATION: PT: DT: CT:		
<input type="button" value="Print"/> <input type="button" value="Close"/>		

## Plan of Care Summary

Plan of Care Summary			
<input checked="" type="button" value="Current"/> <input type="button" value="Discontinued"/>	Episode: 3/6/2021 - 5/4/2021	Last updated on: 06/21/2021	
Current Orders	Date Created or Updated	Status	Add/Updated By
<b>Frequency and Duration</b>			
SN 2wk3,2wk3,1wk1 effective 04/15/2021 MSW eval.and.treat effective 04/15/2021	4/15/2021	Admission	Larisa Larisa RN
<b>Medication Orders</b>			
COUMADIN 2 MG ORAL TABLET One tablet per day QD By mouth (PO)	1/11/2018	Changed	Anusha Bommididi RN
<b>SN Orders</b>			
Physical Therapy to assess functional status, home environment to eliminate structural barriers and improve safety and functional independence. PT to assess rehabilitation potential and determine need for gait training, safety precautions, pain management, strengthening/conditioning exercise, balance/	7/28/2020	Admission	Kinjal Das RN
<input type="button" value="Print"/>			

## Vital Sign Charts

This report pulls a chart of all the prior vital signs documented on visits and a graphic view of their trends. There is also a Vital Signs Log that shows a summary list of all the vitals.



### Episode Summaries ?

This page contains schedulable manual and auto-generated summaries for end-of-episode, transfer, discharge and intra-episode management.

Episode:

Summary Type	Clinician Name	Date	Signature Date	Episode Date	Physician Name	Action
Intra-Episode Summary (Auto-Generated)	Susanna Welch RN	06/10/2021	06/10/2021	04/25/2021 - 06/23/2021	Star, Ali	<a href="#">Delete</a>
Intra-Episode Summary (Auto-Generated)	Susanna Welch RN	06/10/2021	06/10/2021	04/25/2021 - 06/23/2021	Star, Ali	<a href="#">Delete</a>
Intra-Episode Summary (Auto-Generated)	Susanna Welch RN	06/10/2021	06/10/2021	04/25/2021 - 06/23/2021	Star, Ali	<a href="#">Delete</a>

## Triage Classification

This quick report will pull up a PDF version of the patient's emergency preparedness plan/triage classification based on what was answered during the assessment. Select the **Print** button at the bottom to get a copy of the form.

Testing Home Health Agency, Inc	EMERGENCY PREPAREDNESS PLAN TRIAGE CLASSIFICATION
Patient Name : Whitehouse, C.J Patient address : 14000 Dallas pkwy DALLAS, TX 75248 Patient Tel# : (214) 588-8855	Emergency Contact Person : Bill Whitehouse Contact Tel # : (214) 588-6665
<p><b>5:</b> Life threatening (or potential) and requires ongoing medical treatment. When necessary, appropriate arrangements for evacuation to an acute care facility will be made.</p> <p>Unable to evacuate/transport self. Unable to withstand any interruption in power supply. No readily available family or caregiver or family caregiver unable to provide needed care. Requires transport to an acute care facility or specialized shelter situation. Patient is equipment-dependent e.g. equipment for life support e.g. patients dependent on Ventilator, LVAD. Patient lives in the vicinity of the disaster and lives alone and has no family members. Patient has no available transport. Notify EMS and Ambulance Company for transportation from the immediate area. Patients in this category who require ventilator may also need to be assessed for notification of the electric company upon assistance to services, to assure continuity of electric power should the power fail.</p>	

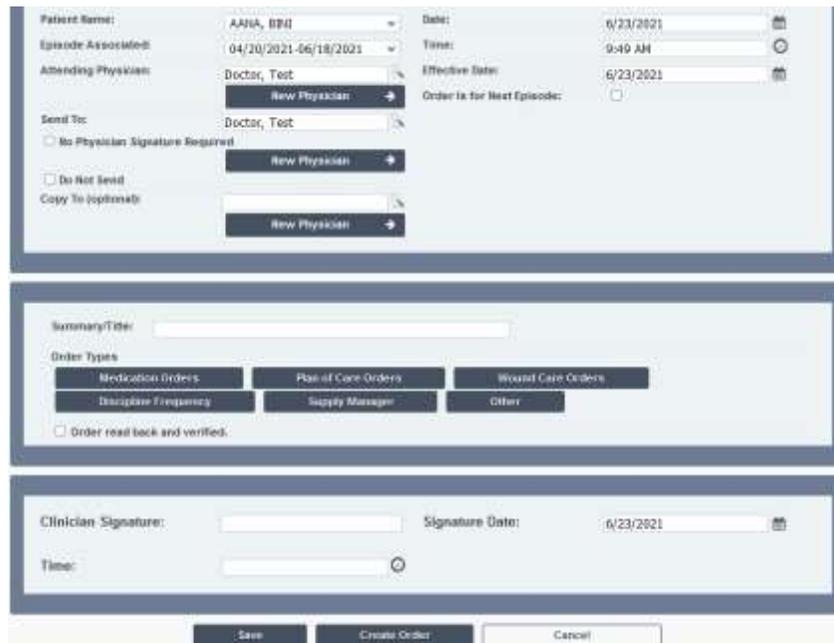
## Deleted Tasks

See *Deleting a Visit* below

## PATIENT CHART TABS

### New - Order

To add a new order to a patient's chart, select **New/Order** tab at the top of the patient's chart and the window below will appear:



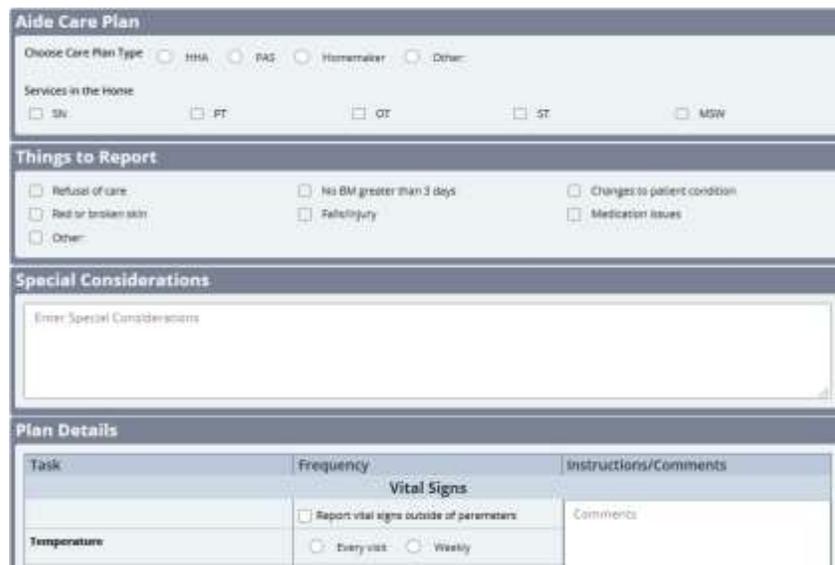
Patient's name and physician will autofill in the designated fields. Select the episode this order goes with.

- Date - The date will default to today's date but can be changed if necessary.
- Time - Fill in the time.
- Effective Date - This date will default to today's date but can be changed if necessary.
- Order is for Next Episode - Check this box if the order will go to the next episode.
- Summary/Title - Give this order a title.
- Order Types -
  - Medication Orders - The Medication Profile will populate, allowing users to add a new medication.
  - Plan of Care Orders - The POC Summary will populate, allowing users to update the plan of care.
  - Wound Care Orders - Opens the Wound Orders Profile window. Users should then select the **Add New Wound Order** button.
  - Discipline Frequency - Discipline Frequency fields will appear at the bottom of screen to fill in. Remember to check the "If this is an interim order" box if the new frequency will override the original frequencies.
  - Supply Manager - The Supply Manager box will appear, allowing users to fill in the supplies.

- Other - Anything that does not fit in the four types listed will fall in this field. Anything entered in this type will **not** flow to the POC Summary.

## New - Aide Care Plan

To add a new Aide Care Plan to a patient's chart, select the **New/Aide Care Plan** tab at the top of the patient's chart. A new window below will appear.



The screenshot shows the 'Aide Care Plan' form with the following sections:

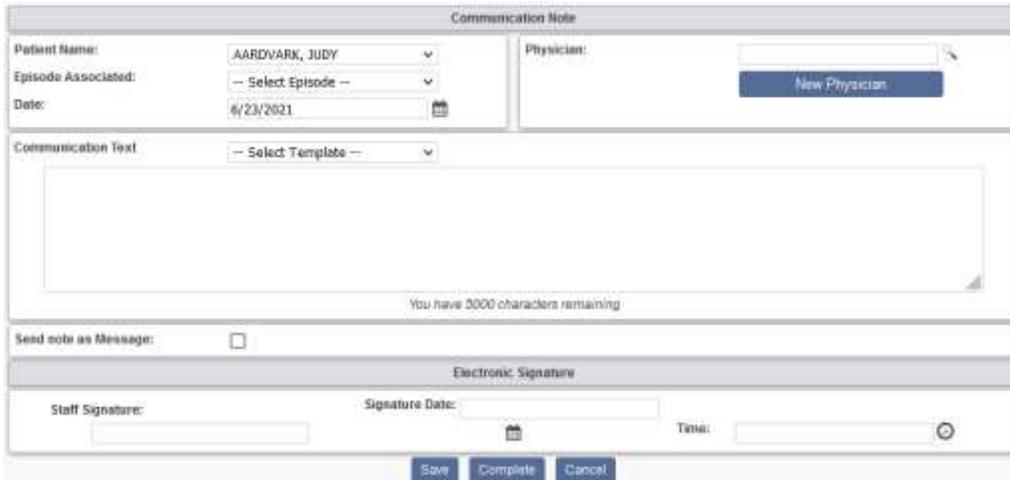
- Choose Care Plan Type:** Radio buttons for HHA, PAS, Homemaker, and Other.
- Services in the Home:** Checkboxes for SH, PT, OT, ST, and AGW.
- Things to Report:** Checkboxes for Refusal of care, Red or broken skin, Other, No BM greater than 3 days, Falls/injury, Changes to patient condition, and Medication issues.
- Special Considerations:** A text area labeled 'Enter Special Considerations'.
- Plan Details:** A table with columns for Task, Frequency, and Instructions/Comments.
 

Task	Frequency	Instructions/Comments
Temperature	Vital Signs <input type="checkbox"/> Report vital signs outside of parameters <input type="radio"/> Every visit <input type="radio"/> Weekly	Comments

Choose and/or enter the aide care plan, things to report, special considerations, plan details and notifications. Electronically sign after all information has been chosen/entered and then select the **CREATE & COMPLETE** button to finish.

## New - Communication Note

To add a new communication note to a patient's chart, select the **New/Communication Note** tab at the top of the patient's chart and the window below will appear.



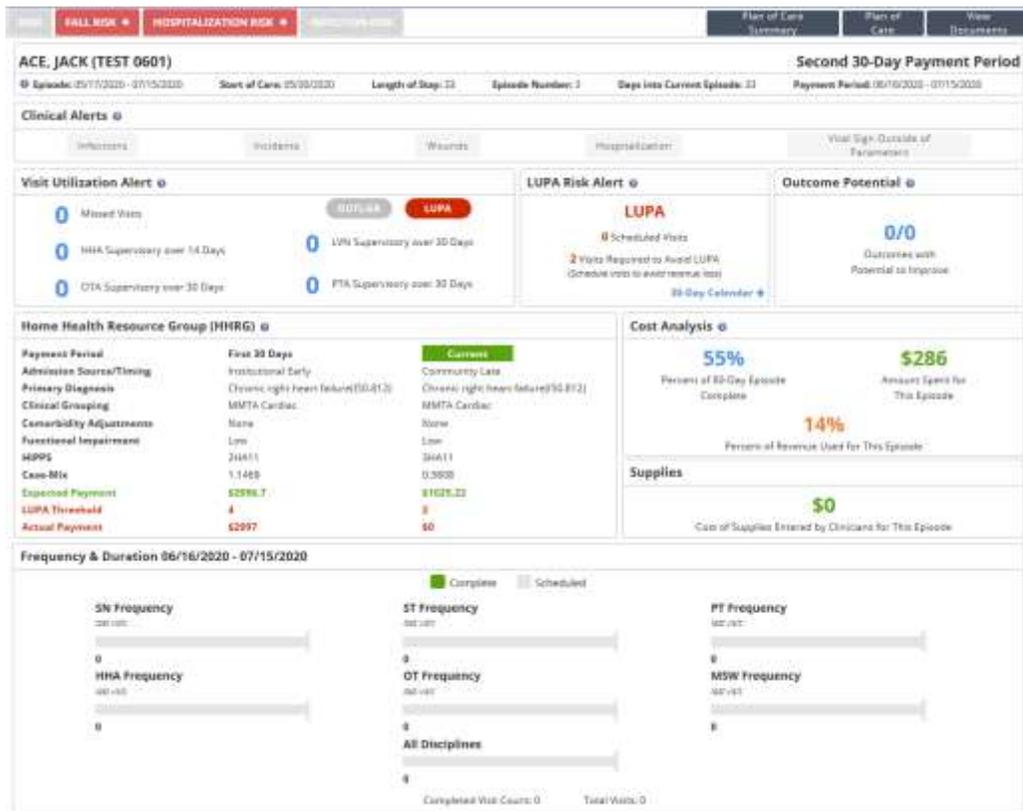
- Patient's Name - Auto filled
- Episode Associated - Select the drop-down menu to select the episode associated with this note.
- Date - Defaults to today's date but can be changed if necessary.
- Physician - Start typing the physician's name and a drop-down box appears. If the physician is not currently in the database, select **New Physician** to enter the name.
- Communication Text - This is the area where the note is documented. Either free text or select one of the organization's templates.
- Send Note as Message - Check this box to send the note as a message to other users in the organization.
- Signature - Sign with user's signature.
- Date/Time - Make sure the note lists the correct date and time.

Select **Save** to keep what has been entered to complete or edit later. Select **Complete** to finish the communication note.

## PDGM Dashboard

The PDGM Dashboard empowers organizations with continuous access to real-time episode data, so users can evaluate key aspects of care delivery for streamlined intra-episode management. The PDGM Dashboard is accessible to all users with a role of Case Manager or higher (Clinical Managers, Administrators, etc.). Financial information on the PDGM Dashboard is visible based on the user's financial permissions. To give a user permission to view financial information, navigate to:

*Admin/Lists/Users/\*User\*/Permissions/Clinical/View Expected Payment for HHRG\_Case-Mix Analysis.*



The top of the dashboard includes:

- **Risk Stratification** - Identifies the patient's risk level during the comprehensive assessment visit (i.e., OASIS). Fall, hospitalization, and infection risks are identified and updated at recertification. DNR patients are also identified to alert clinicians entering the patient's home. DNR status can be updated using the following path: *Patients/Patient Chart/Edit/Advance Directives*
- **Plan of Care Summary** - Provides current details of the patient's visit frequency, medications and treatment orders. Once the plan of care is approved by QA, the Plan of Care Summary is created and updated through physician orders or subsequent comprehensive assessments in real time.
- **Plan of Care** - Once the plan of care is approved by QA, the plan of care that was sent to the physician is now available to view. The plan of care is updated at recertification or follow-up (SCIC- Significant Change in Condition).
- **View Documents** - Enables users to see and access documents attached to the patient chart.

ONE	FALL RISK	HOSPITALIZATION RISK	INFECTION RISK	Plan of Care Summary	Plan of Care	View Documents
<b>ACE, JACK (TEST 0601)</b>				<b>Second 30-Day Payment Period</b>		
Episode: 05/17/2020 – 07/15/2020	Start of Care: 05/30/2020	Length of Stay: 33	Episode Number: 3	Days into Current Episode: 33	Payment Period: 06/16/2020 - 07/15/2020	

Below is the time period information which displays the patient's name, MRN and the following time period information:

- Episode - The date range comprising the current 60-day episode.
- Start of Care - The day the patient was admitted to the organization.
- Length of Stay - The number of days from the start of care date to the current date.
- Episode Number - The number of 60-day episodes to the current date.
- Days into Current Episode - The total number of days since the start of the current 60-day episode.
- First 30-Day Payment Period or Second 30-Day Payment Period - The current 30-day payment period in the patient's 60-day episode.

The following tiles appear on the PDGM Dashboard:

- Clinical Alerts - Indicates adverse events throughout care delivery and facilitates QAPI reporting including infections, incidents, wounds, hospitalization, and vital sign outside of parameters.
- Visit Utilization Alert - Indicates when visits may impact compliance. Users are alerted about missed visits, outstanding supervisory visits for home health aides, LVNs, PTAs and COTAs.
- LUPA Risk Alert - Displays real-time LUPA risk as low, high, or actual LUPAs.
- Outcome Potential - Indicates potential for outcome improvement as it relates to OASIS assessment.
- Home Health Resource Group (HHRG) - Shows the expected payment and LUPA threshold for each 30-day period.
- Cost Analysis - Enables evaluation of the cost of care delivery and utilization to date.
- Supplies - Shows the cost of supplies entered by clinicians for the episode.
- Frequency and Duration - Shows the frequency of all disciplines scheduled and completed visits including totals for 30 days.

## Documents

To manage documents in the patient's chart, select the **Documents** tab at the top of the patient's chart and the window below will appear.



The screenshot shows a window titled "Documents | AANA, BINI". At the top, there is a "New Document" button, a "Date Range" filter (03/01/2021 to 6/23/2021), a "Document Type" dropdown (54 selected), and a "Generate" button. Below this is a "Document Search" field. The main content is a table with the following data:

Document Name	Document Type	Attached By	Created	Modified	Action
AANA, BINI	Consent Forms	Ladawn Pierce RN	03/31/2021	03/31/2021	<a href="#">Edit</a>   <a href="#">Delete</a>
DA-4868	Patient Consent Form	Adrian Killebrew RN	03/23/2021	03/23/2021	<a href="#">Edit</a>   <a href="#">Delete</a>
DA-1238	Face to Face Documentatation	Adrian Killebrew RN	03/23/2021	03/23/2021	<a href="#">Edit</a>   <a href="#">Delete</a>
DA-4563	Admission Documents	Adrian Killebrew RN	03/23/2021	03/23/2021	<a href="#">Edit</a>   <a href="#">Delete</a>
test	Admission Documents	Kedar Kanaka RN	03/11/2021	03/11/2021	<a href="#">Edit</a>   <a href="#">Delete</a>

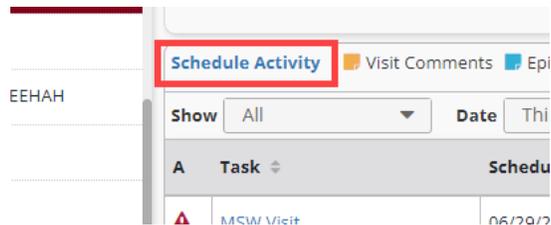
Select the **New Document** button to add any documents/attachments to the patient's chart.



The screenshot shows the "Upload Patient Document" form for patient "AANA, BINI". It includes a "New Document" section with a "Browse..." button (no files selected), a "25MB file size limit" note, a "Document Name" text field, a "Document type" dropdown menu (set to "--Select Document Type--"), and "Submit" and "Edit" buttons at the bottom.

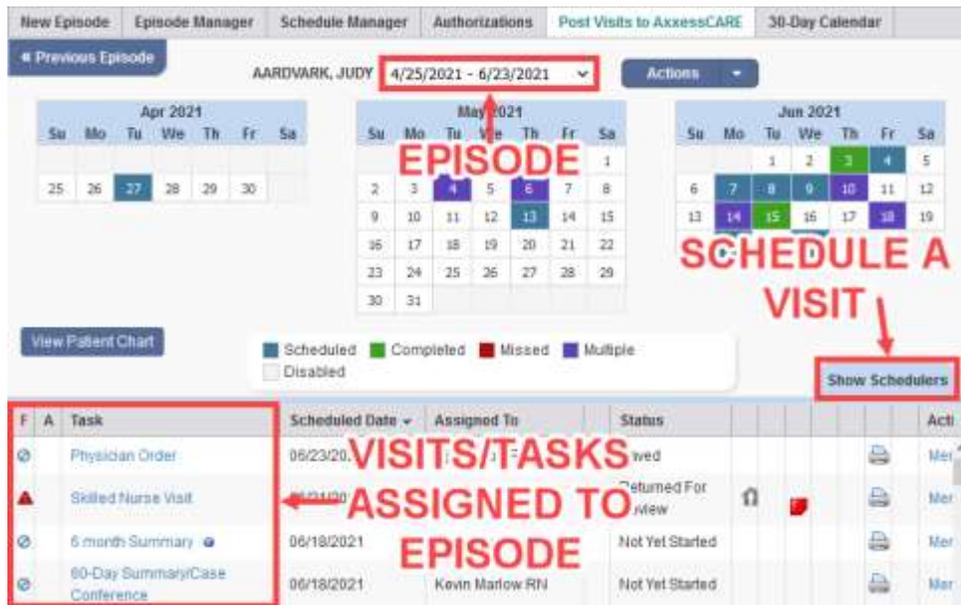
Choose files from the computer, give the document a name that will appear in the patient's chart and choose the document type. Then select **Submit** when complete. The attached documents will all display with the ability to **Edit** or **Delete** them by selecting the hyperlinks on the far right.

## SCHEDULE ACTIVITY



The screenshot shows the "Schedule Activity" tab selected in a patient's chart. The tab is highlighted with a red box. Below the tab, there are filters for "Show" (All) and "Date" (This). A table of activities is visible, with the first row showing a task:

A	Task	Schedu
▲	MSW Visit	06/29/21



The screenshot shows the 'Schedule Manager' tab for a patient named AARDVARK, JUDY, with an episode from 4/25/2021 to 6/23/2021. Three monthly calendars (April, May, and June 2021) are displayed. The May calendar has several dates highlighted in different colors: blue (Scheduled), green (Completed), red (Missed), and purple (Multiple). A red box highlights the 'Show Schedulers' button. Below the calendars is a table of tasks assigned to the episode:

F	A	Task	Scheduled Date	Assigned To	Status
✓		Physician Order	06/23/2021		Completed
▲		Skilled Nurse Visit	06/21/2021		Returned For Review
✓		6 month Summary	06/18/2021		Not Yet Started
✓		90-Day Summary/Case Conference	06/18/2021	Kevin Marlow RN	Not Yet Started

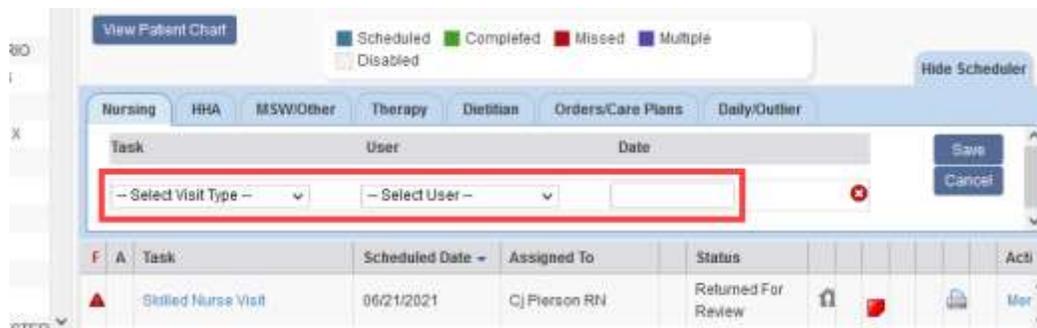
The current episode defaults at the top of the screen. All visits/tasks assigned to this episode are listed at the bottom of the screen. Color-coded visits appear on the calendar and are the print color of the task.



■ Scheduled  
 ■ Completed  
 ■ Missed  
 ■ Multiple  
 Disabled

### SCHEDULING A VISIT (PERMISSIONS BASED)

Select a date on the calendar and the tab will expand, allowing users to schedule the visit. The section will also expand by selecting the **Show Scheduler** tab.



The screenshot shows the 'Show Scheduler' form with tabs for different disciplines: Nursing, HHA, MSW/Other, Therapy, Dietitian, Orders/Care Plans, and Daily/Outlier. The 'Nursing' tab is selected. The form contains a table with columns for Task, User, and Date. Below the table, there are two drop-down menus: '-- Select Visit Type --' and '-- Select User --', and a date input field. A red box highlights these three elements. A 'Save' button and a 'Cancel' button are also visible.

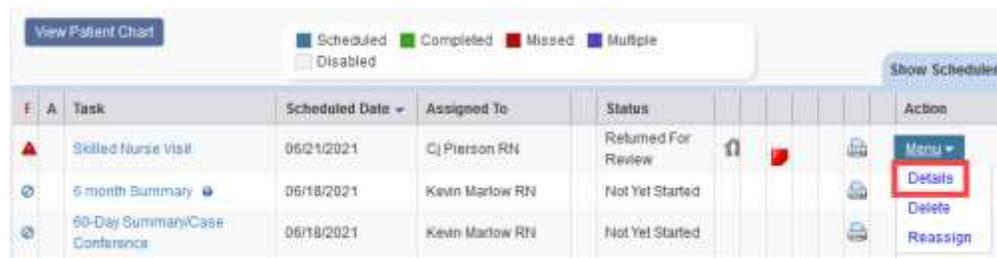
Select the correct discipline's tab to find a specific visit. Choose the task and user in the drop-down menus and fill in the date. Select **Save** and the visit will appear within the list of other tasks/visits below. To schedule multiple visits (same type)

for the same user, select the blue **Schedule Manager** tab at the top of screen. Select **Schedule Employee**, and the box below appears.



Select the specific user/employee and the visit type in the drop-down menus to schedule. Then select each box in the calendar to assign. If a box is selected accidentally, select the box again to uncheck. Select **Save & Exit** and the visits will display on the patient's schedule. Select **Save & Add Another** to schedule more visits to the same patient.

Visit Details - On the right side of the screen (under the Action column), users will see a drop-down for all visits (these options are permissions based).



F	A	Task	Scheduled Date	Assigned To	Status	Action
▲		Skilled Nurse Visit	06/21/2021	Cj Pierson RN	Returned For Review	Menu
🕒		5-month Summary	06/18/2021	Kevin Marlow RN	Not Yet Started	Details
🕒		60-Day Summary/Case Conference	06/18/2021	Kevin Marlow RN	Not Yet Started	Delete
						Reassign

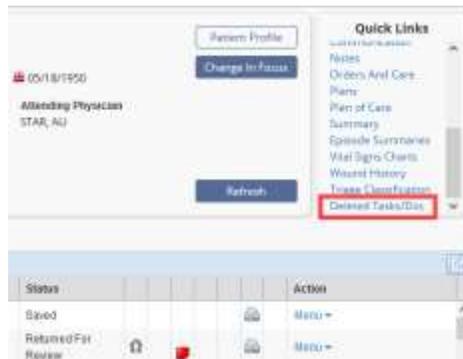
Once **Menu** is selected, there will be a **Details** option. The window will open, displaying the details of the visit (see Visit Details).

### **DELETING A VISIT (PERMISSIONS BASED):**

To delete a visit, go to the Menu drop-down. Select **Delete** and the window below will appear.



Select **OK** and the visit will be deleted but still stored in the Deleted Tasks in the Quick Links of the patient's chart in case it needs to be restored.



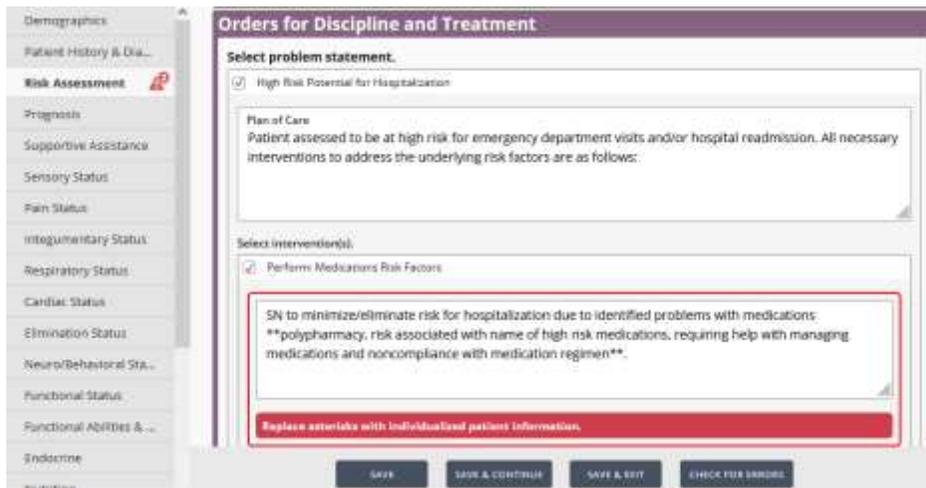
Task / Document	Scheduled Date	Status	User	Action
Skilled Nurse Visit	05/13/2021	Not Yet Started		Restore
Skilled Nurse Visit	12/12/2020	Not Yet Started	Sheila Young RN	Restore
Skilled Nurse Visit	12/08/2020	Not Yet Started	Sheila Young RN	Restore
OT Assessment- Recertification (Non-OASIS)	11/02/2020	Saved	Alesse Gates RN	Restore
OT Assessment- Start of Care (Non-OASIS)	10/09/2020	Saved	Akillah Ward RN	Restore
Skilled Nurse Visit	08/19/2020	Not Yet Started	Michael Carr RN	Restore

### **OASIS-D1 START OF CARE:**

When charting information in the Start of Care (SOC) visit, some information has already been pulled from the patient's profile. Answer all required questions for the rest of the visit. These are indicated by red asterisks.

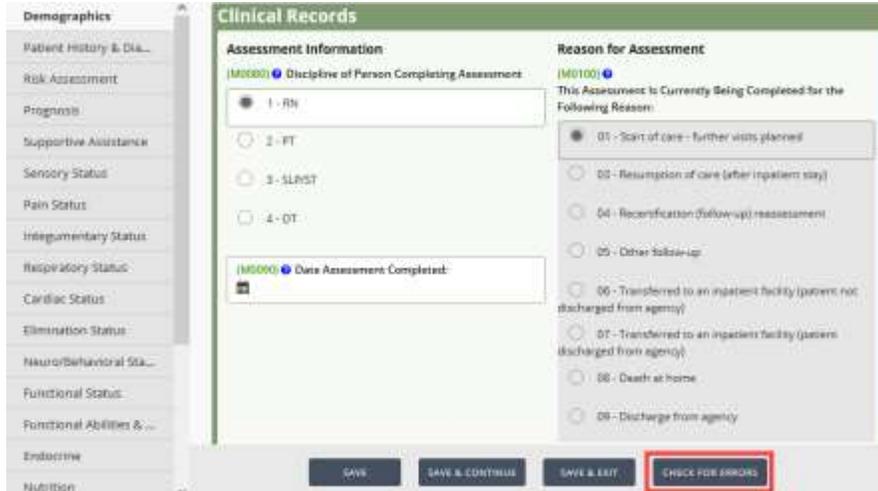
- **Green Boxes** - Information in the green boxes are the M questions that will be exported to CMS.
- **Purple Boxes** - These questions generate plan of care pathways.
- **Grey Boxes** - These questions pull to the plan of care (sent to physician for signature).
- **Blue Boxes** - Physical Assessment questions.

SOC Orders: Enter orders at bottom of each tab in the SOC. Enter orders, interventions, goals, homebound status, and medical necessity based on previous assessment answers. Several boxes will display \*\*. This mark means the system is requiring customized information based on this patient's visit.



**NOTE: For Recert/Resumption orders, review/update existing orders at the bottom of each tab in the Recertification and Resumption of Care OASIS Assessment.**

When all information is complete, select the **CHECK FOR ERRORS** button. A window will open showing warnings, errors or conflicts.



Warnings will have a yellow triangle  icon. This message is letting users know of things they may want to look at before submitting the OASIS, not a hard stop. An error will be a red stop  icon. This message lets users know this question either needs to be answered or answered differently. Users cannot finish an OASIS with red error messages. The final screen will show the calculated Home Health Resource Group (HHRG) and OASIS Case-Mix

Analysis. Once the OASIS is complete, the system will automatically create a 485 Plan of Care if the **Create Medicare Plan of Care** toggle is selected.

Home Health Resource Group			OASIS Case-Mix Analysis
<b>Pay Period</b>	<b>First 30 Days</b>	<b>Second 30 Days</b>	<b>Comorbidity Adjustment Description</b>
<b>Admission Source/Timing</b>	Community Early	Community Late	No Comorbidity Adjustments
<b>Primary Diagnosis</b>	Heart failure, unspecified(I50.9)	Heart failure, unspecified(I50.9)	<b>Functional Points</b>
<b>Clinical Grouping</b>	MMTA Cardiac	MMTA Cardiac	3 Points - (M1850) Transferring = 1 - Able to transfer with minimal assistance
<b>Comorbidity Adjustment</b>	None	None	<b>Total Points: 3</b>
<b>Functional Impairment</b>	Low	Low	
<b>HIPPS</b>	1HA11	3HA11	
<b>Case-Mix</b>	0.9665	0.5608	
<b>LUPA Threshold</b>	4	2	
<b>Expected Payment</b>	\$1,767.45	\$1,025.22	

G Code: Use default value defined in payor profile	
<input checked="" type="radio"/> Create Medicare Plan of Care	<input type="radio"/> Create Medicaid Plan of Care
<input type="radio"/> Do not create a Plan of Care	

<b>Time In:</b>		<b>Time Out:</b>	
<b>Travel Start Time:</b>		<b>Travel End Time:</b>	
<b>Surcharge:</b>		<b>Mileage:</b>	
<b>Clinician Signature:</b>		<b>Signature Date:</b>	6/24/2021
<b>Signature Time:</b>	02:46 PM		

Before finishing the OASIS, users can run the **OASIS Scrubber** by selecting the button in the bottom left (PDF will be generated). Axxess has an integration/interface in place with SHP for OASIS Audits. This will look for any inconsistencies or flags that the organization may want to address. These audits are not necessarily wrong, the scrubber is looking for inconsistencies.

Testing Home Health Agency 16000 Dallas Freeway(Suite 700) Dallas, TX 75248 Phone: (214) 327-2003   Fax: (214) 675-7711		OASIS AUDIT Logical and Clinical Inconsistency Check
Home Health Gold Edit Report		
<b>Patient Name:</b> PETERSON, LOLA	<b>MR:</b> A12345	OASIS-D1 Start of Care assessed on 06/24/2021
Fatal Audit (3060_M1025ActiveDiagnosesDiabetesMellitus) - Not a valid response: (M1028) Active Diagnoses 2 - DM = No Answer		
Fatal Audit (3060_M1028ActiveDiagnosesPvdOrPad) - Not a valid response: (M1028) Active Diagnoses 1 - PVD or PAD = No Answer		
Fatal Audit (3060_M1025ActiveDiagnosesNoneOfTheAbove) - Not a valid response: (M1028) Active Diagnoses 3 - NOTA = No Answer		
Fatal Audit (3060_M1100PatientLivingSituation) - Not a valid response: (M1100) Living Situation = (SKIPPED)		
Fatal Audit (3060_M1200Vision) - Not a valid response: (M1200) Vision (with corrective lenses if the patient usually wears them) = (SKIPPED)		

After all audits have been addressed, ensure that Time In and Time Out are completed.

**NOTE: If the organization tracks travel time, then surcharges and mileage must also be entered.**

Enter the Clinician Signature, confirm Signature Date and Signature Time, then select **Finish**. Once the OASIS is finished, it will be sent to the QA Center for approval. The Plan of Care will then generate in the patient's schedule.

## HELP CENTER

A great resource available any time, any day is our Help Center. Get answers to frequently asked questions and watch tutorial videos on all our Axxess products. Our Help Center can be accessed by going to *Help/Help Center* or <https://www.axxess.com/help/>

