HOME HEALTH
MOBILE iOS
TRAINING MANUAL

November 2022

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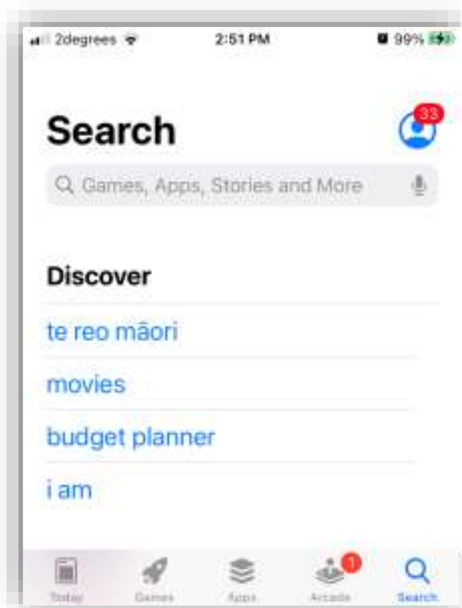
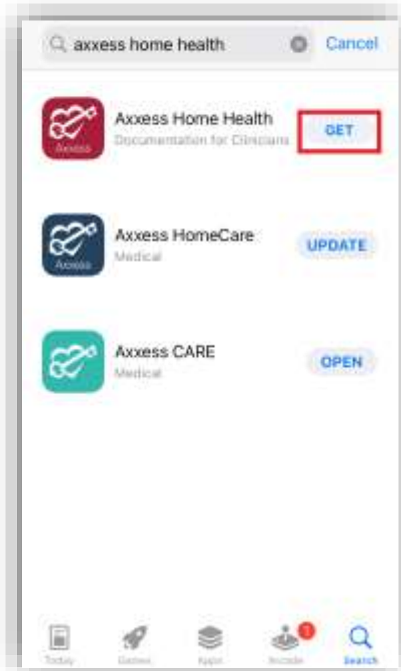
DOWNLOADING APP

Navigate to the Apple App Store.

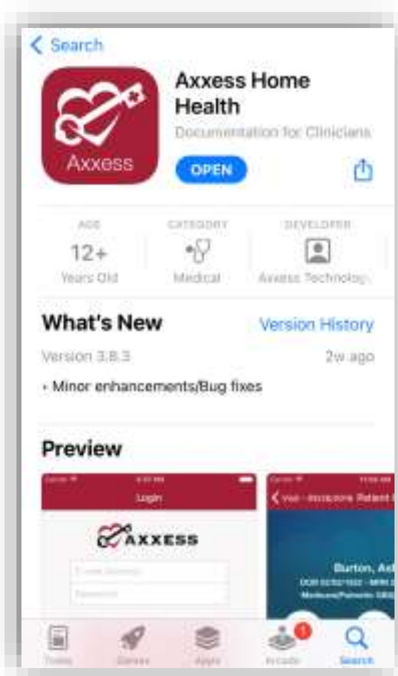
Select the search feature at the bottom right of the page.



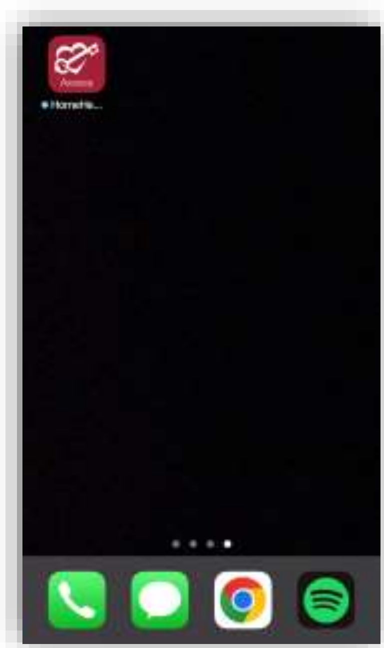
Search for "Axxess Home Health." The app is red and says "Axxess" at the bottom of the Axxess logo (heart and key). Select the **GET** button. Then a pop up will appear at the bottom of the screen (if logged into Apple account) with an **Install** button. The download process will begin.



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



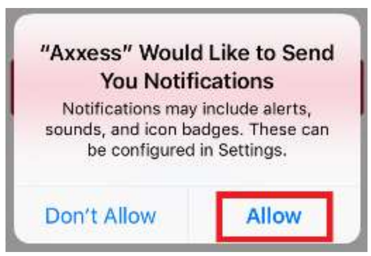
The app will be located with the rest of the user's apps. Always make sure to update the App for the latest version in the App Store.



Select the Home Health app to open and the following pop-up will display.

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

Select **Allow** so that Axxess can send notifications including alerts, sounds and icon badges depending on how the app notifications are configured in the device's settings.



The following is the login screen. The version number of the app will be listed at the bottom. Select **Login**.

The user will be directed to **Continue** through to the sign-on page.

Enter the email that was provided to the organization and the password for logging into the web version of the Home Health app. Select **Secure Login**. If the password was forgotten, then select the **Having trouble logging in?** hyperlink.

A confirmation will show the login was successful. Select **OK** to continue.

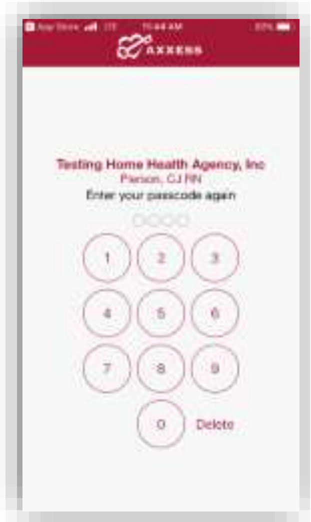
If the user has access to more than one organization, they will have to choose an organization.

Select the red **OK** button.

Users are required to create a 4-digit passcode.

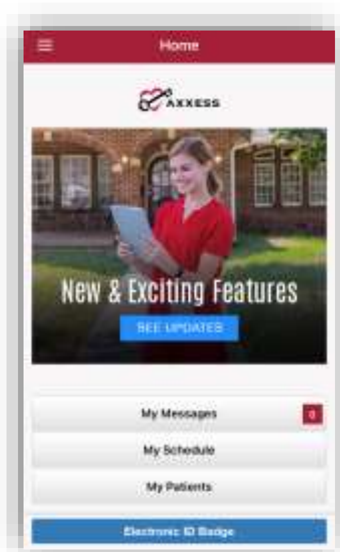
Once a 4-digit passcode has been entered, confirm the passcode by entering it one more time. Any time users leave the app and come back, or the app times out due to inactivity, the passcode must be reentered.

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



HOME PAGE

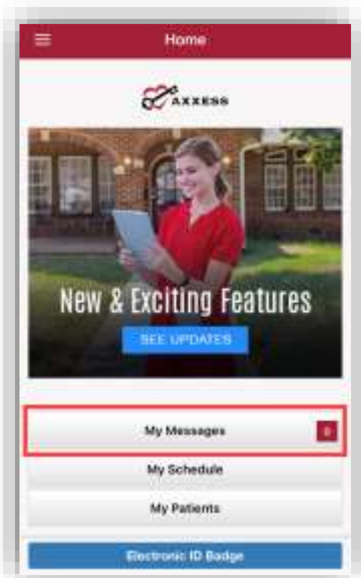
Below is the Axxess Home Health home page. The menu button is on the top left of the screen. The bottom three tabs listed are **My Messages**, **My Schedule** and **My Patients**. The main part of the screen is any announcements that Axxess might be promoting.



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

MY MESSAGES

Select the **My Messages** button. This is the HIPPA-compliant, intra-organization messaging feature.



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

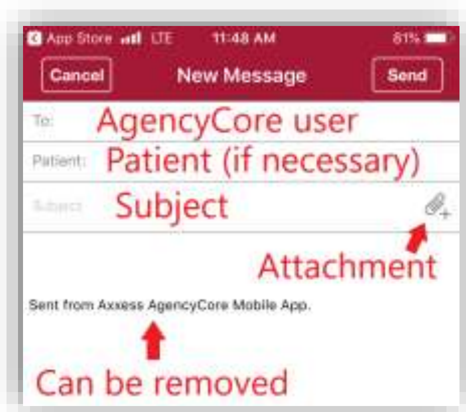
Select a message to view. Select the Delete icon in the bottom left of the screen to remove. Compose a new message from here or select **My Messages** to go back.

Back at My Messages, select the search inbox messages section to find a specific message searching by keyword.

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

Compose New Message:

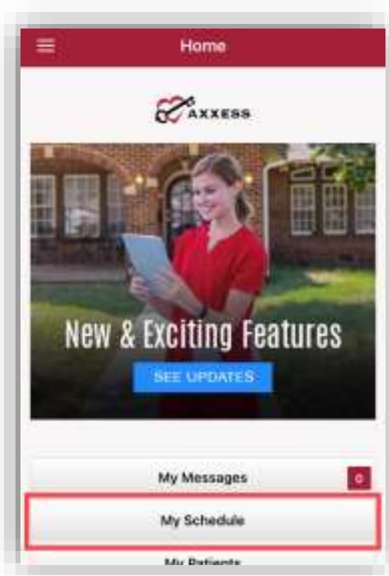
Select the icon in the bottom right to compose a new message. These messages can only be sent to other users inside of the organization's Home Health database. Select inside the "To" area and start typing the name of the user who will receive the message. A list will drop down below and become more limited while typing. If the message is patient-specific, select inside the "Patient" area, and begin typing their name. Enter a subject.



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

MY SCHEDULE

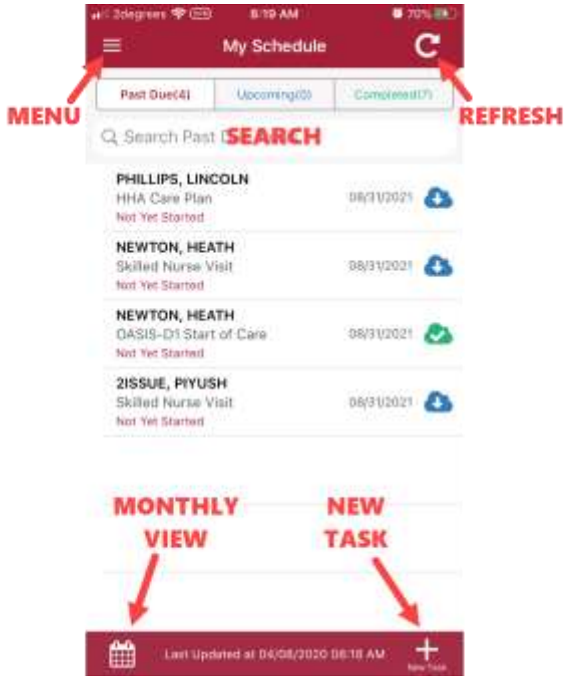
From the Home page, select **My Schedule**.



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

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

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



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

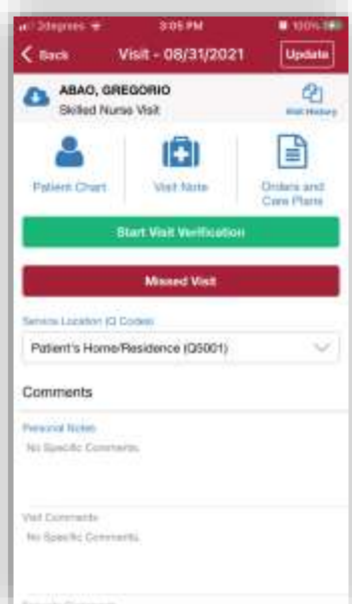
The following is creating a new task from My Schedule (permission based).

Choose a patient, the corresponding episode, choose the date, task and user then select the **Add** button.

Visit Information

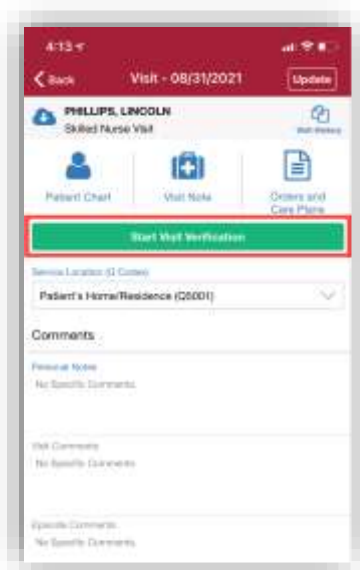
To start a visit, select the task to be taken to the screen below. View all previously completed visits by selecting the 

icon. If the note is already in progress, select the **Visit Note** button. View all previously established orders by selecting the **Orders and Care Plans** button. The patient's service location (Q Code) can be updated by selecting the drop-down menu. There is also space at the bottom for personal notes. Visit and episode comments are also listed.



Electronic Visit Verification (EVV)

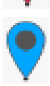
From the Visit page, select the **Start Visit Verification** to get started. If the user is not in range of the patient location, they will receive a “Location not close to patient address” error.



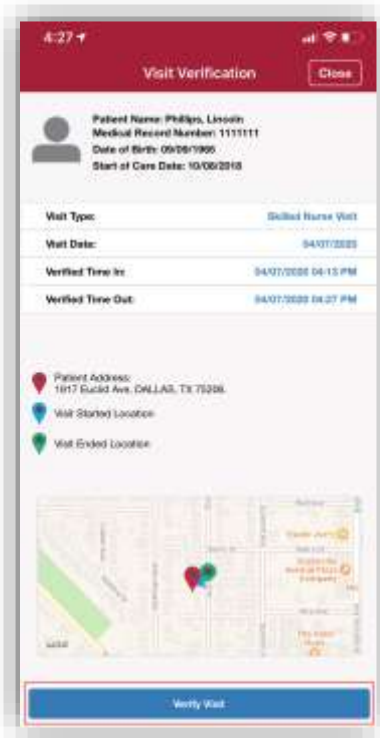
The screen will confirm the time and date of the visit started. If EVV was accidentally or incorrectly started, select the **Cancel Visit Verification** button.

Use the same green button to **End Visit Verification**. Another window will appear that will show the visit time/date in and out with three colored pins on a Google map. Select the blue **Verify Visit** button.

 Patient Address

 Visit Started Location

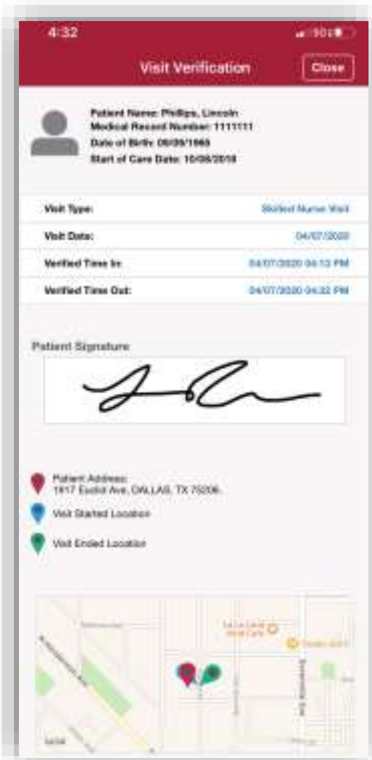
Visit Ended Location



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

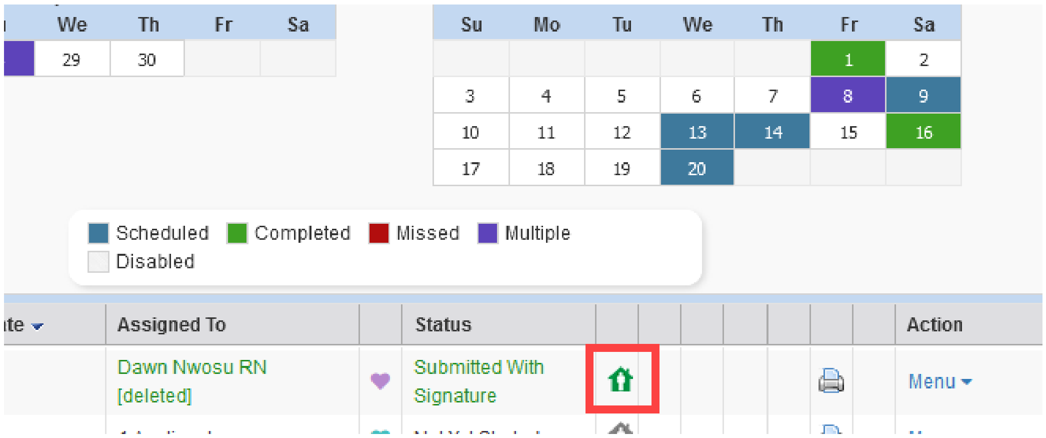
After selecting the button to complete, the following confirmation displays to Verify Visit. Select **Yes**.

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



The following icons show how EVV statuses are represented:

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



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

Download

Upload

Synced

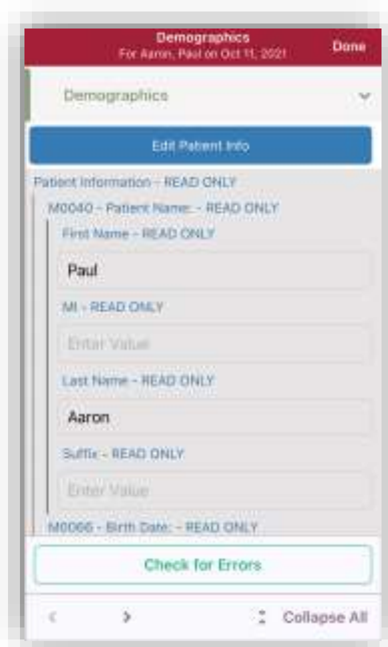
Pending Download

Pending Upload

Documenting A Visit

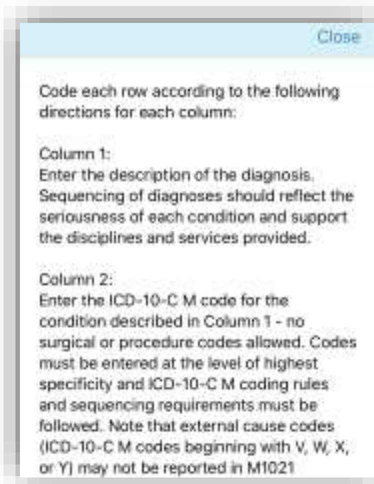
Selecting the Visit Note icon will go to the visit menu to begin documenting. Select the **Save and Exit** option in the top right of this menu if the visit must be stopped. Previous notes completed will be listed at the top. The following examples look at the OASIS-D1 Follow Up. Select each category and complete all questions in every category.

Each category is split up into subcategories. The following is a look into the **Demographics** category with the first subcategory, also called Demographics. Select the **<** and **>** symbols to go between categories. The subcategory is expanded because the arrow to the right of the title is facing down. To minimize the subcategories, select the **Collapse All** option in the bottom right. To re-open, select **Expand All**.



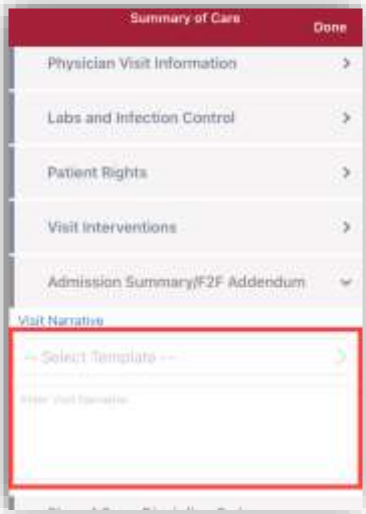
Information that was entered during the referral or admission process in the Home Health web app is automatically generated in the Demographics subcategory. Selecting the ? icon will give more insight into the OASIS assessment question. Select **Close** to return to the assessment.

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

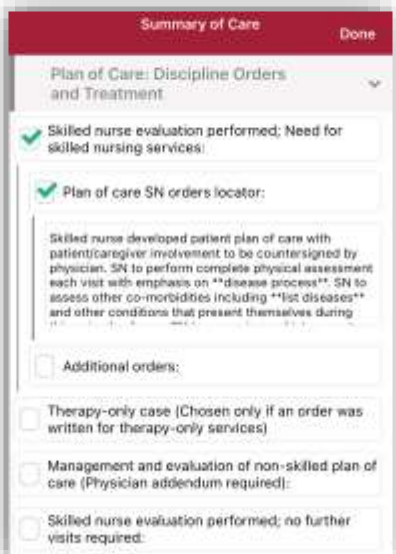


Green text sections house OASIS questions. Blue text sections house physical assessment questions and the red text sections house links to training and education resources. Make changes to the plan of care in every category by navigating to the purple Orders for Discipline and Treatment section and selecting the **Plan of Care Profile** button.

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



To add and edit problem statements in the visit note, navigate to the grey text Plan of Care sections. Select Intervention(s) and Select Goal(s) by checking the box next to the corresponding interventions and goals. After selecting interventions/goals, the text will populate. Make the interventions and goals patient specific. Remove any asterisks (*) with patient-specific information. The section will not save if there are any asterisks remaining.



Training and Education Resources

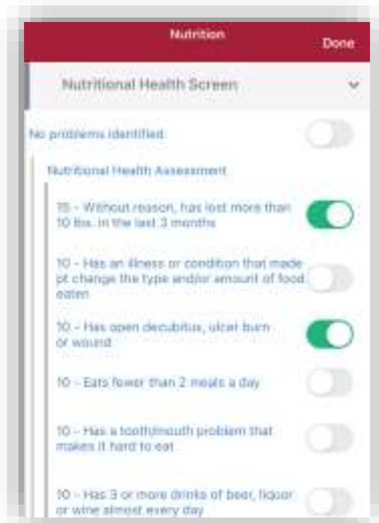
Real-Time-Validations for physical assessments must be set up by an Administrator. Once available, validations occur for each tab in the OASIS. Information is validated regardless of whether the physical assessment or OASIS items are documented first.

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

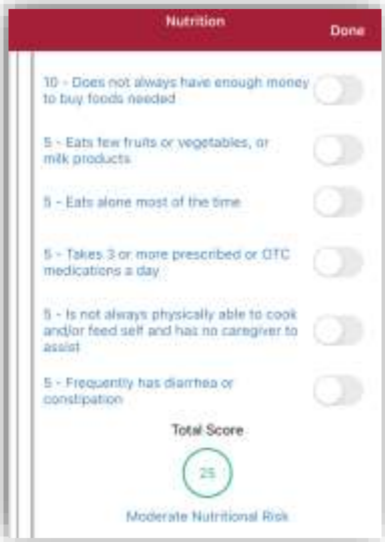
- 0 – Patient has no pain
- 1 – Patient has pain that does not interfere with activity or movement

Clinical Tests

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

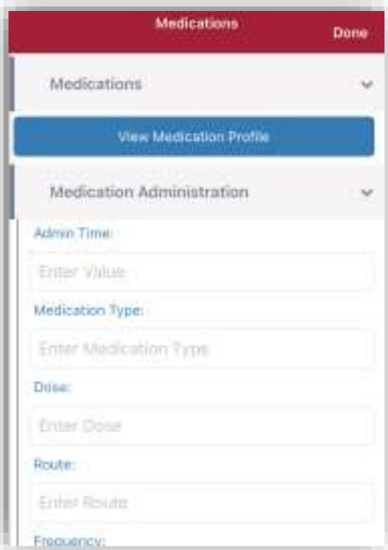


The score will be automatically updated as the test continues depending on how questions are answered. The score will show at the bottom of the page. Depending on the test, their score might put the patient in a group. The following example shows that based on the patient's nutritional habits, they are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

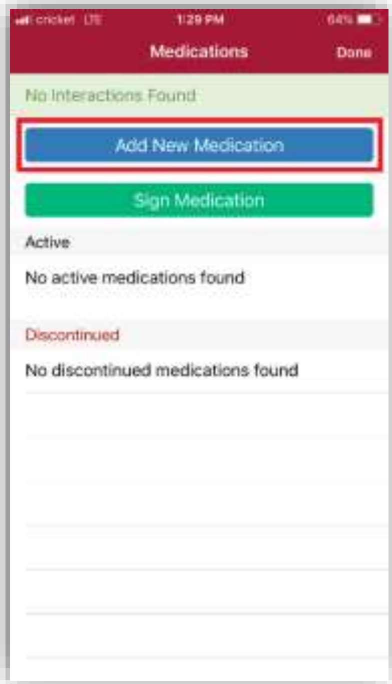


Adding Medications During Visit

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



Inside the Medication Profile, select **Add New Medication**.



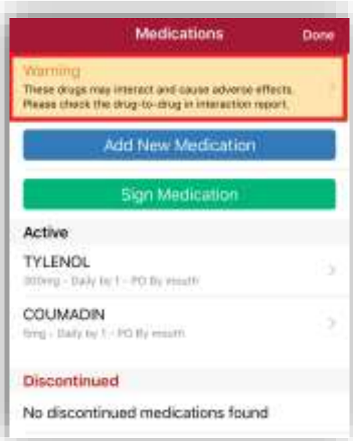
Start typing in the name of the medication, and options will appear below. Select the correct medication.

Write in the amount. Select the physician, classification and routes from their corresponding drop-down menus. Select the appropriate tab for New, Changed or Unchanged medication. Move the slider if it is a Long Standing Medication.

Select a start date, and if there is an end date, enter this in date through. Write in the frequency, then move the slider depending on whether the medication needs to be added as new through an order once the medication profile is signed or a new medication found in the home. Once completed, select the **Done** button unless there are additional medications to add, then select **Add Another**.

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

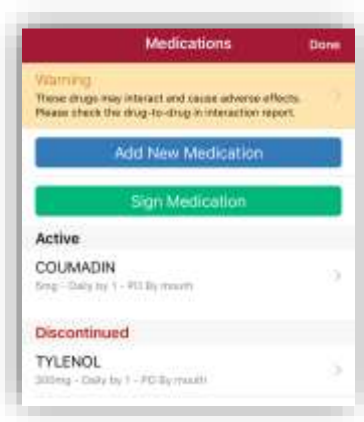
NOTE: Interactions are only run for medications currently listed in the Home Health database.



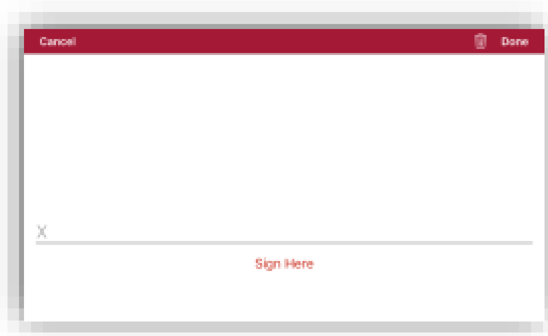
The interactions will be categorized as either major or moderate and minor. Select **Medications** in the top left to get back to the Medication Profile.

Once a medication has been entered, it can be edited by selecting the name of the medication. Scroll to the bottom of the page to **Delete** (added in error) or **Discontinue** (patient no longer taking medication). After selecting **Discontinue Medication**, confirm by selecting **Discontinue** again.

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

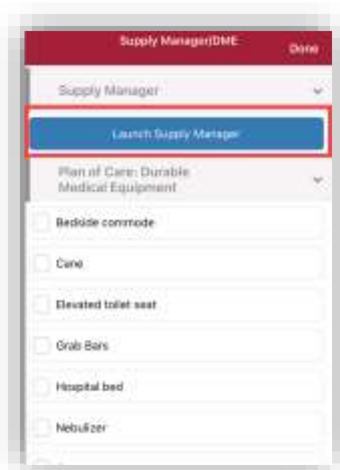


Once finished with the medication reconciliation, select the **Sign Medication** button to verify medications have been clinically reviewed. Sign with a finger or stylus above the line after the X. When completed, select **Done** in the top right.

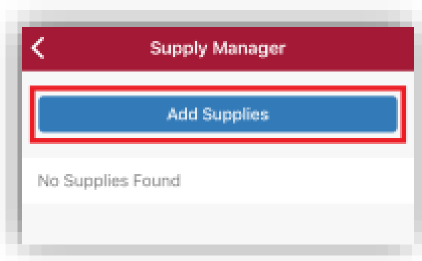


Adding Supplies During Visit

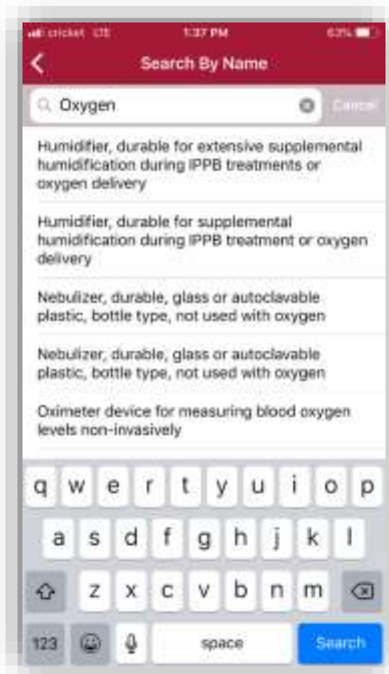
From the Supply Manager/DME category inside the visit note, select **Launch Supply Manager**.



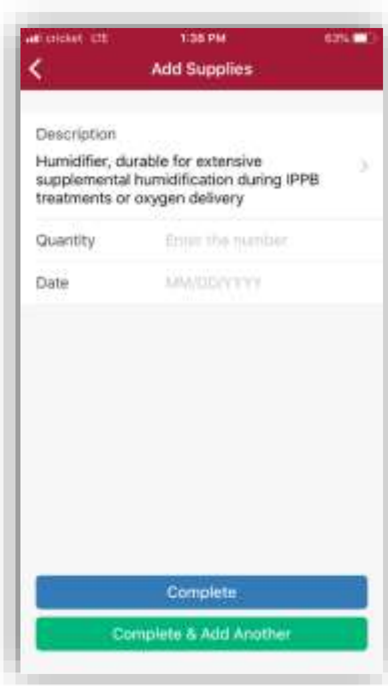
To add supplies, select the **Add Supplies** button.



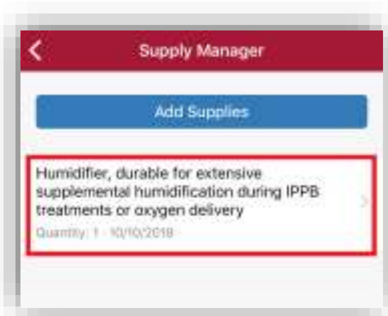
Start typing the name of the supply and choices will appear below.



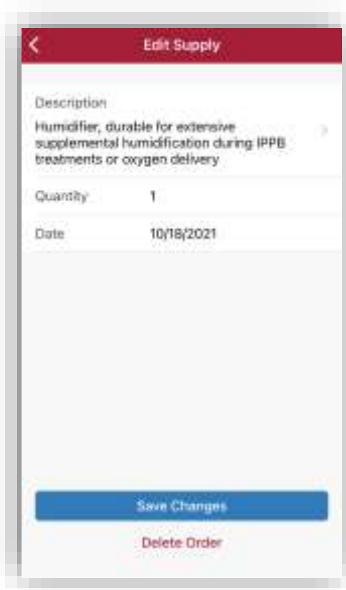
Select the supply being searched. Enter the quantity and date. If there are other supplies to add, select **Complete & Add Another**. If just one supply is being added, select **Complete**.



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



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



OASIS

Scrubber

The OASIS scrubber can be used to audit OASIS assessments for clinical inconsistencies, coding inconsistencies, fatal audits and CMS warnings, so clinicians can correct any errors and maintain accurate OASIS documentation. Once an OASIS is completed on the app, select the **Check for Errors** button to run an OASIS audit. Once the audit is completed, the **OASIS Scrubber** button will appear at the bottom of the assessment.

Select the **OASIS Scrubber** button to open and review a PDF of the findings. Select the **Back** option in the top left to get back to the errors/warnings.

Audit and Signature

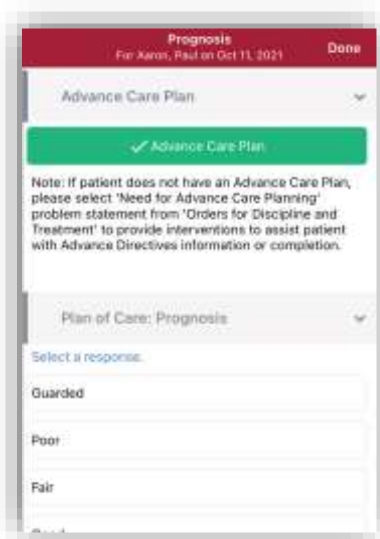
The app enables users to audit, sign, complete and submit OASIS assessments from the device. Auditing an OASIS assessment ensures that all OASIS questions have been answered and enables users to correct any errors that are identified. To run an OASIS audit, complete the OASIS documentation and select **Save and Exit** or **Check for Errors**. When the audit is complete, a list of errors and warnings will appear for correction.

Select an error or warning from the list to view the OASIS question. A description of the error will appear at the top of the screen, followed by the OASIS question and response items. Select a response to resolve the error and click the arrow icon in the bottom-right corner to advance to the next error.

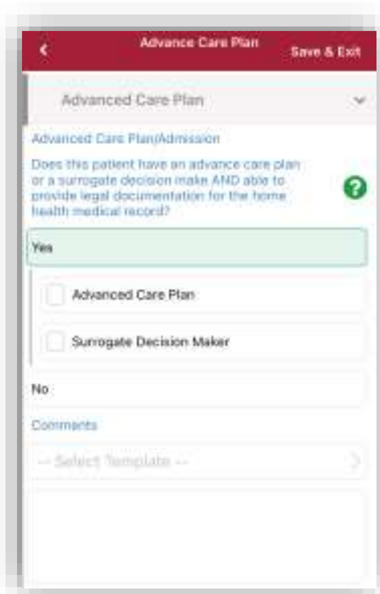
Once all errors have been corrected, the HHRG and case-mix calculations will appear. The expected payment amount will also appear for users with the appropriate permissions. The signature page will be available once the user selects **Save and Sign**. The page will include all options available on the web signature page. Select **Save and Exit** once all steps have been completed. OASIS assessments cannot be submitted until an audit is completed.

Advance Care Plan

When completing an OASIS assessment on the Axxess Home Health mobile app, navigate to the **Advance Care Plan** tab and select **Advance Care Plan** to document advance care planning while in the OASIS.



Once Advance Care Plan is selected, seven options for advance care planning will appear. Users can also document four options for treatment preferences. At the bottom of the screen, a comments text box is available for users to enter any additional information.



Adding Logs

Incident

Users can create incident logs from a SN, PT, OT or ST Visit on the Home Health mobile app. To create an incident log from a Skilled Nurse Note, navigate to the **Care Coordination** tab and select the **Incident Log** button.

Once documentation is entered in the Follow-Up section, the incident log can be signed and completed by selecting the **Complete Note** button. A PDF version of the incident log can be accessed from the patient's chart. When submitted with a signature, the log will follow to QA.

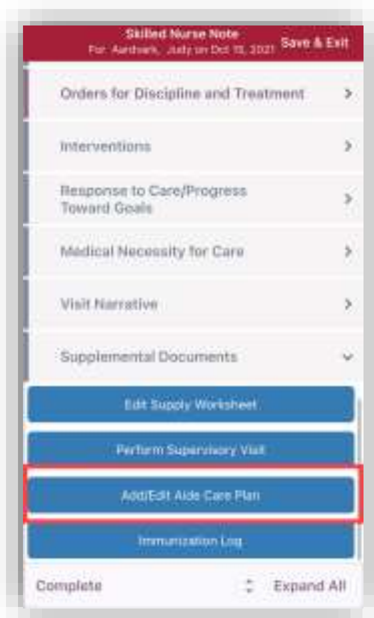
Infection

Users can also create infection logs from an OASIS, SN, PT, OT or ST Visit on the Home Health mobile app. To create an infection log from a Skilled Nurse Visit, navigate to the **Infection Control** tab and select the **Infection Log** button.

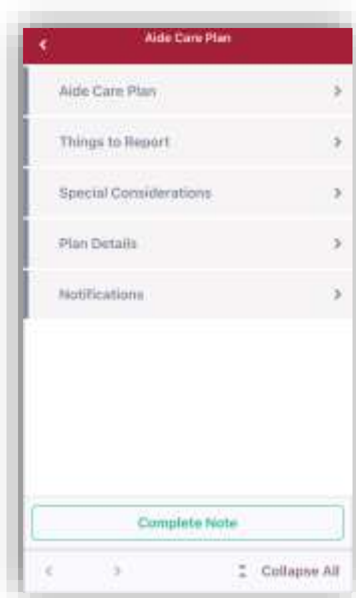
Once documentation is entered in the **Follow-Up** section, the infection log can be signed and completed by selecting the **Complete Note** button. The saved log will appear in a report for infections that require a follow-up. Completed reports will appear in a report for infections.

Aide Care Plan

When documenting an OASIS or Skilled Nurse Visit on the mobile app, clinicians can add and document an Aide Care Plan. To document an Aide Care Plan from a Skilled Nurse Visit, navigate to the **Supplemental Documents** section and select **Add/Edit Aide Care Plan.**



The following tabs appear on the Aide Care Plan.



The signature date and time fields pre-populate with the current date and time and can be edited as needed. When **Complete Note** is selected, the Aide Care Plan will appear in the Schedule Center in “Pending OASIS Approval” status. The Aide Care Plan will then flow to the QA Center to be approved. Once the Aide

Care Plan and OASIS have been approved in QA, the care plan can be linked to scheduled aide notes.

Adding Orders

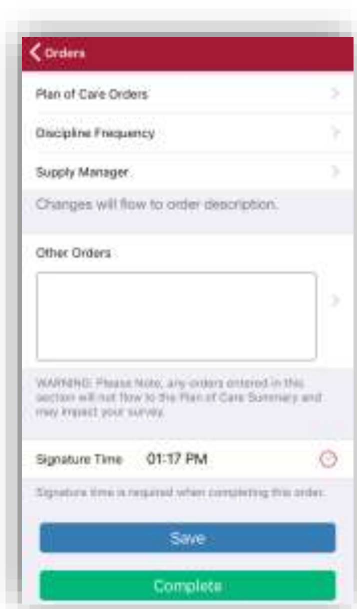
From the visit specifics page, select **Orders and Care Plans**.

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

Select **Physician**, confirm the date, time and effective date. Move the slider if the order is for the next episode. Indicate who the order is being sent to with an option to add another physician to receive a copy of the order. Write in an Order Summary.

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

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

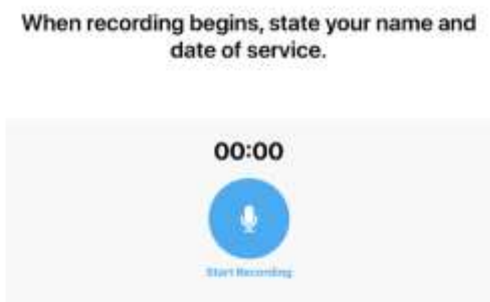


After entering the signature and selecting **Done** in the top right. Depending on permissions, the order will then be listed as Submitted (Pending QA Review.)

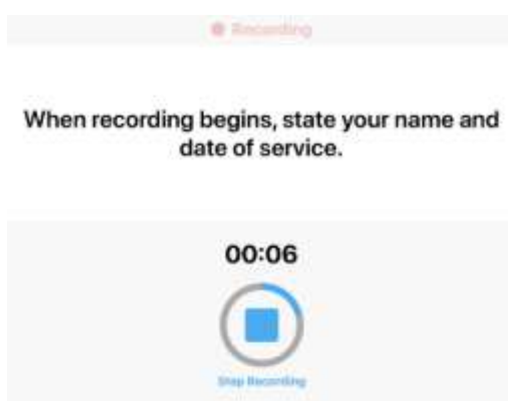
Patient Voice Recording

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

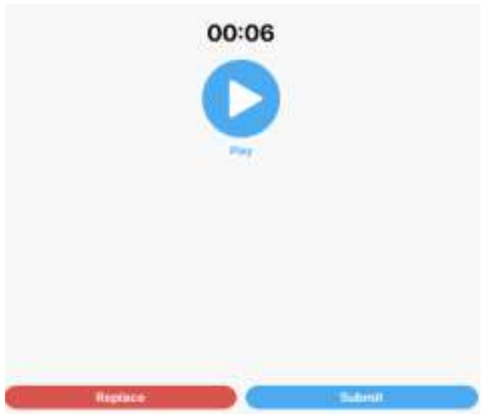
Select **Start Recording** and instruct the patient to state his or her name and the date of service.



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



Select **Play** to play the recording. Select **Replace** to re-record or **Submit** to submit the recording. Once submitted, the **Patient Voice Recording** button updates to green to indicate that the recording was saved, and the user can continue completing the visit.



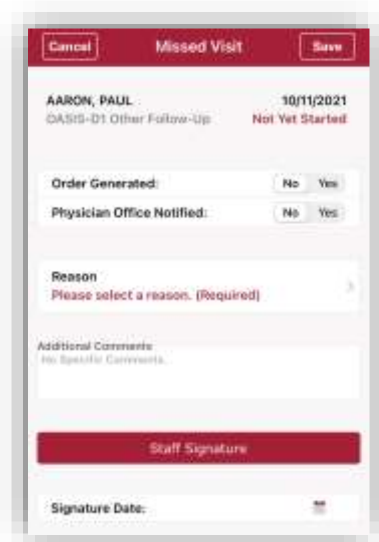
The Patient Voice Recording label will appear on the visit, instead of the patient signature, to indicate that a voice recording was collected to verify the visit.

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

Missed Visits

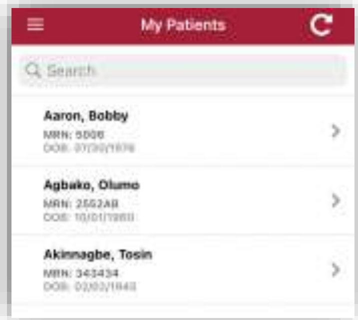
There is an option on the visit menu to select **Missed Visit** for visits that have passed their assigned date and need to be marked as missed. These are found in My Schedule/Past Due.

Indicate whether there must be an order generated or whether the physician office [was] notified. Select a reason to explain why the visit was missed, this is required. Users have the option to enter additional comments. Select **Staff Signature** to sign off on missed visit, select **Save Signature**. Select signature date. Select **Save** in the top right.

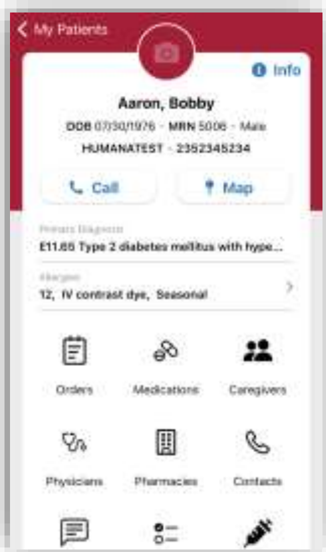


MY PATIENTS

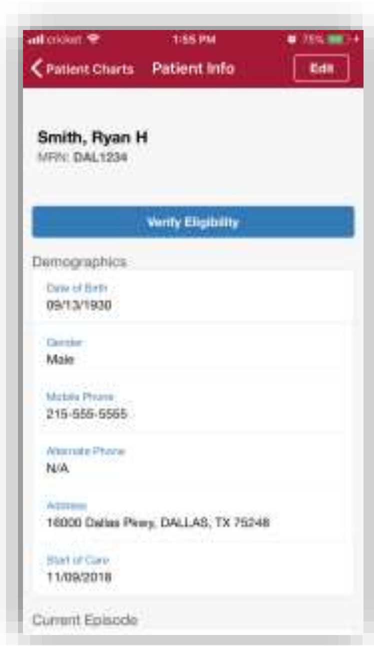
View all patients that have been assigned a visit to the user. It will list the patient name in **bold**, the patient's MRN (medical record number), and the date of birth (DOB) below that. To narrow the list of patients, start typing the patient's first or last name in the search bar at the top of the screen. Select the patient to open their Patient Chart.



All information shown has been entered through the Home Health application. It shows the patient's DOB, MRN, gender, payer and policy/ID number. Select **Call** to auto-dial the patient's phone number. Select **Map** to see the patient's location in Apple Maps (or Google Maps if downloaded). The chart will also show the patient's allergies, primary diagnosis and links to their Orders, Medications, Caregivers, Physicians, Pharmacies, Contacts, Communications, Visit History Documents and Immunizations. A picture can be taken that attaches to the patient's chart by selecting the camera icon at the top of the page.



Selecting the **Info** button will bring a more in-depth look at the chart including the patient's phone number, address, SOC date, episode, triage level, DNR, etc. View the current eligibility status for Medicare A, B and C by selecting the **Verify Eligibility** button. To edit the information, select the **Edit** button.



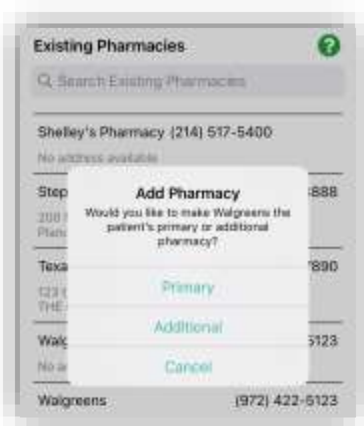
Pharmacies

To add a pharmacy, navigate to the **Pharmacies** section in the patient's profile. Select **Add Pharmacy** to add one to the patient chart.

The search bar at the top of the screen enables users to search existing pharmacies. To add a new pharmacy, select the **Add New Pharmacy** button**.**

Enter all information available.

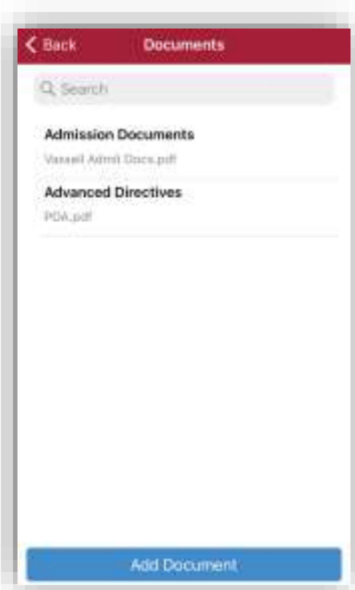
Select **Save** to save the pharmacy details. After the page has been saved, the pharmacy will be added to the organization list and the list of pharmacies for the patient. In the pop-up window, select **Primary** or **Additional.**



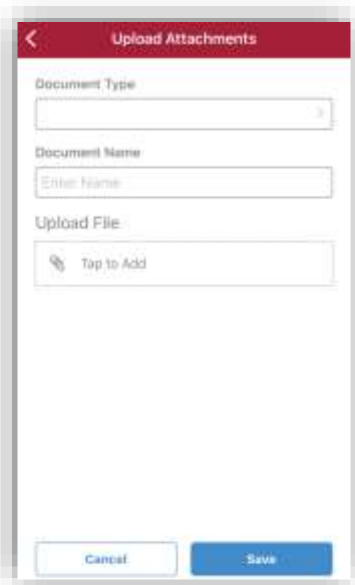
Users can call a pharmacy directly from the patient's profile by selecting on the phone icon. To delete a pharmacy from the list, select the trash can icon.

Documents

The **Documents** icon on the patient profile screen enables users to upload documents at the point of care from a mobile device. Search through the list of available documents by using the search bar at the top. To view an uploaded document, select the title of the document.



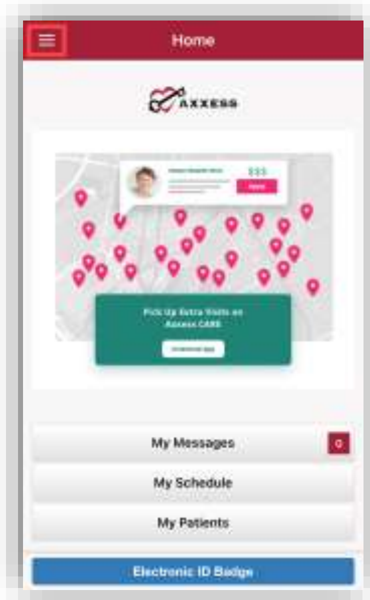
To upload a document, select **Add Document**. Once uploaded, select the type of document from the drop-down menu, enter the name of the document and upload the file.



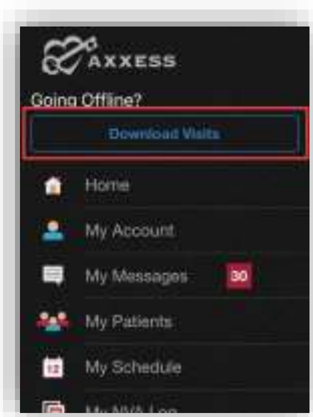
Select **Cancel** if the document was uploaded in error. Select **Save** to add the document to the list view of uploaded documents.

MENU BUTTON

Select the Menu button from the Home page.



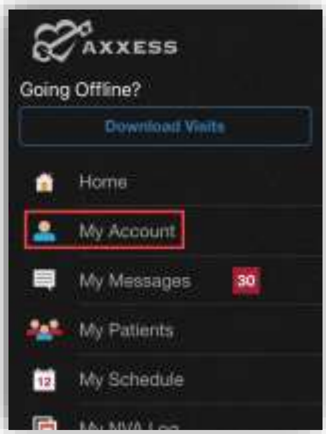
The Menu will expand from the left side of the screen. For documenting in an area that doesn't have internet access or a data connection, there is a button at the top of the menu to **Download Visits**. This will download all notes for the next three days. Select "Go Online" to upload completed notes.



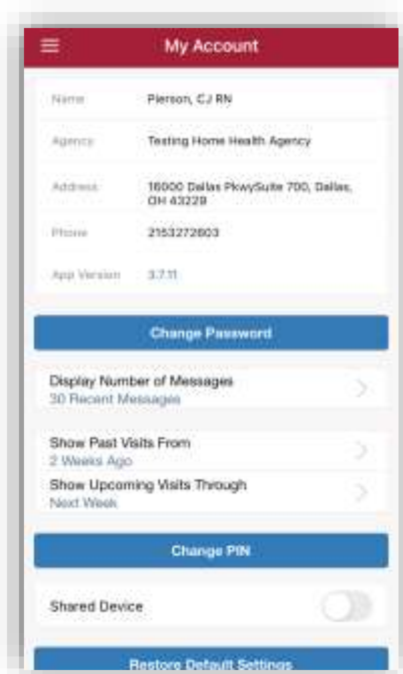
NOTE: The EVV function will still work with the app offline. However, GPS locations will not be as accurate while the user is offline.

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

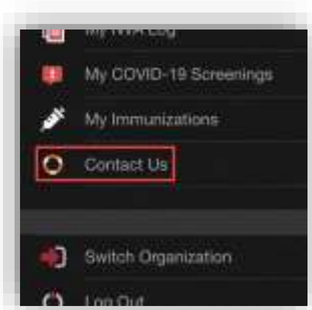
Select **My Account** to view or edit personal clinician information.



The user's settings can be updated. Change the password or PIN. Update the number of messages that show. Update how long past visits and how far out upcoming visits will show. Indicate whether the device is shared by moving the slider. For settings to go back to the original, select **Restore Default Settings**.



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

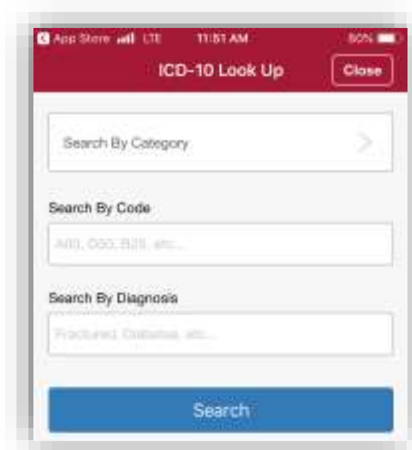


CONTACT US

This is the customer support page. Our customer support team is available Monday - Friday from 5:00 am - 9:00 pm CT. Select **Call** to auto-dial the Axxess support phone number. The top has links to Axxess social media.

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

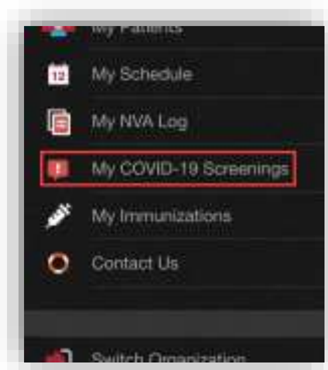
Another option from the Customer Support page is the **ICD-10 Lookup**. Search by Category, Code or Diagnoses. Type in the Code or Diagnosis and select the **Search** button.



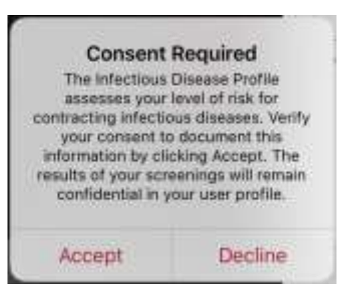
SCREENINGS

Employee

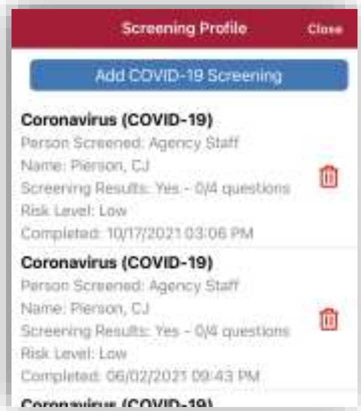
All mobile app users can complete a COVID-19 screening from a mobile device. To complete an employee COVID-19 screening, select the menu button in the top left, and select **My COVID-19 Screening(s)**.



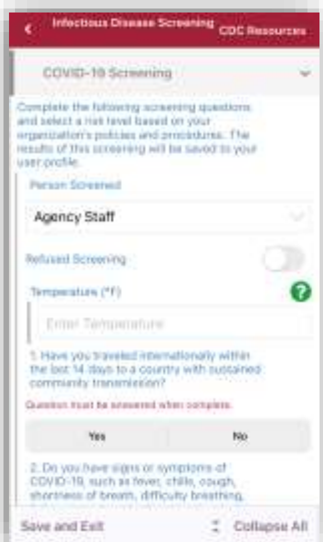
Select **Accept** for the consent.



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



Enter the employee temperature. Complete the screening questions and assign a risk level based on the organization's policy. Slide the screening acknowledgment toggle and confirm the electronic signature. Select **Save and Exit** to complete the screening. Once completed, the screening information flows to the employee's Infectious Disease Profile.



Patient

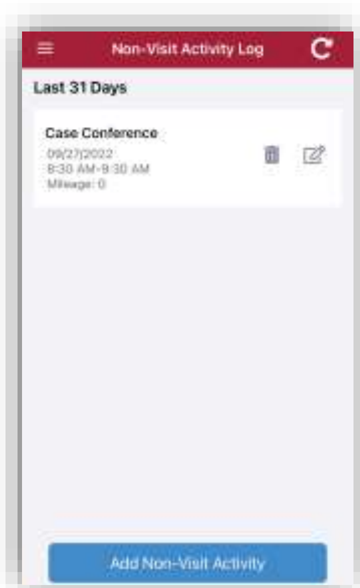
All mobile app users can complete COVID-19 screenings for patients from a mobile device. To complete a patient COVID-19 screening, select a patient visit, and go to the visit note. Go to the Infection Control section if the user is in a Skilled Nursing or OASIS visit. Select the **Infectious Disease Profile** button then select the **Add COVID-19 Screening** at the bottom of the screen.

Choose who is being screened from the dropdown. Enter their temperature, complete the screening questions and assign a risk level based on the organization's policy. Slide the screening acknowledgment toggle and confirm the electronic signature. Select **Save and Exit** to complete the screening. Once completed, the screening flows to the patient's Infectious Disease Profile.

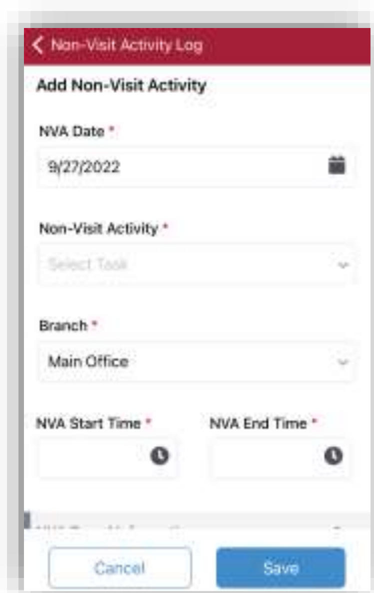
MY NVA LOG

Users can document non-visit activities (NVAs) from a mobile device through the three-line menu. Non-visit activities documented through the mobile app will flow to the website application for payroll approval. To document non-visit activities on the mobile app, users must have non-visit pay rates entered at the user level.

The **Non-Visit Activity Log** screen will display all NVAs entered in the past 31 days. Users can delete or edit NVAs using the icons on the right side of the screen.



To add a new NVA, click the **Add Non-Visit Activity** button. The date will default to the current date and users will have the option to add travel information and comments.



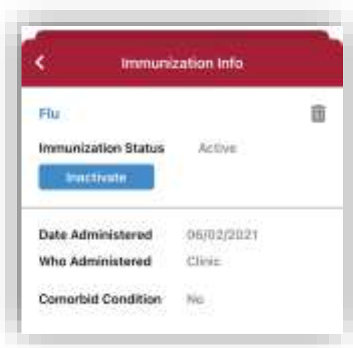
Once all information is entered, select **Save**. The new NVA will display on the **Non-Visit Activity Log** screen and flow to the website for payroll approval.

MY IMMUNIZATIONS

Users can document their immunization records from a mobile device through the three-line menu. The **Immunization Log** screen will display all immunizations entered. Select the **Add Immunization** button to begin the adding process.

Choose the type of immunization, the status, date and who administered. Select the **Save** button to complete the adding process.

Select a previous entry to make changes. Users can delete the entry by selecting the trash can icon or inactivate it by selecting the **Inactivate** button.



Immunization Info
Flu
Immunization Status
Active
Inactivate
Date Administered
06/02/2021
Who Administered
Clinic
Comorbid Condition
No