

HOME HEALTH MOBILE ANDROID TRAINING MANUAL

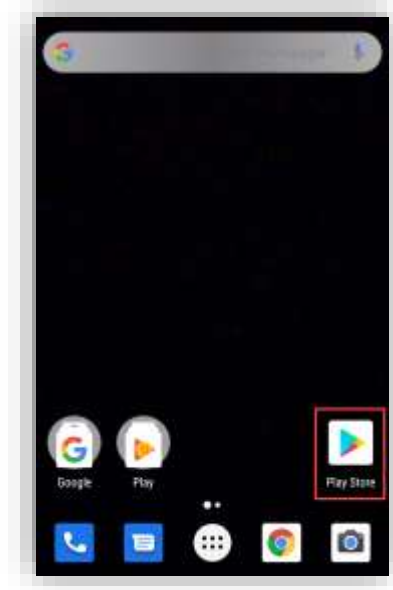
November 2022

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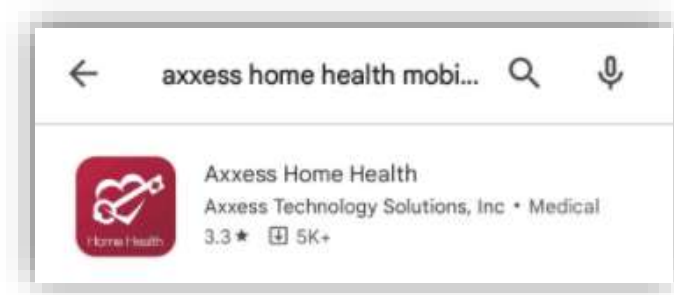
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DOWNLOADING APP

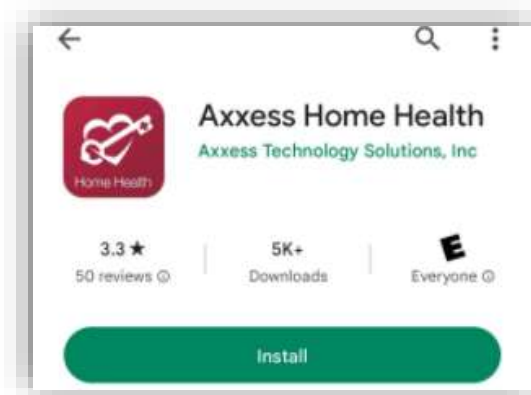
Navigate to the Google Play Store.



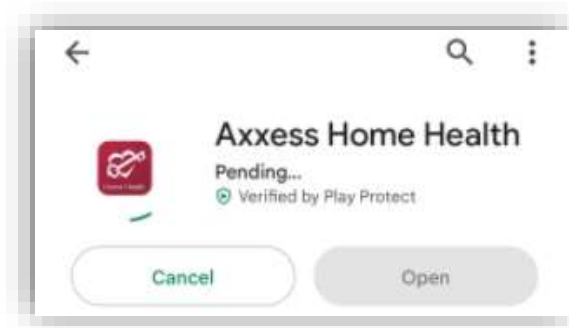
Select the search bar at the top of the page.



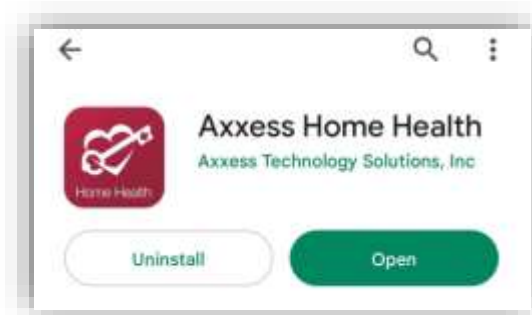
Search for “Axxess Home Health.” The app is red and has the Axxess logo (heart and key). Select on the result. Then select **Install**.



The app will begin downloading.



Once download is complete, select **Open**.

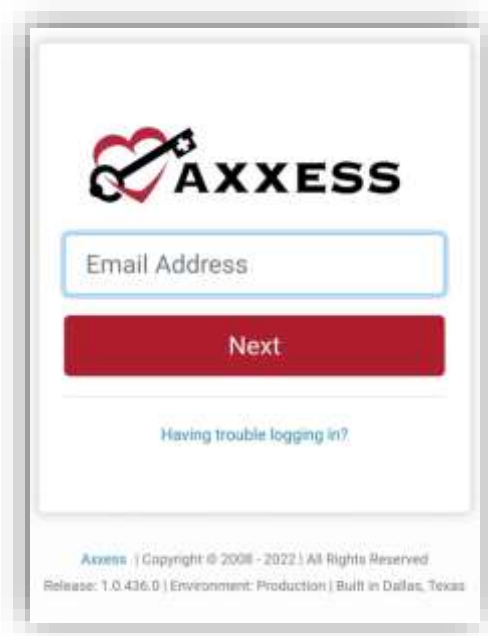


NOTE: The app will now be located with the rest of the user's apps. Always download the latest update from the Play Store for free.

Select **Login**.



Once on the login screen, enter the email that was provided to the organization and the established password to login to the computer version of Home Health. If the password has been forgotten, select the **Having trouble login in?** hyperlink. Enter the email that was provided to the organization, then select the **Send Request** button to send the password reset instructions to the email associated with the account. Enter the Home Health email address and select **Next**. Enter password, then select **Secure Login**. Once the “Login Successful” message appears select the green **OK** button.



The screenshot shows the AXXESS login interface. At the top is the AXXESS logo. Below it is a text input field labeled "Email Address". Underneath the field is a red button labeled "Next". Below the "Next" button is a blue hyperlink that says "Having trouble logging in?". At the bottom of the screen, there is small text: "Axxess | Copyright © 2008 - 2022 | All Rights Reserved" and "Release: 1.0.436.0 | Environment: Production | Built in Dallas, Texas".

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



The screenshot shows a "Select Agency Profile" screen. It has a title "Select Agency Profile" with a red icon. Below the title are two options, each with a red icon:

- Enterprise - Jupiter 2
Administrator Profile
Created on 11/24/2019
- Testing Home Health Agency
Administrator Profile
Created on 07/12/2018

The next screen confirms that the user must set a PIN code. Select **OK**.



On the next screen, the user will be required to create a 4-digit PIN code for the organization.



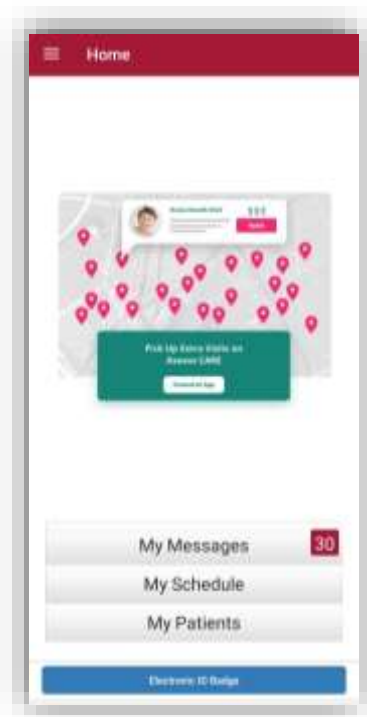
Once the 4-digit PIN code has been created, confirm the PIN code by entering it one more time. Any time the user leaves the app or the app times out due to inactivity, the pin code must be reentered.

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



HOME PAGE

Displayed is the Axxess Home Health home page. The menu button is located at the top left of the screen. The bottom three tabs contain My Messages, My Schedule, and My Patients. The main part of the screen also displays announcements from Axxess. To see those announcements, select the **Get Started Today** button.

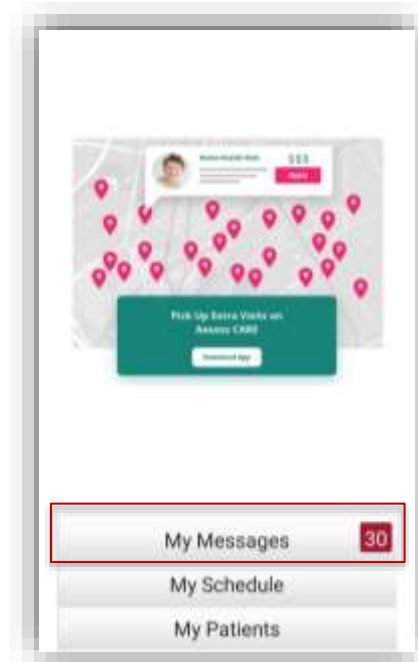


Clinicians can access and present an Electronic ID Badge to facilities and authorities to verify authorized entry into locations where patients are located. To access the ID badge, select the **Electronic ID Badge** button at the bottom of the home screen. Select the back arrow to get back to the home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




MY MESSAGES

Select the **My Messages** button. This is the HIPAA-compliant, intra-organization messaging feature. Within 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 listed in **bold** text with the subject of the message underneath. Underneath the subject will be a preview of the message. The date the message was received will be on the right (red text). The last time/date the message queue was updated will be displayed at the

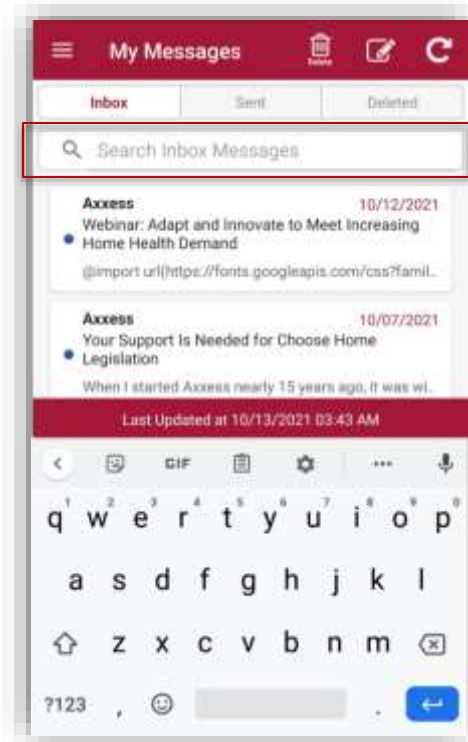
bottom (white text). Swipe down on the message center to refresh or select the  icon.



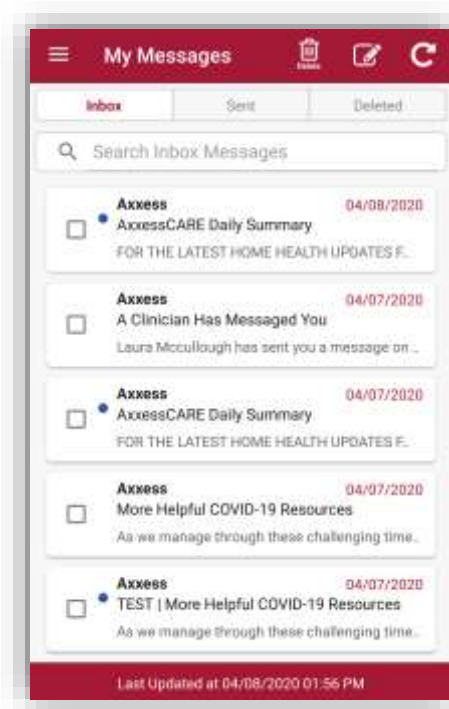
Select a message to view. Select the  icon in the top right of the screen to remove. Select the  icon to go back.



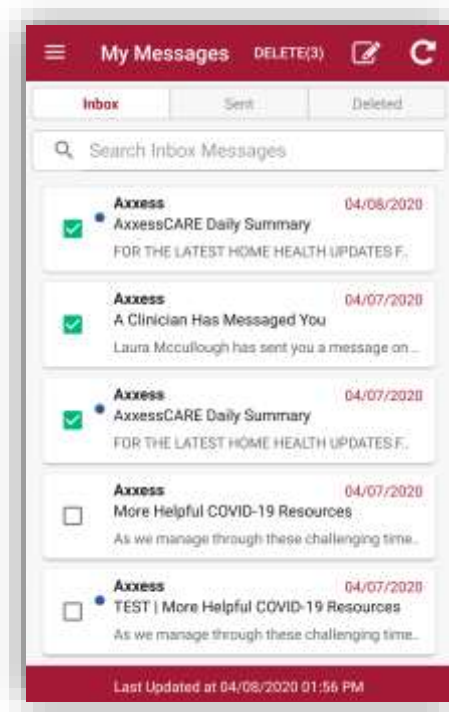
In My Messages, select the search inbox messages section to find a specific message searching by keyword.




To delete a message, select the delete icon at the top, then select any message from the list.




The selected messages will have a green checkmark. Select all messages that need to be removed, then select **Delete** at the top of the page. The number in parentheses displays many messages are selected.

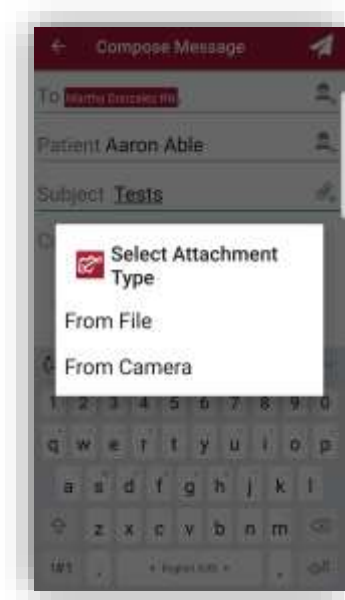


Compose New Message

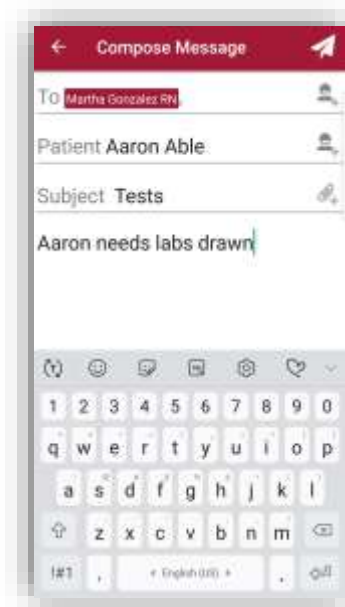
Select the  icon at the top to compose a new message. These messages can only be sent to other users inside the organization’s Home Health database. Select “To” and start typing the name of the user being sent the message. A list will drop down below and as the user continues to type, the list will become smaller. If the message is patient-specific, select the “Patient” area and begin typing their name. Enter a subject, which will be the title of the message.



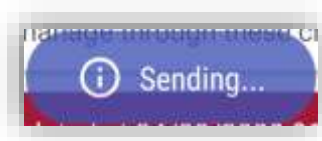
Select the  icon to add any documents or pictures from the device. Select **From Camera** to take a picture from the app or **From File** to locate on the device.



Once the message has been composed, Select the  icon to send.



There will be a confirmation that the message is being sent. A copy will be housed in the **Sent** tab.




MY SCHEDULE

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




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




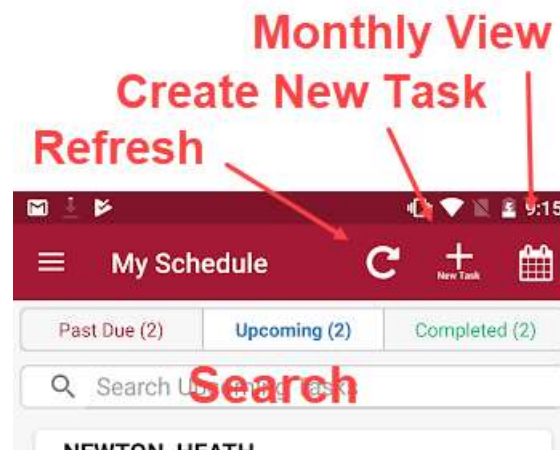
The  icon in the top right will update the page to reflect the most up-to-date schedule.

To search 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 display below the name. Below the task will be the status of that task. The date of the task is listed to the right.

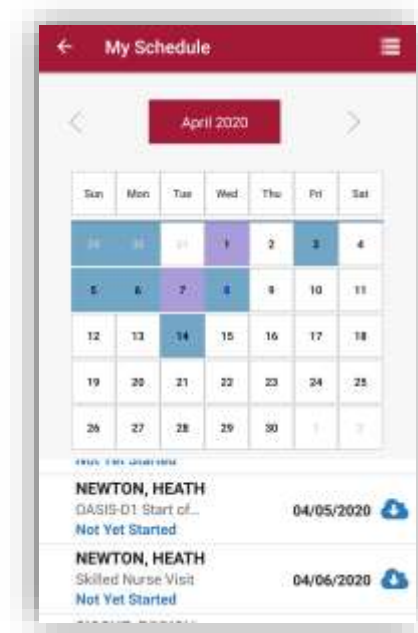
Select the  icon in the bottom left to look at the tasks in a calendar icon versus a list view. Next to the calendar icon will show the last time the My Schedule page was refreshed (white text).

The  icon will let users add a task from the app (**permissions-based**).

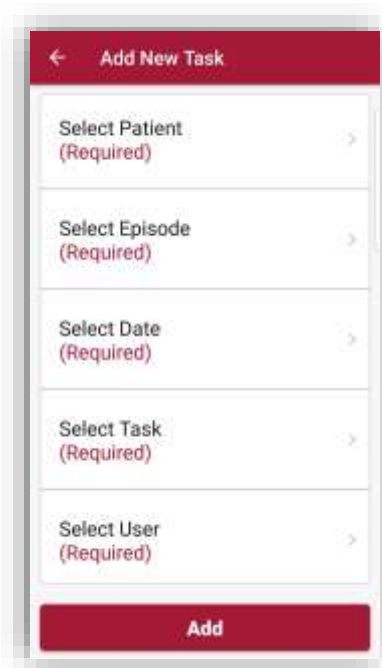


The following is the monthly view of the tasks. Select the list icon in the top right to go back to the list view of tasks. Select either left < or right > arrow to toggle between months.

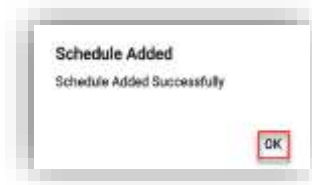
Selecting a task listed below the calendar will take the user to the task menu.



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



Choose a patient, the corresponding episode, choose date, task and user then select the **Add** button. After adding, the following confirmation will display. Select **OK**.




Visit Information

For first-time Home Health app users, **ALLOW** Axxess to have access to the user's location. Allowing this feature is **critical** for the app to be able to pinpoint the user's location accurately for Electronic Visit Verification (EVV), which is covered below.



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 space at the bottom for personal notes, and any visit and episode comments the organization entered will also show here.

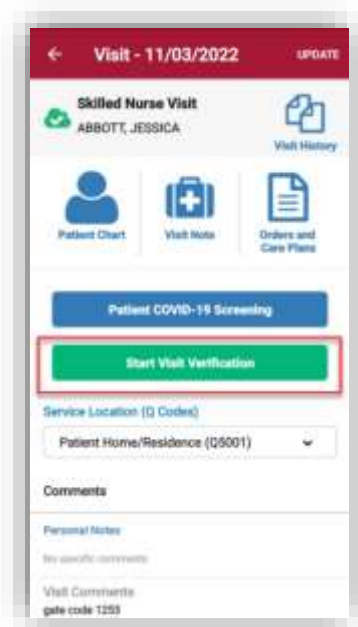


View all previously completed visits by selecting the  [Visit History](#) icon. Selecting individual visits will show a PDF view of each.






Electronic Visit Verification (EVV)

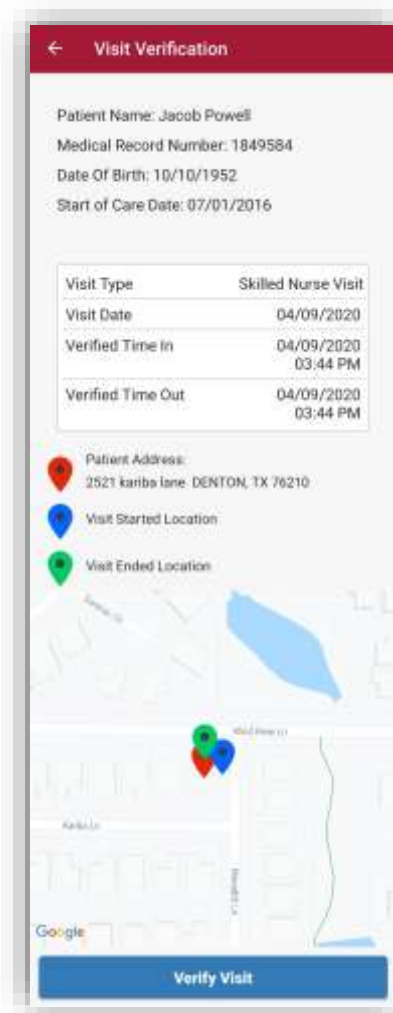
From the Visit page, select the **Start Visit Verification** button to get started.



The screen will confirm the time and date of Visit Started. If EVV was accidentally or incorrectly started, select the **Cancel Visit Verification** button. If the user is not in range of the patient location, they will receive a “Location not close to patient’s address” purple error pop-up.

The same green button will be the place to select **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 screenshot shows a mobile application interface for "Visit Verification". At the top, there is a red header with a back arrow and the text "Visit Verification". Below the header, patient information is listed: "Patient Name: Jacob Powell", "Medical Record Number: 1849584", "Date Of Birth: 10/10/1952", and "Start of Care Date: 07/01/2016". A table displays visit details: "Visit Type: Skilled Nurse Visit", "Visit Date: 04/09/2020", "Verified Time In: 04/09/2020 03:44 PM", and "Verified Time Out: 04/09/2020 03:44 PM". Below the table, the patient address is shown: "2521 kariba lane DENTON, TX 76210". A map displays the "Visit Started Location" (blue pin), "Visit Ended Location" (green pin), and "Patient Address" (red pin). A blue "Verify Visit" button is at the bottom.

The user will then be prompted to retrieve the patient's signature. The time in and out will be listed. Before signing, the patient will be prompt to confirm that the visit was performed by the user and time it started and ended. If the patient cannot sign the device, select the **Patient Unable To Sign** button. Users must select a reason for the patient, choosing either **Physical Impairment**, **Mental Impairment** or **Other**. Users can then select to **Collect Patient Voice Recording** or **Collect Care Signature** to verify the visit. The patient can enter their signature using their finger or a stylus. To redo a signature, select the **Clear Signature** button. Once signed, select **Verify Visit**.



After selecting, the following window shows signature confirmation. Select **Yes**.



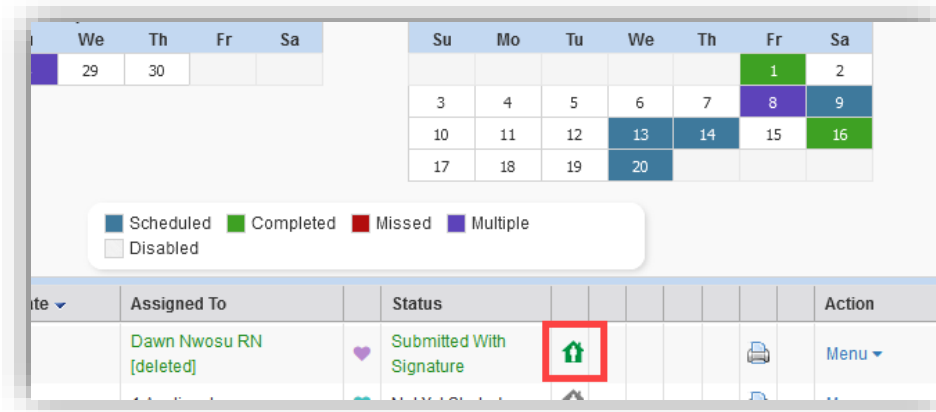
There will be a green button that says **Visit Verified**.








The following icons show how EVV statuses are represented:



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



If there is no network connection and users cannot use EVV, visits can be downloaded and edited offline later. 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 internet or data connection is established. The following are the icons used to indicate the status of visits to and from the device:


-  Download
-  Upload
-  Synced
-  Pending Download
-  Pending Upload

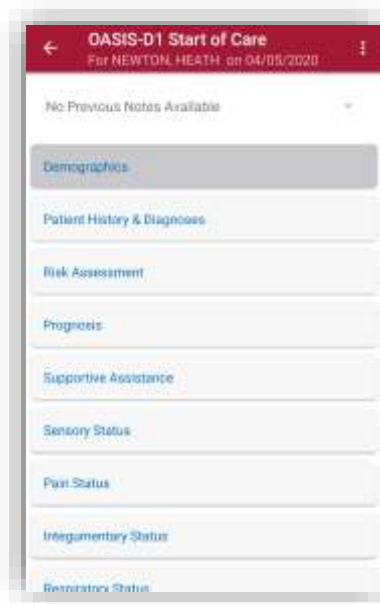
The following message will display when trying to perform EVV while not connected to the internet, out of service range or unable to verify the location. Verify the patient's address on their profile.



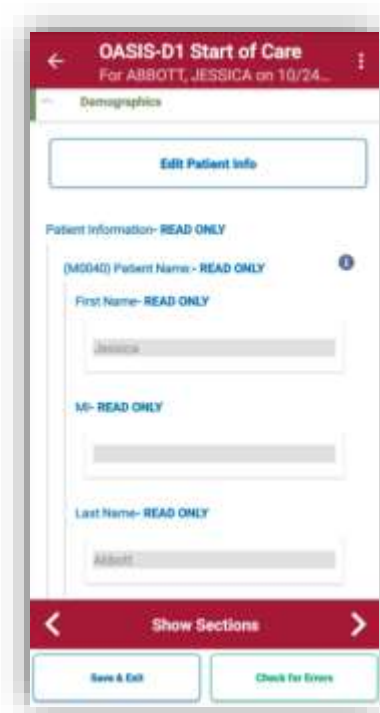
NOTE: EVV time in and out will not automatically pull to visit notes. Time In and Time Out must be documented inside the visit note.


DOCUMENTING A VISIT

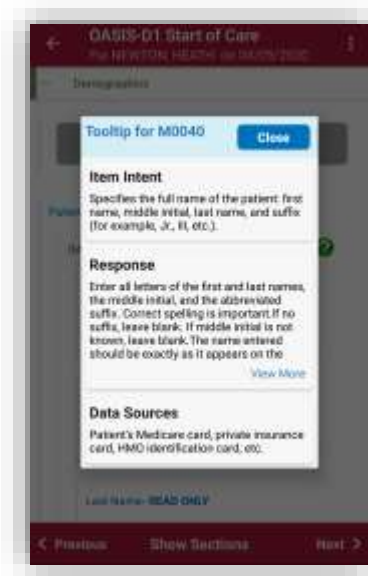
Selecting the  icon will go to the main menu of the visit to begin documenting. Previous notes completed will be listed at the top. If they are available, select the drop-down menu and select the visit from which to copy. The following examples look at an OASIS-D1 Start of Care (SOC) with no previously completed visits. Select the following categories and complete all questions in each category.



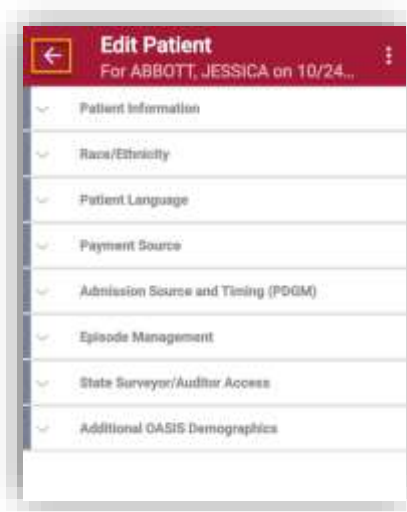
Each category is split up into subcategories. The following is a look into the **Demographics** category with the first subcategory listed also called Demographics. Select the **< Previous** and **Next >** options to navigate between categories. The subcategory expands when the arrow to the left of the title is facing up.



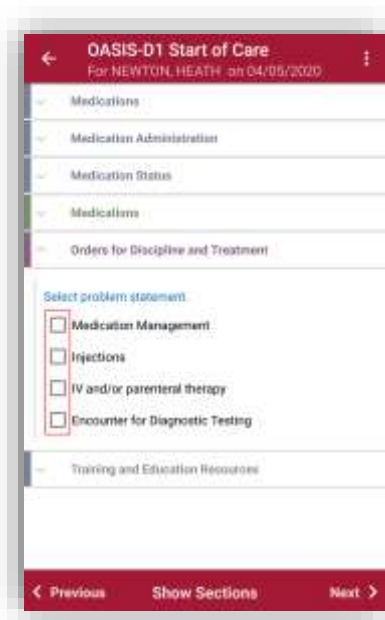
Information that was entered during the referral or admission process in the Home Health web app is automatically generated in the Demographics subcategory. Selecting the  icon will give more insight into any OASIS assessment questions. Select **Close** to return to the assessment.




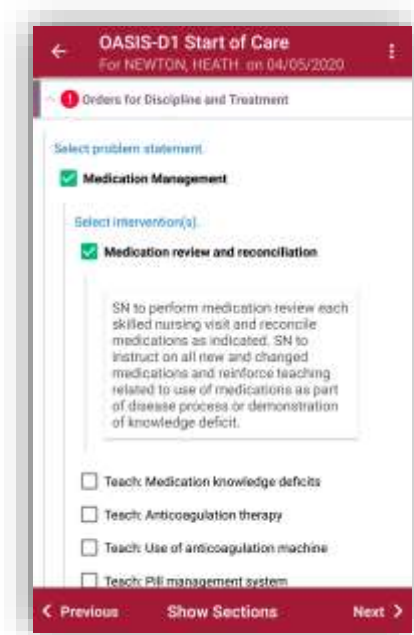
Users can update patient information initially collected by the organization. Select the **Edit Patient Information** button. The screen below shows which sections of patient information that can be edited. Select each section to update or edit information. Select the back arrow at the top of the page to return to the OASIS.



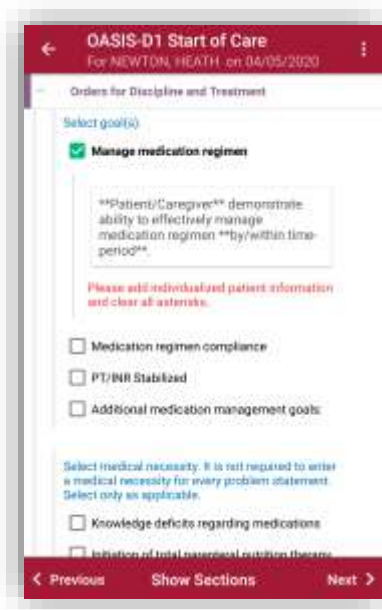
Depending on how specific OASIS questions are answered, the system will give suggested Care Plan Orders/Problem Statement(s) at the bottom of the category. Check the box(es) if applicable.



To expand the subcategories, select the  icon in the top right, then select the **Expand** option in the top right. To minimize, select **Collapse**. There is also a quick link within the menu that directs the user to the Patient Chart and Cancel Changes. To edit Problem Statements, navigate to the “Orders for Discipline and Treatment” subcategory.



Select Intervention(s) and Goal(s) by checking the box next to the corresponding interventions and goals. After selecting interventions or goals, text will populate. Make the interventions and goals patient specific. Remove any asterisks (*) with patient-specific information. Users cannot save the section if any asterisks are remaining.



OASIS-D1 Start of Care
For NEWTON, HEATH on 04/05/2020

Orders for Discipline and Treatment

Select goal(s)

Manage medication regimen

Patient/Caregiver demonstrate ability to effectively manage medication regimen **by/within time-period**

Please add individualized patient information and clear all asterisks.

Medication regimen compliance

PT/IBR Stabilized

Additional medication management goals:

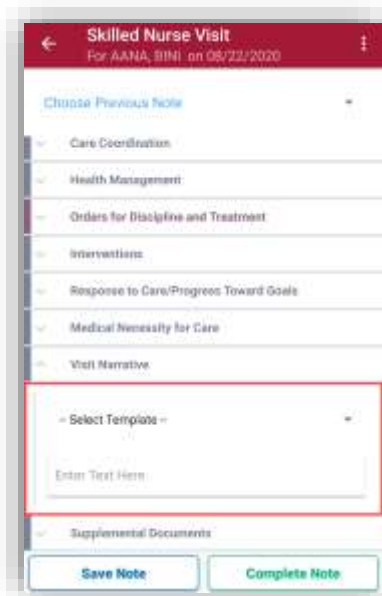
Select medical necessity. It is not required to enter a medical necessity for every problem statement. Select only as applicable.

Knowledge deficits regarding medications

Inability to take/continue/obtain therapy

< Previous Show Sections Next >

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



Skilled Nurse Visit
For AANA, BINI on 05/22/2020

Choose Previous Note

- Care Coordination
- Health Management
- Orders for Discipline and Treatment
- Interventions
- Response to Care/Progress Toward Goals
- Medical Necessity for Care
- Visit Narrative

- Select Template -

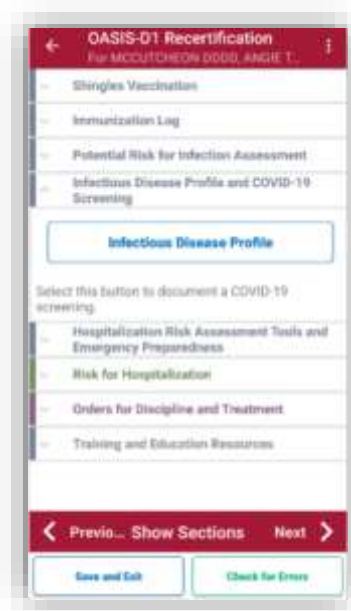
Enter Text Here

Supplemental Documents

Save Note Complete Note

Adding Infection Logs

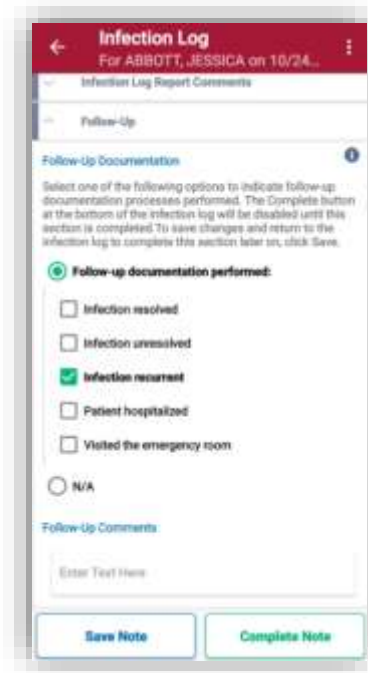
From the **Risk Assessment** category, select the **Infectious Disease Profile and COVID-19 Screening** subsection.



Select the **Infectious Disease Profile** to access the Infection Log. Once all sections of the Infection Log have been completed, select **Save Note** at the bottom.

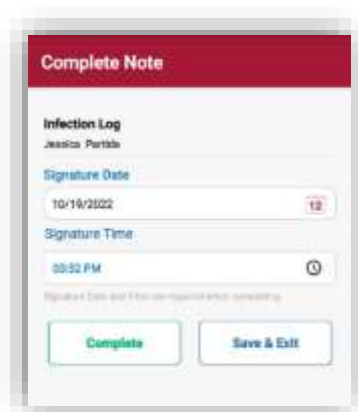


The **Complete** button at the bottom of the Infection Log is disabled until the Follow-Up section is identified. Select Follow-up documentation performed or N/A. If Follow-up documentation performed is selected, users will be prompted to select additional documentation. To finish, select **Complete Note** at the bottom.



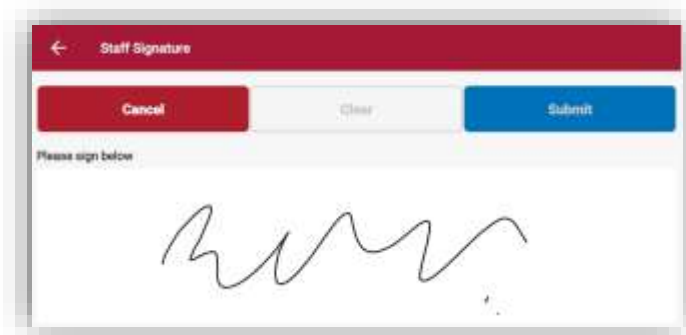
The screenshot shows the 'Infection Log' app interface for 'ABBOTT, JESSICA on 10/24...'. It features a 'Follow-Up' section with 'Follow-Up Documentation' instructions. Under 'Follow-up documentation performed:', the 'Infection recurrent' option is selected with a green checkmark. Other options include 'Infection resolved', 'Infection unresolved', 'Patient hospitalized', and 'Visited the emergency room'. There is also an 'N/A' option. Below this is a 'Follow-Up Comments' text field and two buttons: 'Save Note' and 'Complete Note'.

The signature date field will be auto populated, enter a signature time, and then select **Complete**.



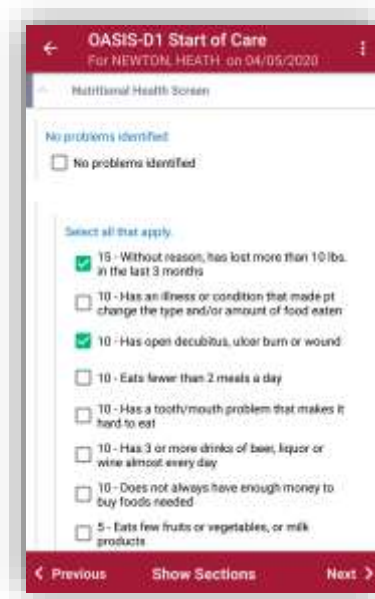
The screenshot shows the 'Complete Note' app interface. It displays the 'Infection Log' for 'Jessica Partib'. The 'Signature Date' field is auto-populated with '10/19/2022'. The 'Signature Time' field is set to '03:52 PM'. There are two buttons at the bottom: 'Complete' and 'Save & Exit'.

Users can sign with their finger or a stylus and select **Submit**.

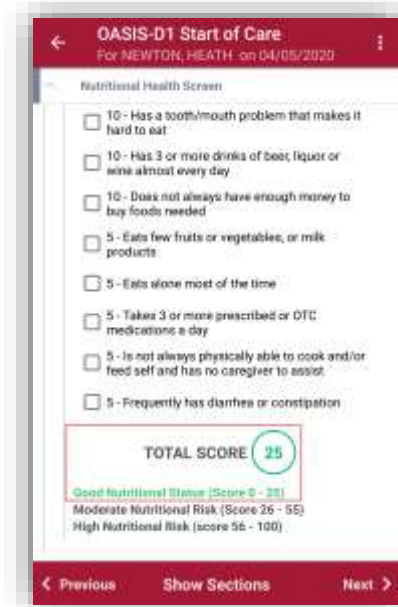


Clinical Tests

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 user continues the test, depending on how questions are answered. The score will be shown 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 and corresponding score, they are at a Good Nutritional Status.

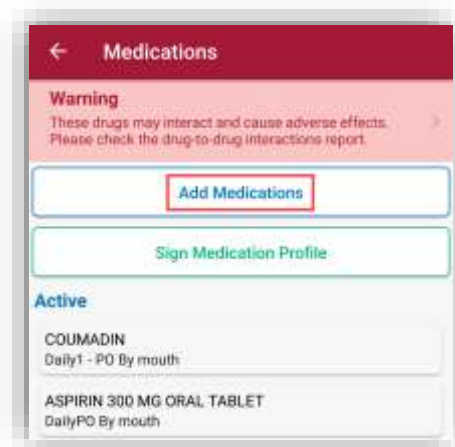
 A screenshot of the OASIS-D1 Start of Care interface for patient NEWTON, HEATH on 04/05/2020. The screen displays a 'Nutritional Health Screen' with nine checklist items, each with a radio button. The items are: 10 - Has a tooth/mouth problem that makes it hard to eat; 10 - Has 3 or more drinks of beer, liquor or wine almost every day; 10 - Does not always have enough money to buy foods needed; 5 - Eats few fruits or vegetables, or milk products; 5 - Eats alone most of the time; 5 - Takes 3 or more prescribed or OTC medications a day; 5 - Is not always physically able to cook and/or feed self and has no caregiver to assist; 5 - Frequently has diarrhea or constipation. Below the list, a 'TOTAL SCORE' of 25 is displayed in a green circle. A legend indicates: Good Nutritional Status (Score 0 - 25), Moderate Nutritional Risk (Score 26 - 55), and High Nutritional Risk (score 56 - 100). Navigation buttons for 'Previous', 'Show Sections', and 'Next' are at the bottom.

Adding Medications During Visit

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

 A screenshot of the OASIS-D1 Start of Care interface for patient NEWTON, HEATH on 04/05/2020. The screen shows the 'Medications' section with a 'View Medication Profile' button highlighted by a red box. Below this are several expandable sections: Medication Administration, Medication Status, Medications, Orders for Discipline and Treatment, and Training and Education Resources.

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



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



- Select the classification and type in the amount, frequency, route, and the physician.
- Indicate by tab whether the medication is new, changed or unchanged. Select a start date and if there is an end date, enter the date through.
- Then move the slider(s) depending on whether the medication is long-standing, needs to be added as an order or a current one found in the home.
- Once completed, select the **Complete** button. If there are additional medications to add, then select **Complete & Add Another**.

 A screenshot of a mobile application interface titled "Search Medication". At the top, there is a red header with a back arrow and the title. Below the header, the "Physician" field is set to "Chessa Physician" with a dropdown arrow. There are three buttons: "New" (highlighted in blue), "Changed", and "Unchanged". The "Start Date" is set to "4/5/2020" with a calendar icon. The "Date Through" field is empty with a calendar icon. There are two toggle switches: "Long Standing Medication" (off) and "Create an order for this medication?" (off). A green indicator shows "New medication found in the home, no order required." At the bottom, there are two buttons: "Complete" and "Complete & Add Another".

Once completed, the user will receive a notification confirming that it has been added successfully. If more than one medication has been added, the system will automatically run them for potential interactions.

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

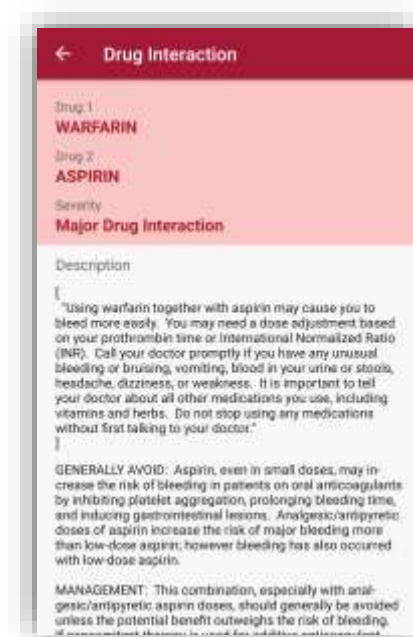
If the system finds any interactions, it will list a warning highlighted in either red or yellow at the top of the page. To view, select **Warning** at top of the page.

 A screenshot of a mobile application interface titled "Medications". At the top, there is a red header with a back arrow and the title. Below the header, there is a red-bordered box with the text "Warning" and "These drugs may interact and cause adverse effects. Please check the drug-to-drug interactions report." Below the warning box, there are two buttons: "Add Medications" and "Sign Medication Profile". At the bottom, there is a section titled "Active" with the text "COUMADIN" below it.

The interactions will be categorized as either major (red) or moderate or minor (yellow). Select the interaction to view further details.



Select the back-arrow icon in the top left to navigate back to the Medications 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 Medication** if added in error or **Discontinue Medication** if patient is no longer taking the medication.



After selecting **Discontinue Medication**, confirm by selecting **Yes**.

Confirmation

Are you sure you want to discontinue the medication?

No Yes

Once discontinued, there will be a ghost notification confirming that it has been discontinued successfully. The medication will then be listed in the Medication Profile under the Discontinued area. Once finished with the medication reconciliation, select the **Sign Medication Profile** button to verify medications have been clinically reviewed. Sign with finger or stylus above the line after the X. When completed, select **Submit**.

← Signature

X _____

Submit Clear

Adding Supplies During Visit

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

← OASIS-D1 Start of Care
For NEWTON, HEATH on 04/05/2020

Supply Manager

Launch Supply Manager

Plan of Care: Durable Medical Equipment

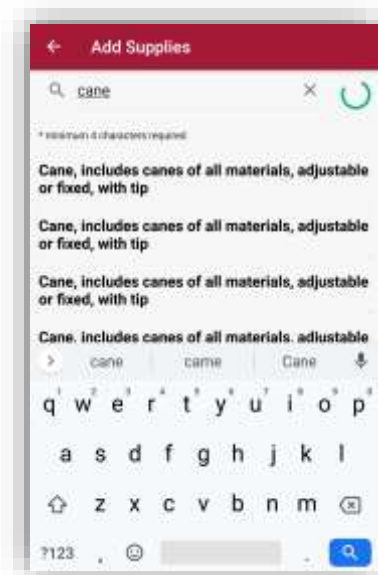
Plan of Care: Durable Medical Equipment Provider

Training and Education Resources

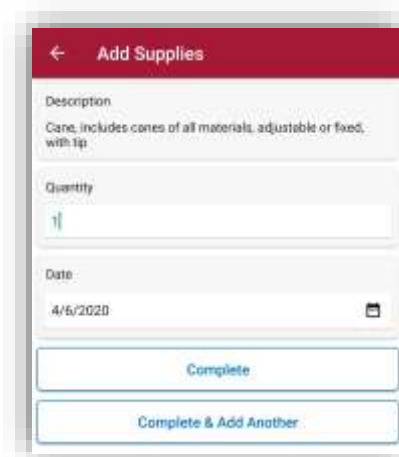
To add supplies, select the **Add Supplies** button.



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



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



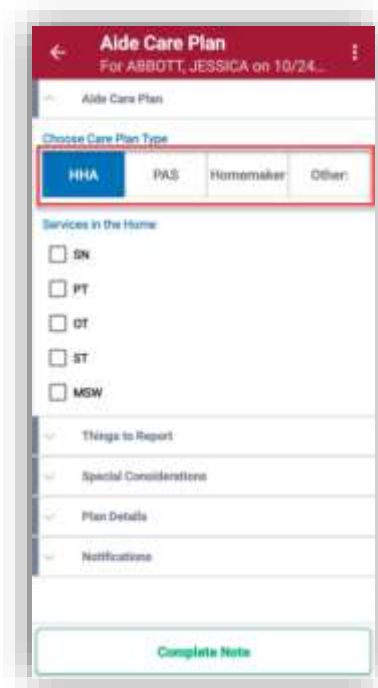
The supply will then be added to the list. To make an edit to a supply in the list, select the supply. In the edit screen, change the quantity and date. If any updates are made, select **Save Changes**. If the supply was added in error, select **Delete Order**.

Adding Aide Care Plan

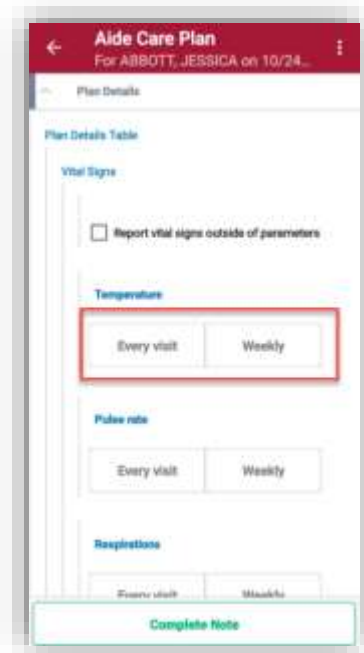
From the Aide Care Plan category of the visit note, select **Add/Edit Aide Care**.



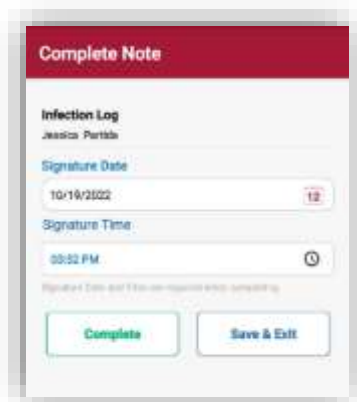
The page will open for the user to complete each of the subcategories. Under Aide Care Plan, select the type of care plan is being added. This will default to Home Health Aide (HHA) but users can choose Personal Assistance Services (PAS), Homemaker or Other.



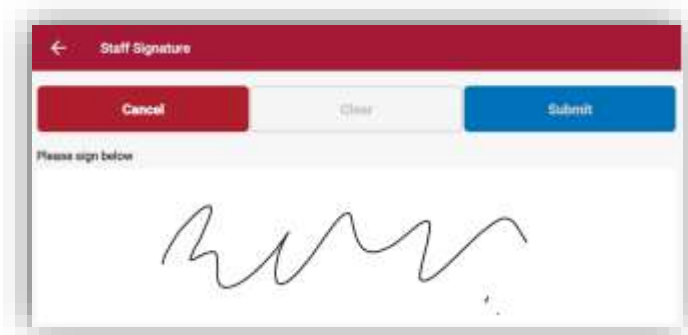
Under Plan Details, the Plan Details table shows a list of tasks that can be completed every visit or weekly. Select **Every Visit** for tasks to be administered during each visit or **Weekly** to administer once a week.



The signature date field will be auto populated but can be edited, enter a signature time, and then select **Complete**.

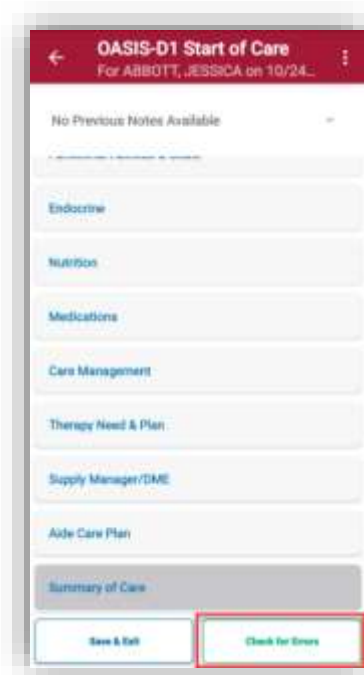


Using a finger or a stylus, sign the note and select **Submit**.

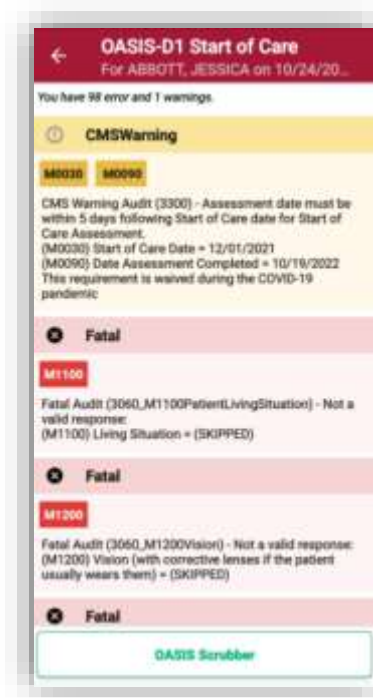


OASIS Scrubber and Signature

Once all categories of an OASIS are completed, select **Check for Errors** on the bottom right.



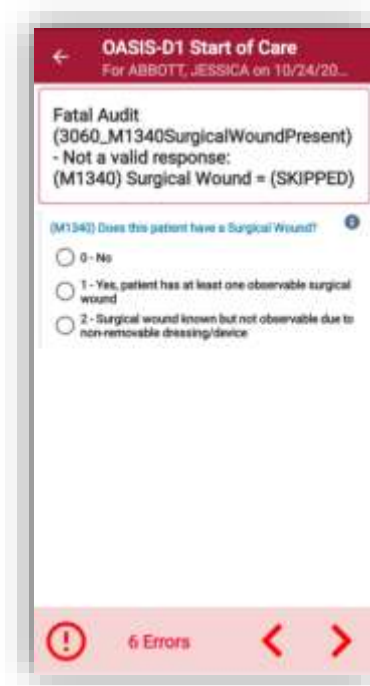
Any clinical inconsistencies, coding inconsistencies, fatal audits, or CMS warnings, will then be listed for the user to review and correct. The total number of inconsistencies will be shown at the top of the page. CMS Warnings will be listed in yellow and all others in red.



Select **OASIS Scrubber** at the bottom to open and review a PDF file of the findings. Select the back arrow on the top of the page to return to the scrubber.



Select the error or warning to view the OASIS question. A description of the error will appear at the top followed by the OASIS question and response items. Select the response to resolve the error and select the arrow icon in the bottom-right to advance to the next error.



OASIS-D1 Start of Care
For ABBOTT, JESSICA on 10/24/20...

Fatal Audit
(3060_M1340SurgicalWoundPresent)
- Not a valid response:
(M1340) Surgical Wound = (SKIPPED)

(M1340) Does this patient have a Surgical Wound?

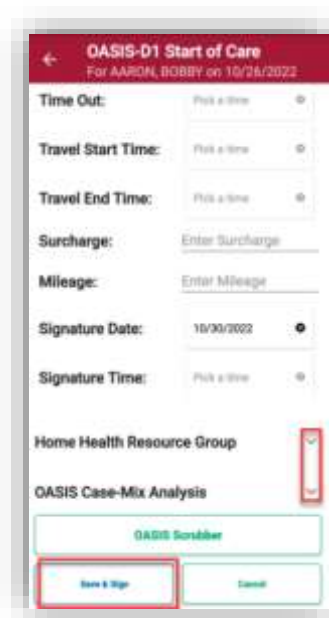
0 - No

1 - Yes, patient has at least one observable surgical wound

2 - Surgical wound known but not observable due to non-removable dressing/device

6 Errors

When all errors are corrected, users can update the G-Code of the visit, select a care plan type, time in and out, travel start and end time, surcharge, mileage, and signature date and time. The HHRG and case-mix calculations will also appear, select the down arrow to expand. The expected payment amount will appear for users with the appropriate permissions. Select **Save & Sign** to complete the note.



OASIS-D1 Start of Care
For AARON, BOBBY on 10/26/2022

Time Out: Pick a time

Travel Start Time: Pick a time

Travel End Time: Pick a time

Surcharge: Enter Surcharge

Mileage: Enter Mileage

Signature Date: 10/26/2022

Signature Time: Pick a time

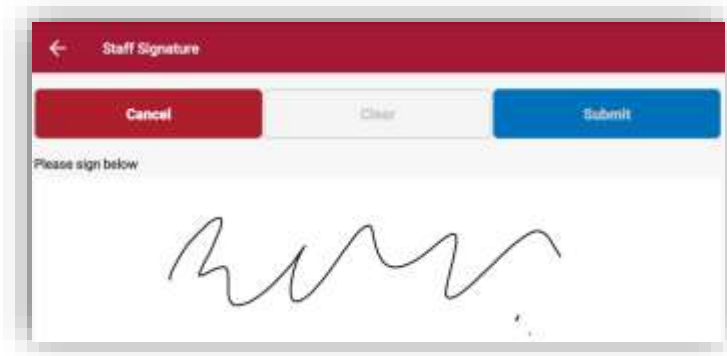
Home Health Resource Group

OASIS Case-Mix Analysis

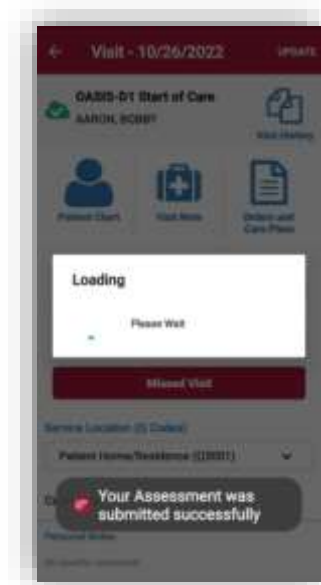
OASIS Scribble

Save & Sign Cancel

Users can then sign with their finger or stylus. Select **Cancel** to return to the OASIS, select **Clear** to resign, or **Submit** to sign and close the visit.

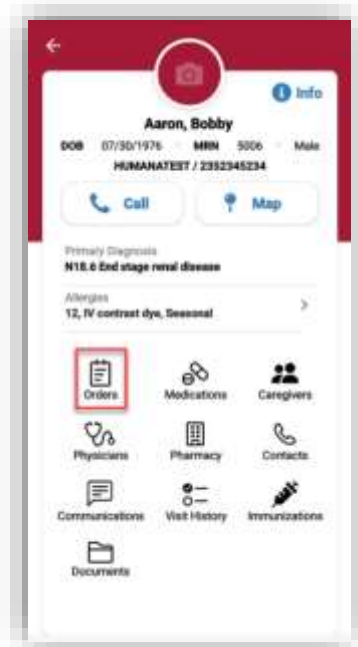


Once submitted, users will see the notification “Your Assessment was submitted successfully” and will be returned to the visit specific page.

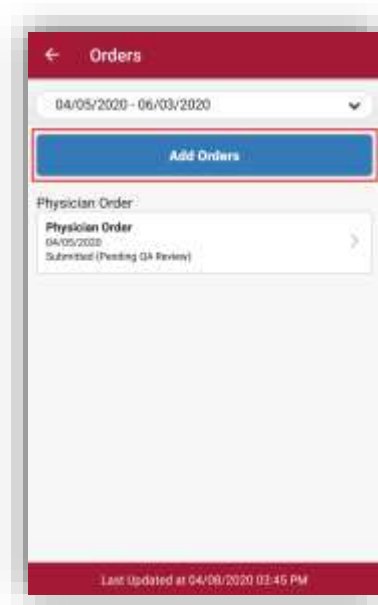


Adding Orders

From the Patient Chart page, select **Orders**.

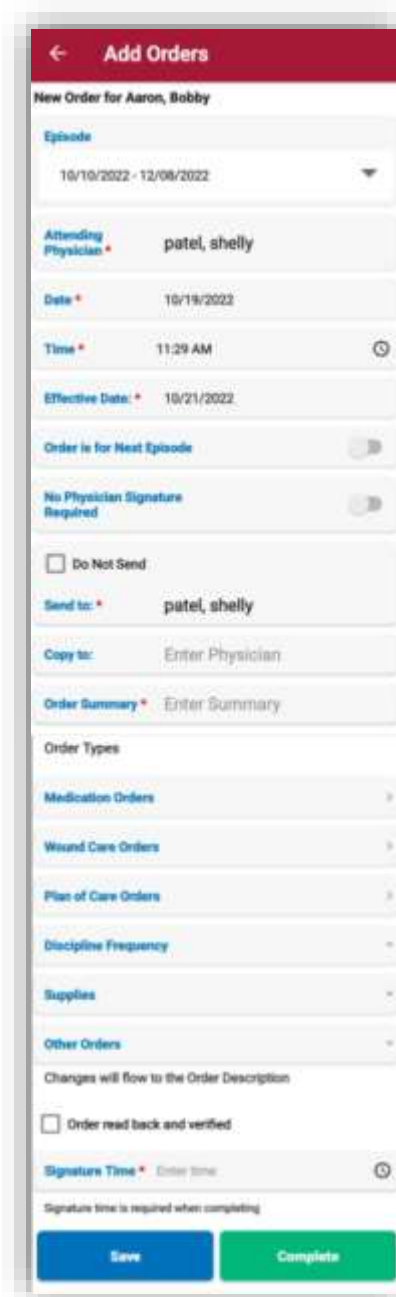


It shows all current orders listed for the patient within the episode dates listed at the top. To change the episode, select the episode listed at the top and select another from the list. To add a new order, select **Add Orders**.



- The following fields will auto populate but can be edited: Attending physician, date, time, and effective date.

- Move the slider if the Order is for Next Episode or No physician Signature Required.
- If the order does not need to be sent, select the Do Not Send checkbox.
- Indicate who the order is being sent to with an option to add another physician to copy to.
- Write in an order summary.



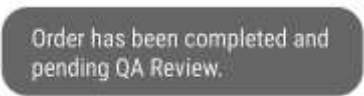
The screenshot shows the 'Add Orders' screen in a mobile application. The title bar is red with a back arrow and the text 'Add Orders'. Below the title bar, the text 'New Order for Aaron, Bobby' is displayed. The form contains the following fields and controls:

- Episode:** 10/10/2022 - 12/08/2022 (dropdown arrow)
- Attending Physician:** patel, shelly
- Date:** 10/19/2022
- Time:** 11:29 AM (clock icon)
- Effective Date:** 10/21/2022
- Order is for Next Episode:** toggle switch (off)
- No Physician Signature Required:** toggle switch (off)
- Do Not Send:** checkbox (unchecked)
- Send to:** patel, shelly
- Copy to:** Enter Physician
- Order Summary:** Enter Summary
- Order Types:** Medication Orders, Wound Care Orders, Plan of Care Orders, Discipline Frequency, Supplies, Other Orders (all with dropdown arrows)
- Changes will flow to the Order Description:** Order read back and verified checkbox (unchecked)
- Signature Time:** Enter time (clock icon)
- Signature time is required when completing:** text label
- Buttons:** Save (blue), Complete (green)

- Then select which type of order it is. Select from Discipline Frequency, Supply Manager, Medication or Plan of Care Orders.
- If the order being entered does not fall under any of those four categories, type it in the Other Orders section.
- Select the checkbox to confirm the order has been read back and verified.
- Signature time automatically enters the time the new order is opened.
- Select **Save** to return to the order later. If the order is ready to be sent for physician signature, select **Complete**. It 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 signature, select **Save** on the right. The user will receive a notification reading “Order has been completed and 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.

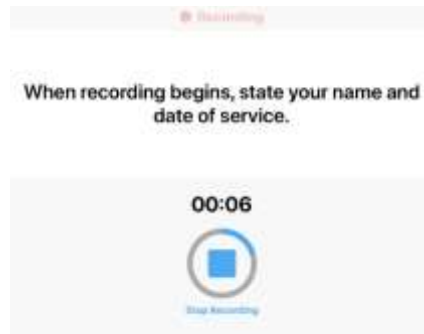


Select **Start Recording** and instruct the patient to state his or her name and the date of service.

When recording begins, state your name and 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.

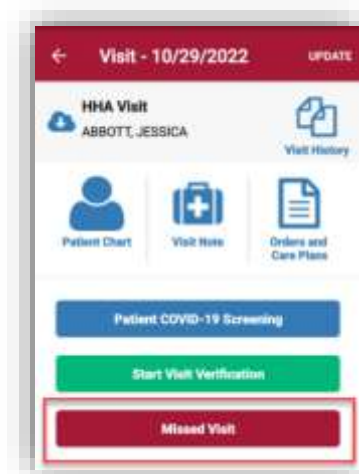


Once the visit is complete, the patient voice recording is saved and stored on the Electronic Visit Verification (EVV) Log screen. Users can play and download patient recordings from this screen for auditing purposes. To access the Electronic Visit Verification (EVV) Log screen, navigate to the Schedule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

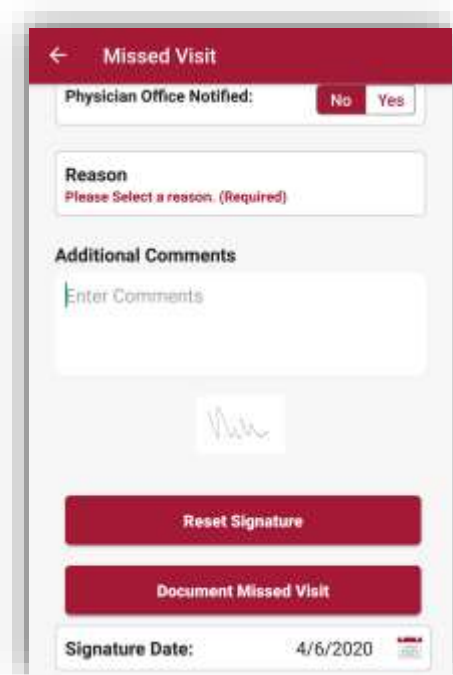


The name of the patient and date of the visit will show at the top. Indicate whether there needs to be an Order Generated or whether the Physician Office was Notified. Select the reason for missed visit, this field is required. There is also an optional field to enter additional comments. Select **Staff Signature** to sign off on the missed visit, then select **Save**.



The screenshot shows a mobile application interface for a 'Missed Visit' form. At the top, there is a red header with a back arrow and the text 'Missed Visit'. Below the header, the patient's name 'NEWTON, HEATH' is displayed. Underneath, it says 'OASIS-D1 Start of Care' with a status of 'Not Yet Started'. There are two toggle switches: 'Order Generated:' with 'No' selected and 'Physician Office Notified:' with 'No' selected. A 'Reason' field is present with the instruction 'Please Select a reason. (Required)'. Below that is an 'Additional Comments' section with a text input field labeled 'Enter Comments'. At the bottom, there is a red button labeled 'Staff Signature'.

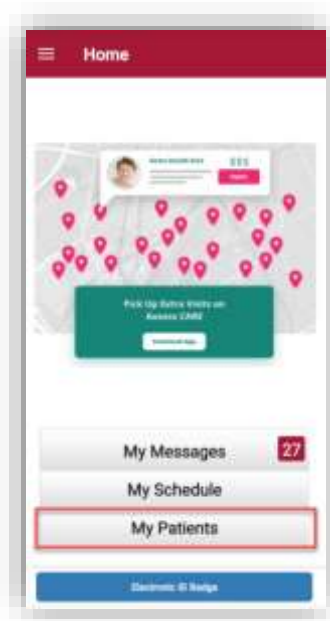
Select **Staff Signature**. Select **OK**. The following screen will show with the signature now listed. Confirm the signature date, then select **Document Missed Visit** to complete the process.



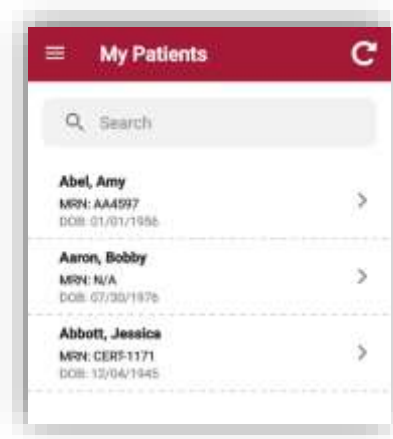
This screenshot shows the 'Missed Visit' form after the signature step. The 'Physician Office Notified:' toggle is now set to 'Yes'. The 'Reason' field remains empty with the instruction 'Please Select a reason. (Required)'. The 'Additional Comments' section is still present. A handwritten signature is now visible in the center of the screen. Below the signature, there are two red buttons: 'Reset Signature' and 'Document Missed Visit'. At the bottom, the 'Signature Date:' is displayed as '4/6/2020'.

MY PATIENTS

Select on **My Patients** to view all patients that have been assigned a visit to the user.

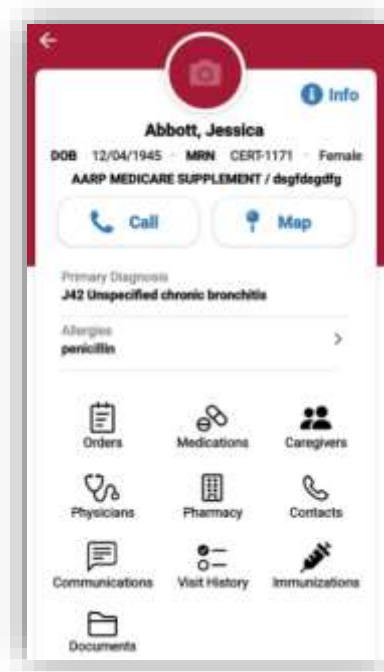


It will list the patient's name in **bold**, MRN, and DOB. To narrow the list, start typing the patient's first or last name in the search bar at the top of the screen. Select the patient to open the Patient's Chart.

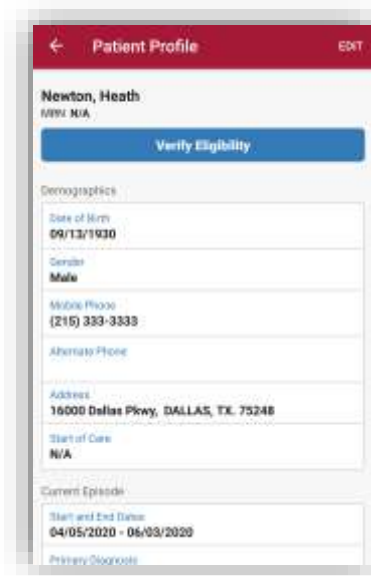


All information shown has been entered through the Home Health web application. It shows the patient's DOB, MRN, gender, payer, and policy/ID number. Select **Call** to autodial the patient's phone number. Select **Map** to view the patient's location in Google Maps. It will also show the patient's Primary Diagnosis and Allergies, and links to their Orders, Medications, Caregivers,

Physicians, Pharmacy, Contacts, Communications, Visit History and Immunizations, and Documents.



Selecting the **Info** button will show a more in-depth look at the chart, including the patient’s address, episode dates, triage level, DNR, etc. View the current eligibility status for Medicare A, B and C by selecting the **Verify Eligibility** button. Select the **Edit** button in the top right to update the address and phone number or add a picture of the patient.





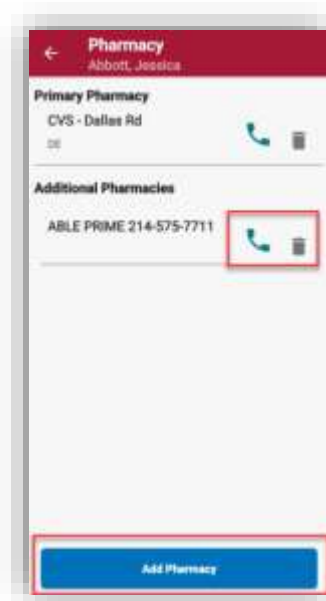
Select the **Caregivers** icon to find the caregiver's name. Select the name to view phone numbers.



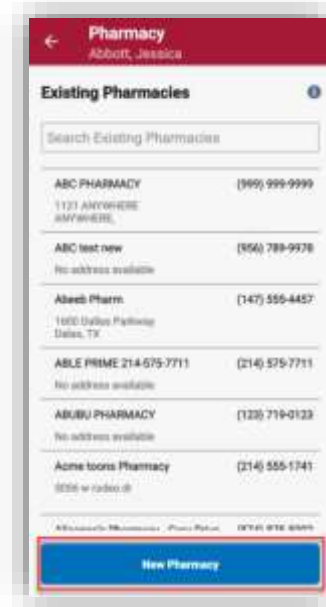
Select the **Physicians** icon to view Physician Contacts.



Select the **Pharmacy** icon to view patient's pharmacy information. Select the phone icon to call and the trash can icon to remove. To add a pharmacy to the patient's chart, select **Add Pharmacy** at the bottom.



Users can search existing pharmacies by typing the name in the search box on top. The list will only show pharmacies that have been added in the system. To add a new pharmacy to the system, select **New Pharmacy**.



Pharmacy
Abbott, Jessica

Existing Pharmacies

Search Existing Pharmacies

ABC PHARMACY	(999) 999-9999
1121 ANYWHERE ANYWHERE	
ABC test new	(956) 789-9978
No address available	
Abesh Pharm	(147) 555-4457
1600 Dallas Parkway Dallas, TX	
ABLE PRIME 214-575-7711	(214) 575-7711
No address available	
ABUBU PHARMACY	(123) 719-0123
No address available	
Acme tools Pharmacy	(214) 555-1741
8000 w carroll dr	

New Pharmacy

Enter pharmacy name, address, phone, contact, email, and fax number. Pharmacy name and phone number are required fields. Select **Save** to add the pharmacy.



Pharmacy
Abbott, Jessica

Pharmacy Name
Enter Pharmacy Name

Address Line 1
Enter Address Line 1

Address Line 2
Enter Address Line 2

City
Enter City

State **Zip**
Select Sta... Enter zip

Primary Phone Number
Enter Primary Phone Number

Contact First Name **Contact Last Name**
Enter First Name Enter Last Name

Email
Enter Email

Fax Number
Enter Fax Number

Cancel **Save**



Select the **Contacts** icon to view the patient's emergency contact, select the name of the name to view phone number.



Select the **Communications** icon to view a list of communication notes by episode. Select the down arrow to view more episodes. Select **Add Communication Note** to add a note.



Add a Recipient by typing in the name, episode, physician, date, and description or choose a template from the drop-down list. Add signature date and time then select **Complete**.



A signature page will show for the user to sign. Select **Save** to complete the note.



Select the **Immunizations** icon to view the Immunization Log. To add an immunization, select **Add Immunization**.



Select the type and who administered the immunization from the drop-down list and the date it was administered. Select if there was a comorbid condition present and select **Save and Exit**. To add more select **Save and Add Another**.



Select the **Documents** icon to view a list of attachments posted in the patient chart. The search bar is available on top to narrow the list of attachments. Select **Upload Attachment** to add a document.

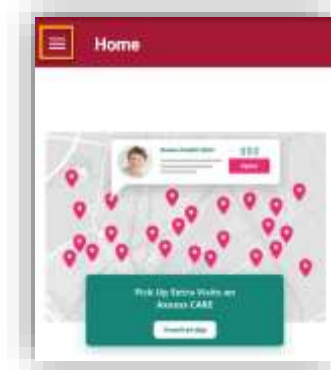


Select the document type and enter the document name. select **Upload File** to Take photo, choose photo, or choose file from the device in use. Select **Save** to add the attachment.

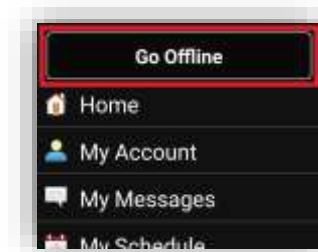


MENU BUTTON

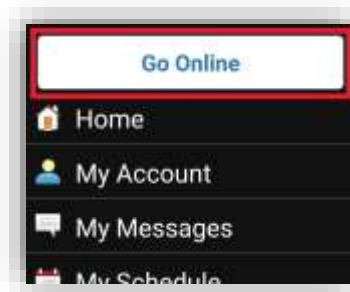
Select the Menu button from the Home page.



The Menu will expand from the left side of the screen. To document in an area without reception or a data connection, a button at the top of the menu allows the user to **Go Offline**. This will download all the notes for the next three days.

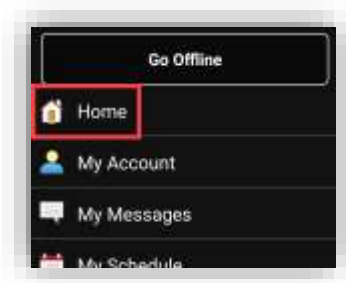


Go Online to upload completed notes.

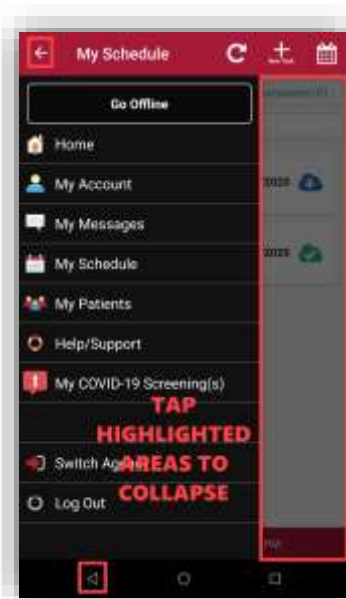


NOTE: The EVV function will still work with the app offline. However, GPS locations will not be as accurate while the user is offline.

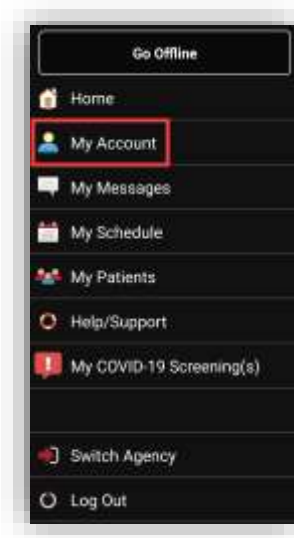
The first item on the list is **Home**. This will collapse the Menu bar and go back to the Home screen.



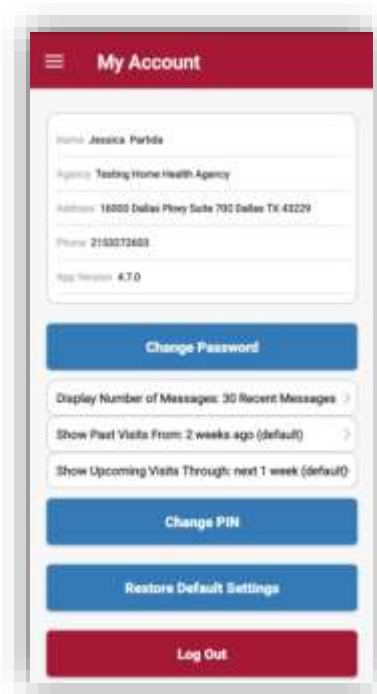
Selecting outside the Menu, the back button or Home back arrow will collapse the menu bar.



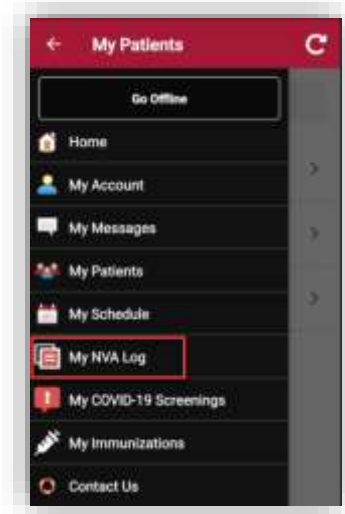
Select **My Account** to view or edit personal clinician information.



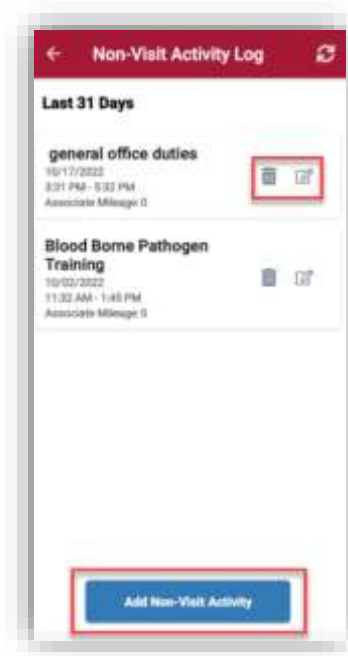
Edit settings for the user's account. To change the password, select **Change Password**. To change the pin code, select **Change PIN**. Update the number of messages displayed, how long past visits and how far out upcoming visits will show. To undo settings and go back to the original, select **Restore Default Settings**.



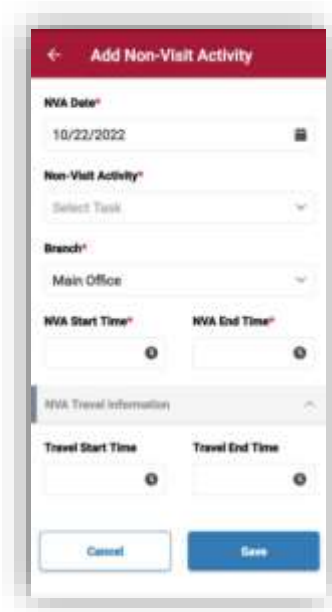
Select **My NVA Log** to document non-visit activity from the Home screen.



The NVA 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. Select **Add Non-Visit Activity** to add an NVA.



Select the NVA date, task, branch, start and end time, and travel start and end time. Select **Save** to add the NVA.

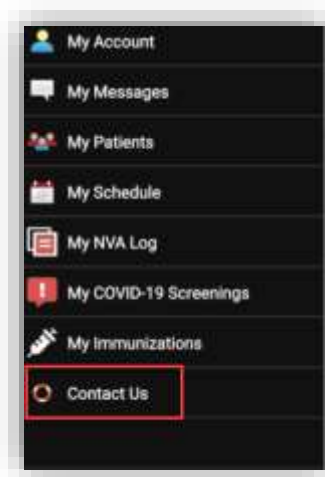


The screenshot shows a mobile application form titled "Add Non-Visit Activity". The form includes the following fields and sections:

- NVA Date***: A date picker set to 10/22/2022.
- Non-Visit Activity***: A dropdown menu with "Select Task" as the current selection.
- Branch***: A dropdown menu with "Main Office" as the current selection.
- NVA Start Time*** and **NVA End Time***: Two time pickers.
- NVA Travel Information**: A section header with a chevron icon.
- Travel Start Time** and **Travel End Time**: Two time pickers.
- Buttons**: "Cancel" and "Save" buttons at the bottom.

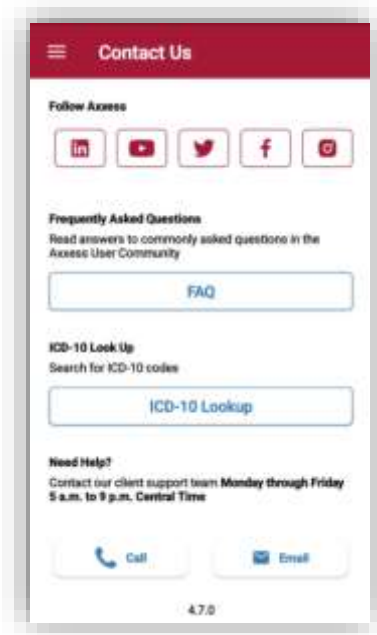
NOTE: Non-visit activities documented through the mobile app will flow to the website application for payroll approval.

My Messages, My Schedule and My Patients will flow to the previously discussed sections. Logout will exit the user out of the app. Login credentials will be required to get back into the app. Select **Contact Us** for assistance.

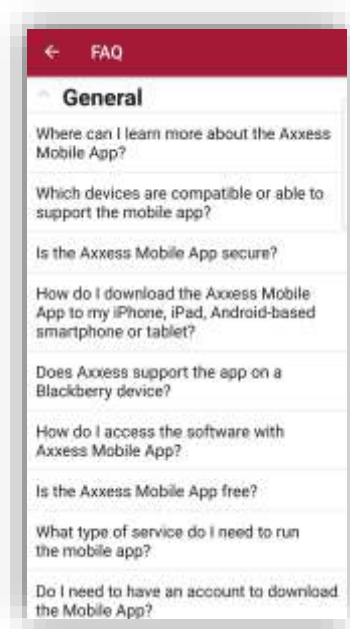


Contact Us

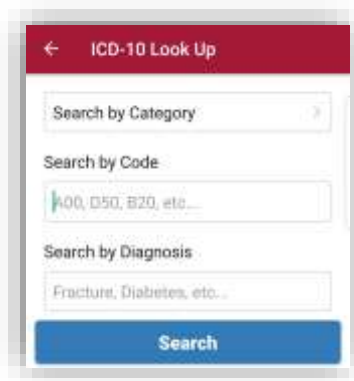
The top of the page contains links to Axxess social media. For assistance, select **Call** to autodial the Axxess support phone number. Our customer support team is available Monday - Friday from 5:00 a.m. - 9:00 p.m. CST.



Frequently Asked Questions (**FAQ**) are available on the Contact Us page. There is a list of common questions and answers users can view by selecting the question.



The ICD-10 diagnosis Look Up is also available on the Contact Us page.. Search by Category, Code or Diagnosis. Type in the Code or Diagnosis and select the **Search** button.



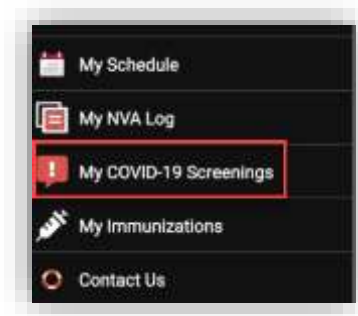
If logged out, visit the Home Health mobile app shown below to log in.



SCREENINGS

Employee

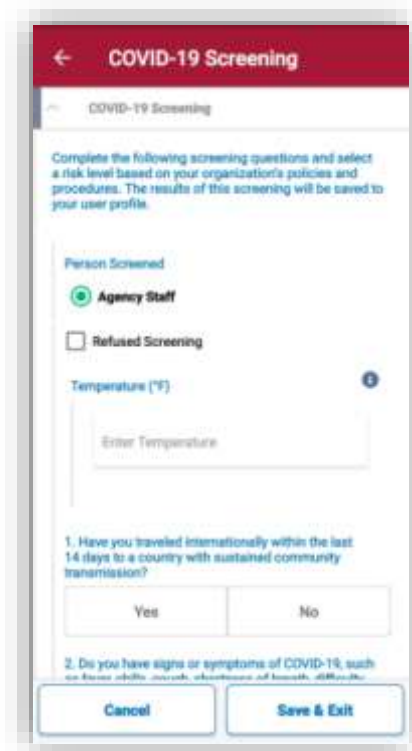
All mobile app users can complete a COVID-19 screening from a mobile device. To complete an employee COVID-19 screening, select the menu button in the top left and select **My COVID-19 Screening(s)**.



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

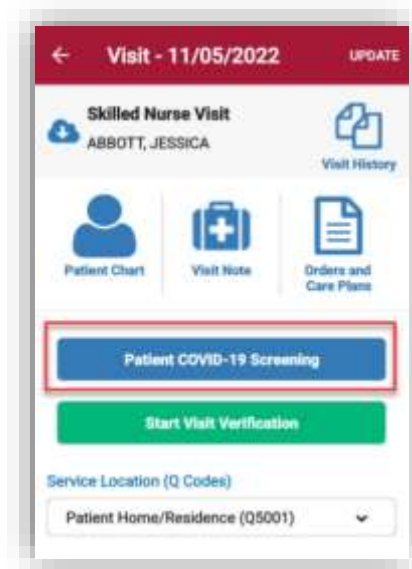


Complete the screening questions and assign a risk level based on the organization's policy. Select **Save and Exit** to save the screening. Once completed, the screening information flows to the employee's Infectious Disease Profile.

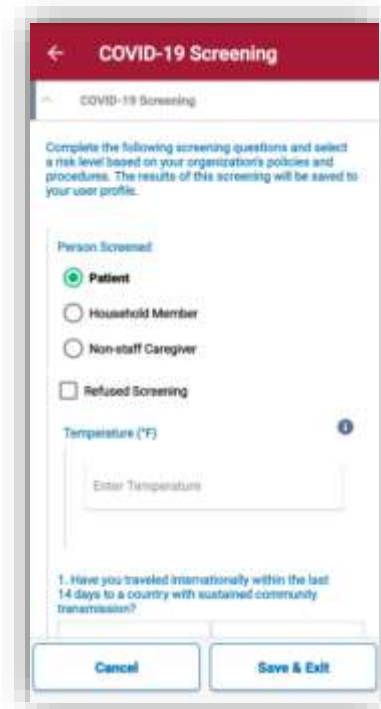
The screenshot shows a mobile app interface for "COVID-19 Screening". At the top, there is a red header with a back arrow and the title "COVID-19 Screening". Below the header, there is a sub-header "COVID-19 Screening" and a paragraph of instructions: "Complete the following screening questions and select a risk level based on your organization's policies and procedures. The results of this screening will be saved to your user profile." The form includes a "Person Screened" section with a radio button selected for "Agency Staff" and an unchecked checkbox for "Refused Screening". Below this is a "Temperature (°F)" section with a text input field containing the placeholder "Enter Temperature". There are two questions: "1. Have you traveled internationally within the last 14 days to a country with sustained community transmission?" with "Yes" and "No" buttons, and "2. Do you have signs or symptoms of COVID-19, such as fever, chills, cough, shortness of breath, or hoarseness?" with "Yes" and "No" buttons. At the bottom, there are "Cancel" and "Save & Exit" buttons.

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 select **Patient COVID-19 Screening**.

The screenshot shows a mobile app interface for a patient visit. At the top, there is a red header with a back arrow, the title "Visit - 11/05/2022", and an "UPDATE" button. Below the header, there is a "Skilled Nurse Visit" section with a plus icon, the name "ABBOTT, JESSICA", and a "Visit History" button. There are three icons: "Patient Chart", "Visit Note", and "Orders and Care Plans". A red box highlights the "Patient COVID-19 Screening" button. Below this is a green button for "Start Visit Verification". At the bottom, there is a "Service Location (Q Codes)" section with a dropdown menu showing "Patient Home/Residence (Q5001)".

Choose the person screened, enter their temperature, complete the screening questions and assign a risk level based on the organization's policy. Select **Save and Exit** to save the screening. Once completed, the screening information flows to the patient's Infectious Disease Profile.



The screenshot shows a mobile application interface for "COVID-19 Screening". At the top, there is a red header with a back arrow and the title "COVID-19 Screening". Below the header, the text reads: "Complete the following screening questions and select a risk level based on your organization's policies and procedures. The results of this screening will be saved to your user profile." The form includes a section titled "Person Screened" with four radio button options: "Patient" (selected), "Household Member", "Non-staff Caregiver", and "Refused Screening". Below this is a "Temperature (°F)" section with an information icon and a text input field labeled "Enter Temperature". At the bottom, there is a question: "1. Have you traveled internationally within the last 14 days to a country with sustained community transmission?". At the very bottom of the screen are two buttons: "Cancel" and "Save & Exit".