

# **HOSPICE MOBILE ANDROID TRAINING MANUAL**

November 2022

**Table of Contents**

DOWNLOADING APP .....3

HOME PAGE .....7

MESSAGES.....9

    Compose New Message..... 11

SCHEDULE ..... 12

    Documenting a Visit..... 15

        Supervisory Visits..... 16

        Bereavement Assessment/Death Note ..... 17

        Completing Visit ..... 19

PATIENTS .....22

    Patient Info .....23

        Patient Chart Button – Medications .....27

        Visits and Tasks .....28

        Plan of Care .....29

        Physicians .....29

        Contacts .....29

        Pharmacy .....30

        DME .....31

        Supplies .....31

        Uploaded Docs.....31

        Consents .....32

MORE .....38

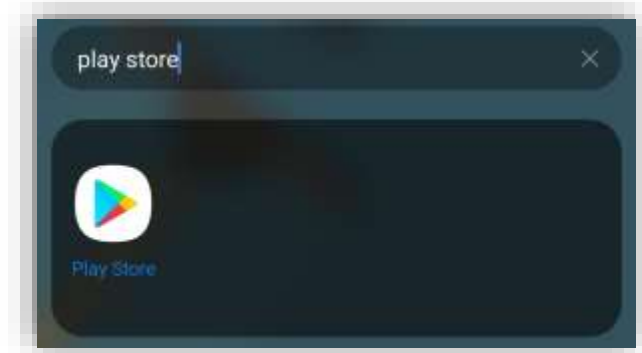
    Help/Support.....38

DOWNLOADED VISITS .....39

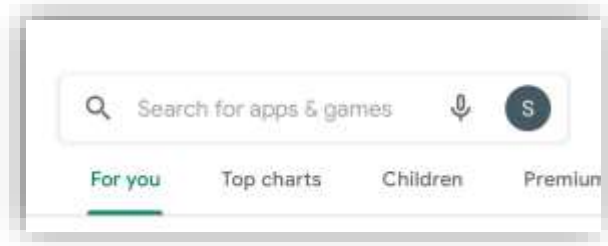
    Offline Documentation .....40

## DOWNLOADING APP

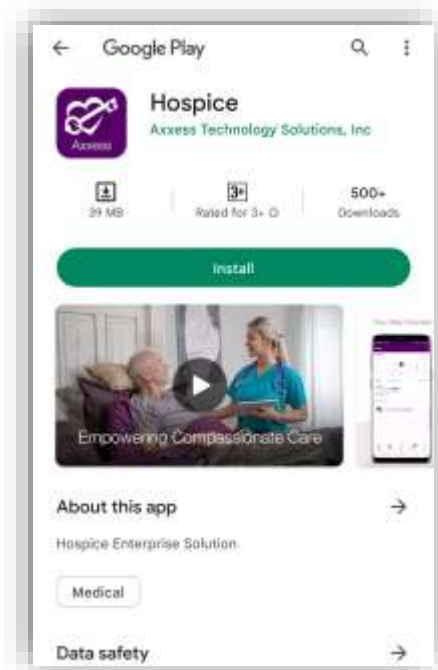
Navigate to the Google Play Store.



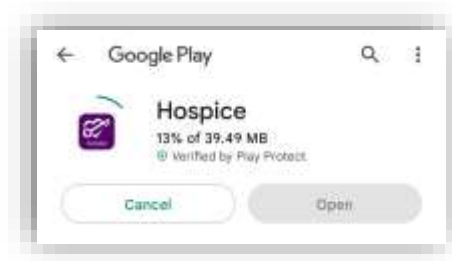
Select the search bar at the top of the page.



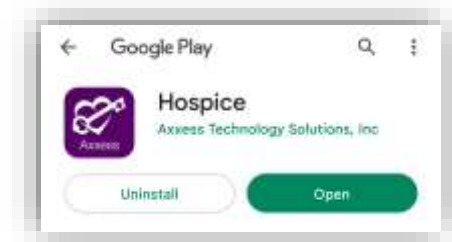
Search for "Axxess Hospice." The app is purple and says "Axxess" at the bottom of the Axxess logo (heart and key). Select the result then select **Install**.



The app will begin downloading.



Once the app has downloaded, there will be an option to **Uninstall**. Select **Open**.

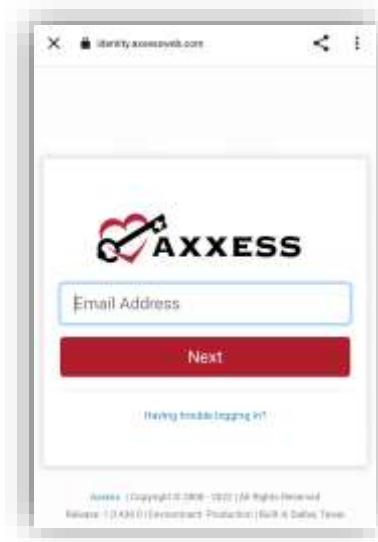


**NOTE:** The app will be located with the rest of the user's apps. Always download the latest update from the Play Store for free.

Select the Hospice app to open and the following screen will display. Select **Login**.



Select **ALLOW** for Axxess to access the device's location. Allowing this feature is **critical** for the app to be able to pinpoint locations accurately for Electronic Visit Verification (EVV).



Enter the email that was provided to the organization while logging into the desktop version of Axxess Hospice. Enter the associated email address and select Next. If the password was forgotten, then select the **Having trouble logging in?** hyperlink. Then enter the password and select **Secure Login**.



Then select **OK**.



If users have access to more than one organization, they will have to choose which one to see on the mobile app.



If the organization has more than one location (or branch), the user will have to choose which one to see on the mobile app by selecting from the list (or choose **SELECT ALL** in the top right). After selection, select the **Enter Axxess Hospice** button.



Users are required to create a 4-digit Pin Code.



Once a 4-digit PIN code has been entered, confirm the code by entering it one more time. Any time users leave the app and come back, 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 the PIN code.



## **HOME PAGE**

Here is the Axxess Hospice home page. The main part of the screen is split between My Calendar, Visits and Unread Messages. The tabs at the bottom are to get back to the **Home** screen, **Patients**, **Schedule**, **Message** and **More**.

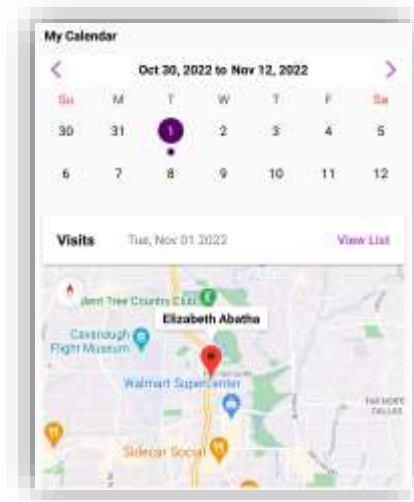


My Calendar will show the user's schedule two weeks at a time. Select the left arrow to see the previous two weeks or the right arrow to see the upcoming two weeks. Calendar days with a purple dot indicate that a visit (or multiple) is scheduled for that day, which displays below in the Visits section. Select a new or incomplete task under Visits to go straight to the documentation.



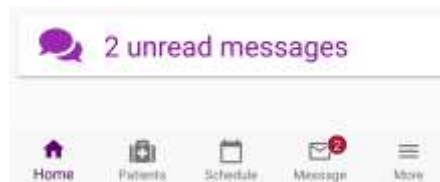
Select the purple **View Map** hyperlink to see visits on the map instead of a list (location services must be enabled and accepted). Select the pins on the map to see the patient's name for that address. Once selected, the user can access directions to that address using their preferred map application on the device. If a patient's primary address has not been validated, their visit will not appear on the map.



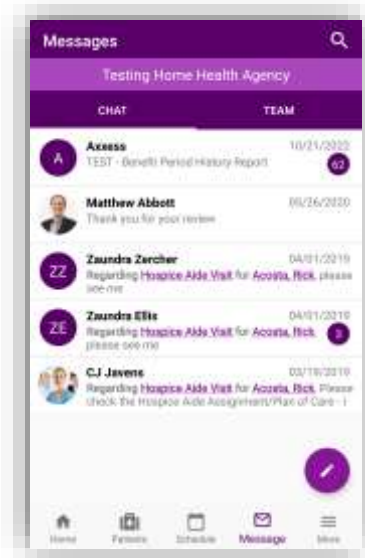



## MESSAGES

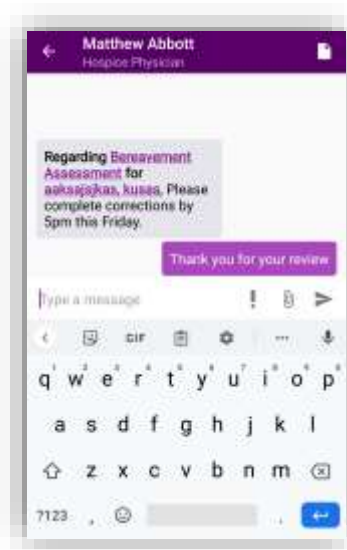
To go to user messages, select the **Message** tab. If there are any unread messages, select the unread messages area to get to the **Message** tab. This is the HIPPA-compliant, intra-organization messaging feature.



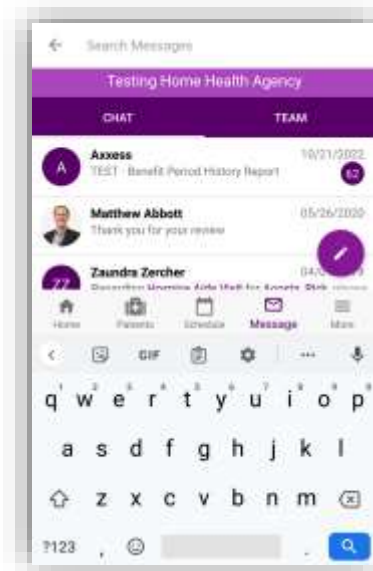
Here in Messages, create new messages or see any messages that have been sent and received to the individual user (Chat) or as a part of a **Team**. The messages default to the **Chat** tab. Any new messages will have a purple number to the right. The sender of the message will be in **bold** text with the preview of the message underneath. The date the message was received will be on the right. Swipe down on the message center to refresh.





Swipe left on a message for an option to **Delete**. Select a message to view. Select the  icon to see any shared files or select the back arrow to go back to messages.

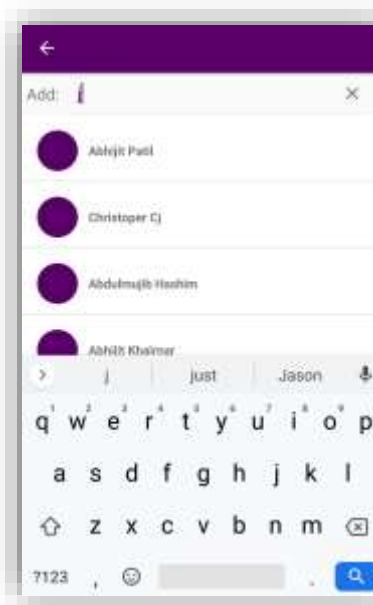


Back at Messages, select the Search Messages section to find a specific message searching by keyword.

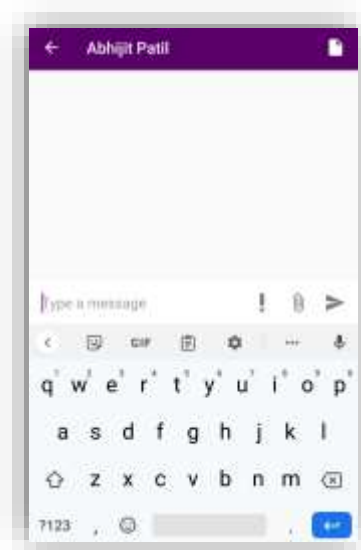



## Compose New Message

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 Axxess Hospice database. Select inside the **Add** 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. More than one user may be added to the message. Then select the  icon in the bottom right to continue.




Begin typing the message in the Type a message section at the bottom of the screen.



Select the  icon to add any documents or pictures from the device. Choose from **Camera**, **Photos** or **Files**.



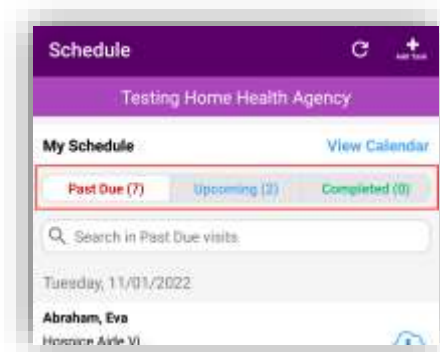
Select the  icon to send the message.

## **SCHEDULE**

From the Home page, select **Schedule** or select the **View All Visits** hyperlink.



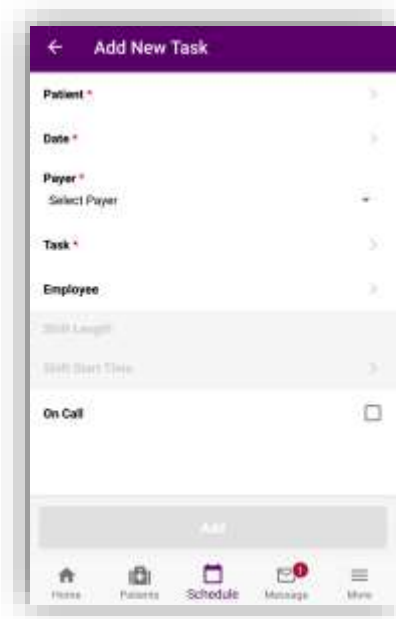
Schedule is split into three tabs: **Past Due**, **Upcoming** and **Completed**. The number(s) in parentheses represent the number of visits in each tab.



To look for a specific task, start typing in the search 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 by date with the patient's name, the name of the task below and the status of the task below that. Select the **View Calendar** hyperlink to look at the tasks in a calendar view versus a list.



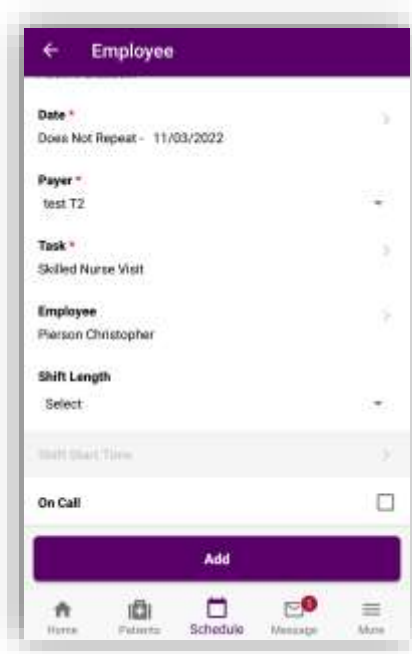
The  icon will refresh the schedule. The  icon will allow users to add a task from the app (permissions based).



Choose a patient, date, payer and task.

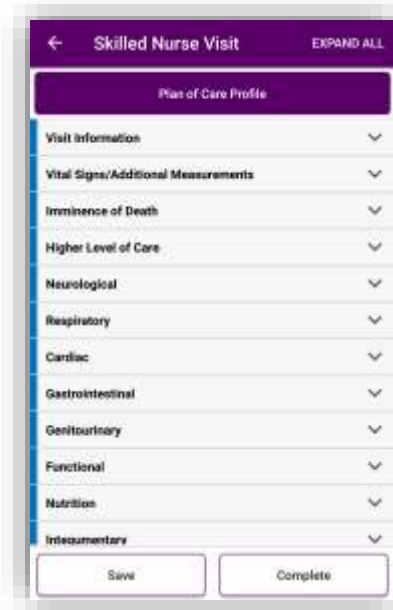
**NOTE:** Anything that has an \* asterisk is required to complete.

Optional items include choosing the employee, shift length and shift start time. If scheduling a shift, add the shift length and the shift start time. Check the On Call visit checkbox if the task is being completed on-call. Once complete, select **Add**.

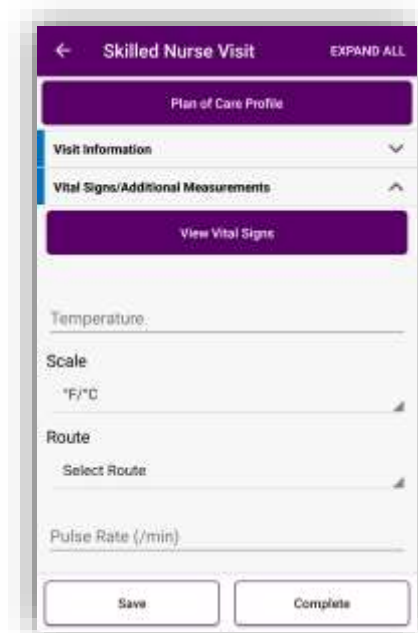


## Documenting a Visit

Once a task has been scheduled, it can be completed within the mobile application. Each task is broken up into sections to allow easy documentation on every device. Select the section title to document the assessment data for each section or choose to **EXPAND ALL** to open all the sections in the document.



At any time, users can **Save** their progress and return to complete the document later. Once all documentation has been added, select **Complete**.

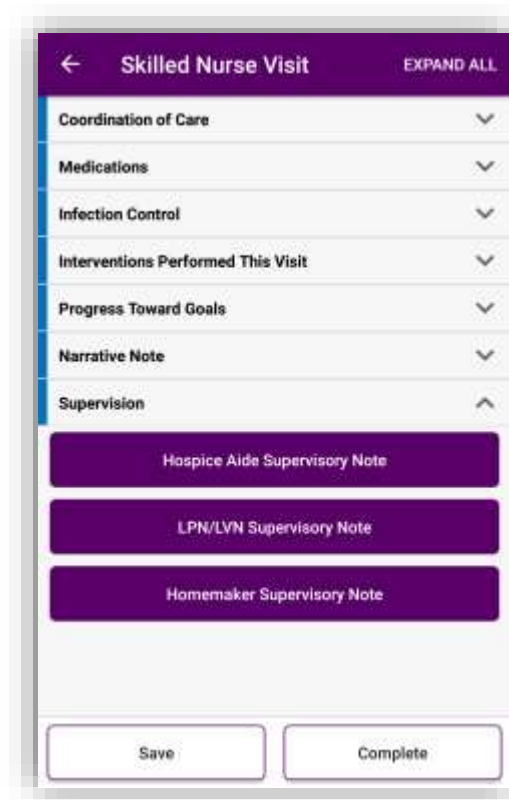


If any required fields have been missed, the user will be prompted to make corrections before completing the document. Some buttons like the **View Vital Signs** shown above will prompt users to leave the app to see the information on the web application.



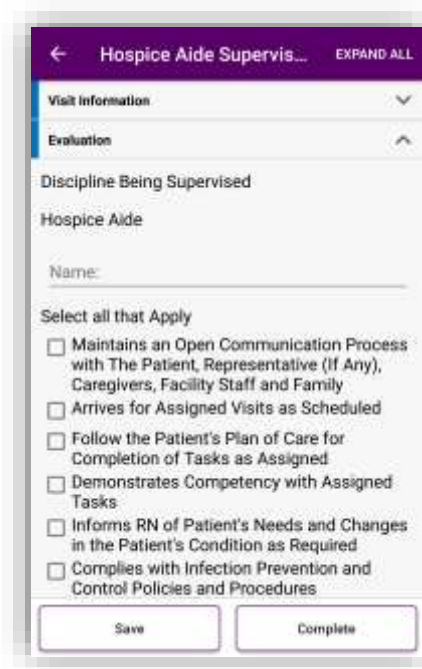
### Supervisory Visits

Once documentation in a Skilled Nurse Visit is complete, the **Supervision** section appears at the end of the visit note.



Select the discipline being supervised at the time of the visit by selecting the corresponding buttons: **Hospice Aide Supervisory Note**, **LPN/LVN Supervisory Note** and **Homemaker Supervisory Note**. The following is an example of a Hospice Aide Supervisory Note.



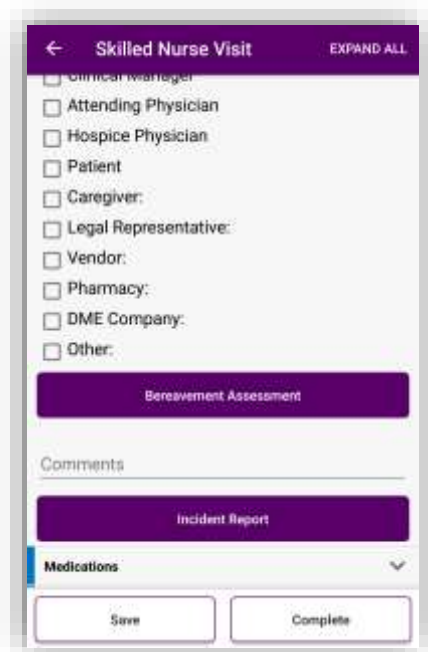


Answer all questions in all sections then select the **Save** button to keep progress made or select the **Complete** button to finish.

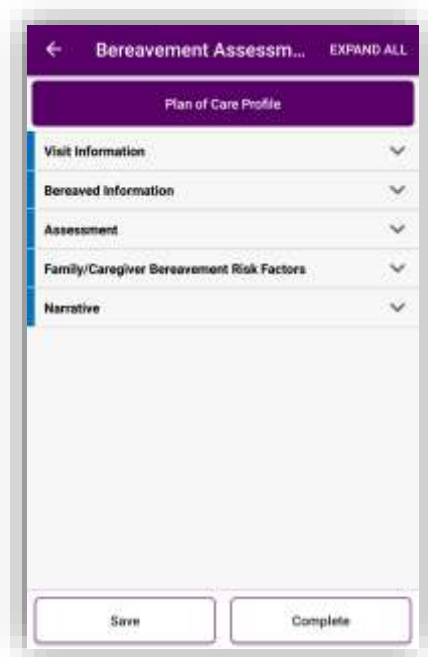
**NOTE:** Once selected, the supervisory notes will show as separate notes on the Axxess Hospice web application Patient Schedule.

### Bereavement Assessment/Death Note

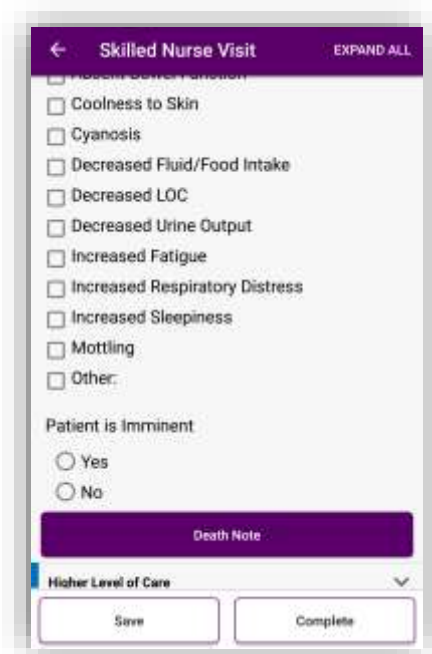
Users can complete bereavement assessments under the **Coordination of Care** section in the Skilled Nursing Visit. Select the **Bereavement Assessment** button to begin.

 A mobile application screenshot of the "Skilled Nurse Visit" form. The form has a purple header with a back arrow, the title "Skilled Nurse Visit", and an "EXPAND ALL" link. Below the header is a list of checkboxes for roles: Clinical Manager, Attending Physician, Hospice Physician, Patient, Caregiver, Legal Representative, Vendor, Pharmacy, DME Company, and Other. A purple button labeled "Bereavement Assessment" is positioned below the list. Underneath is a "Comments" section with a text input field and a purple button labeled "Incident Report". Below that is a "Medications" section with a dropdown arrow. At the bottom are two white buttons: "Save" and "Complete".

Answer all questions in all sections then select the **Save** button to keep progress made or select the **Complete** button to finish.

 A mobile application screenshot of the "Bereavement Assessment" form. The form has a purple header with a back arrow, the title "Bereavement Assessm...", and an "EXPAND ALL" link. Below the header is a purple button labeled "Plan of Care Profile". Underneath is a list of sections with dropdown arrows: "Visit Information", "Bereaved Information", "Assessment", "Family/Caregiver Bereavement Risk Factors", and "Narrative". At the bottom are two white buttons: "Save" and "Complete".

Users can complete death notes under the **Imminence of Death** section in the Skilled Nursing Visit. Select the **Death Note** button to begin.



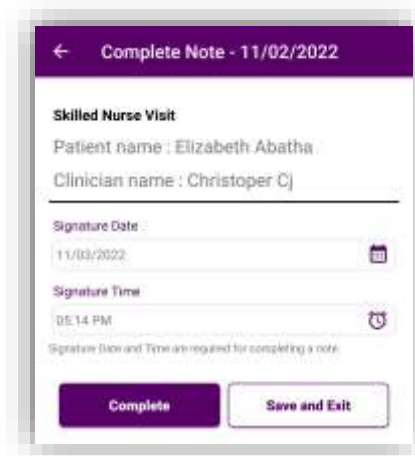
Answer all questions in each section then select the **Save** button to keep progress made or select the **Complete** button to finish.

**NOTE:** Once selected, the Death Note will show as separate note on the Axxess Hospice web application in the Patient Schedule.

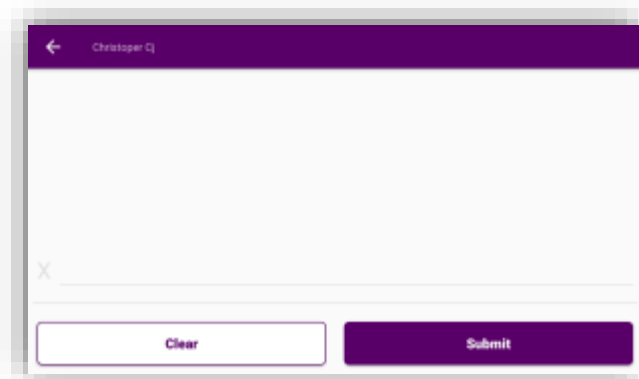


### Completing Visit

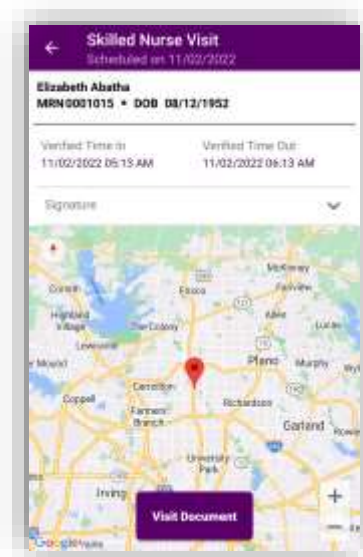
On the Complete Note screen, users will be able to verify the patient's name, clinician's name, signature date and time. Select **Save and Exit** to return and complete the note later.

 A screenshot of a mobile application screen titled "Complete Note - 11/02/2022". The screen displays a form for a "Skilled Nurse Visit". The form includes fields for "Patient name : Elizabeth Abatha" and "Clinician name : Christopher Cj". Below these are fields for "Signature Date" (11/03/2022) and "Signature Time" (05:14 PM). A note below these fields states "Signature Date and Time are required for completing a note." At the bottom, there are two buttons: "Complete" and "Save and Exit".

Select **Complete** to sign the document. Users can use their finger to add their signature. Select **Clear** to remove the signature added and re-sign or **Submit** to accept the signature and complete the note.

 A screenshot of a mobile application screen for signing a document. The screen shows a large white area for the signature with a small 'x' icon in the bottom left corner. At the bottom, there are two buttons: "Clear" and "Submit".

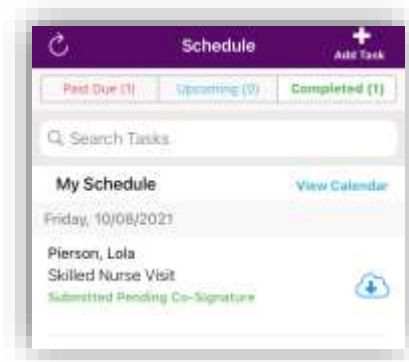
Once a task is complete, information can be seen on the **Task Details** screen. The patient information, verified time in and out, signature and a map of the visit location can all be viewed here.



Select the **View Document** button to see a PDF view of the completed document.

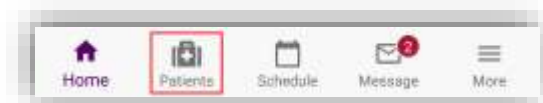


The visit will now show under **Completed** visits in the **Schedule** and the status will change to Submitted.



## PATIENTS

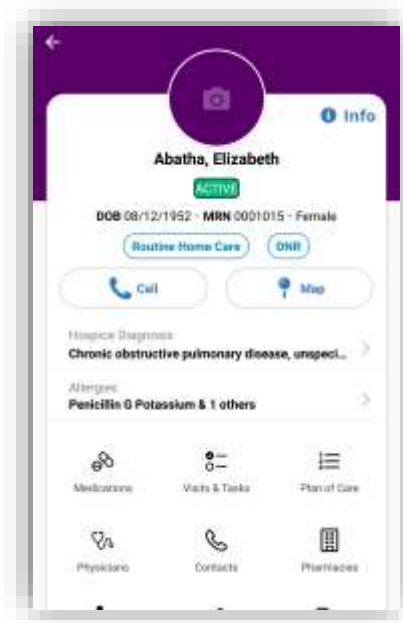
From the Home page, Select **Patients**.





View all patients assigned to the organization's branch. To narrow the list of patients, start typing the patient's first or last name in the search bar after selecting the magnifying glass icon. Select **SHOW SEARCH FILTERS** to use filters for branch, status and level of care.



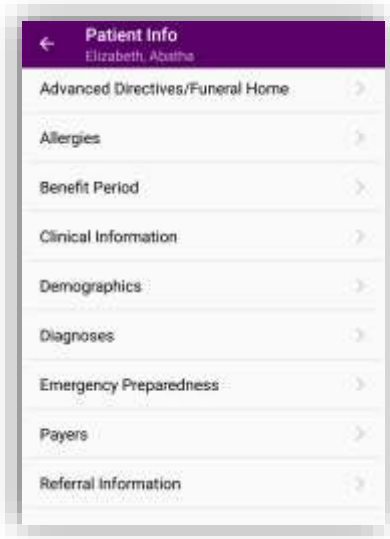
Select the patient to open their Patient Chart. All information shown has been entered through the Hospice web application. Attach a picture to the patient's chart by selecting the purple camera icon at the top. The chart shows the patient's DOB, gender and MRN number. The patient's level of care and if they are a DNR will show below. Select **Call** to autodial the patient's phone number. Select **Map** to see the patient's location in Google Maps.



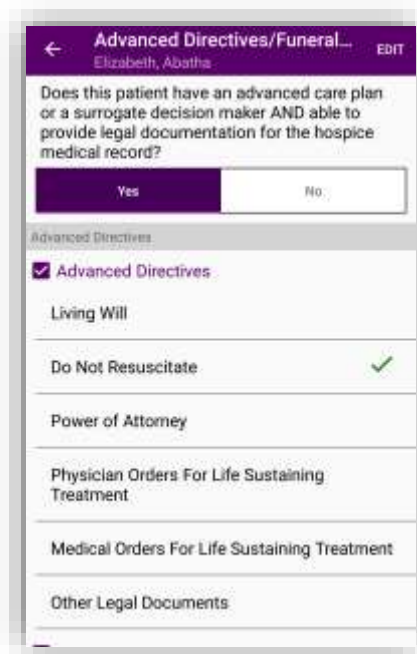
The primary hospice diagnosis will be listed along with any allergies. The icons below show different sections of the patient chart, some are view only, some can be edited. In the patient chart, the  icon is a direct link to auto dialing the phone number listed for the patient. The  icon is a direct link to auto mapping that location.

## Patient Info

Select the blue **Info** hyperlink in the top right to for a more in-depth view of the patient chart. Users can view Advanced Directives/Funeral Home, Allergies, Benefit Period, Clinical Information, Demographics, Diagnoses, Emergency Preparedness, Payers and Referral Information.

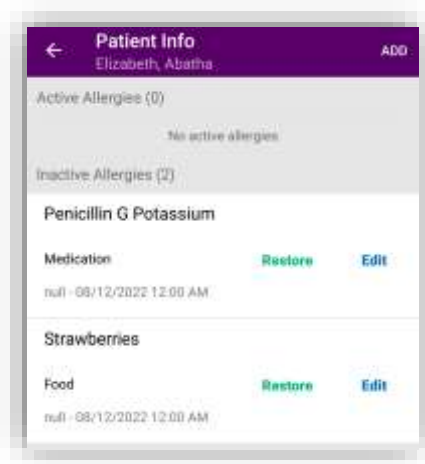


Select **Advanced Directives/Funeral Homes** to make updates to the patient's advanced directives by selecting the **EDIT** hyperlink in the top right. Once changes have been made, select **SAVE** to complete. The funeral homes entered from the web application can be seen and the bottom of the page.

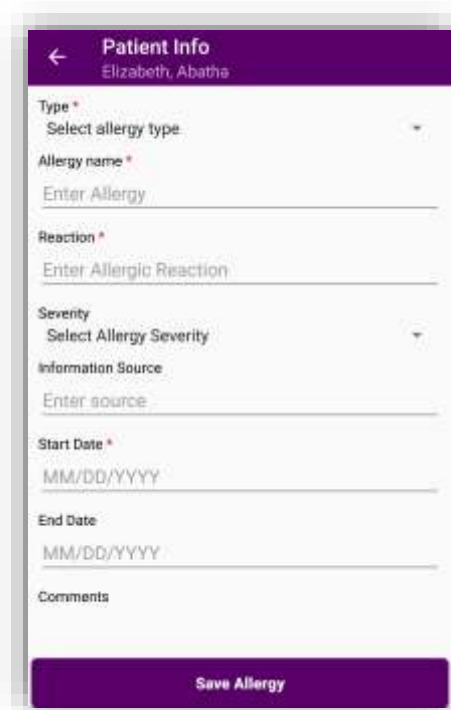


From Patient Info, select the **Allergies** section to make updates to the patient's allergies. Select the **ADD** hyperlink in the top right to add an allergy to the list.

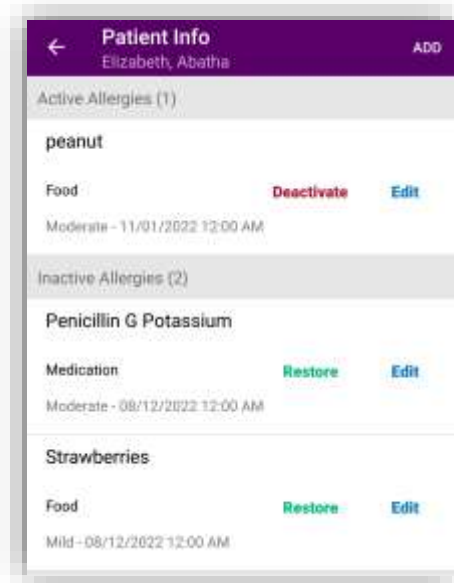




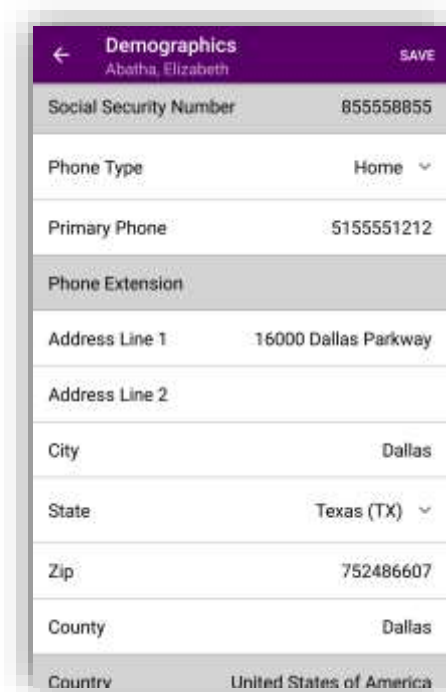
Choose the allergy type, enter the allergy name, reaction and choose the severity. Choose a start date, if the patient is not sure, the date of the visit will work. Once all required items have been entered, select the **Save Allergy** button to complete.



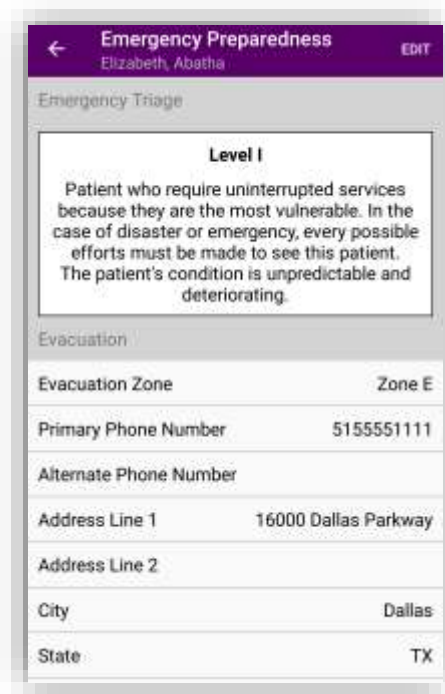
Once added, allergies can be edited or deactivated by selecting the corresponding hyperlinks. If an allergy is deactivated it moves under the Inactive Allergies section. There, allergies can be edited or restored by selecting the corresponding hyperlinks.



From Patient Info, select the **Benefit Period** section to see a view only list of the patient's benefit period information. Select the **Clinical Information** section to see a view only list of the staff assigned to the patient's care team. Select the **Demographics** section to see more detailed information about the patient. Make changes by selecting the **EDIT** hyperlink in the top right. Once changes have been made, select **SAVE** to complete.



From Patient Info, select the **Diagnoses** section to see a view only list of the patient's documented diagnoses. Select the **Emergency Preparedness** section to see more detailed information about the patient's emergency plans. Make changes by selecting the **EDIT** hyperlink in the top right. Once changes have been made, select **SAVE** to complete.



**Emergency Preparedness** EDIT  
Elizabeth, Abatha

Emergency Triage

**Level I**

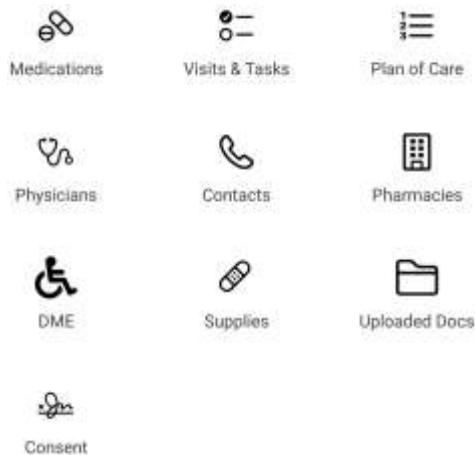
Patient who require uninterrupted services because they are the most vulnerable. In the case of disaster or emergency, every possible efforts must be made to see this patient. The patient's condition is unpredictable and deteriorating.

Evacuation

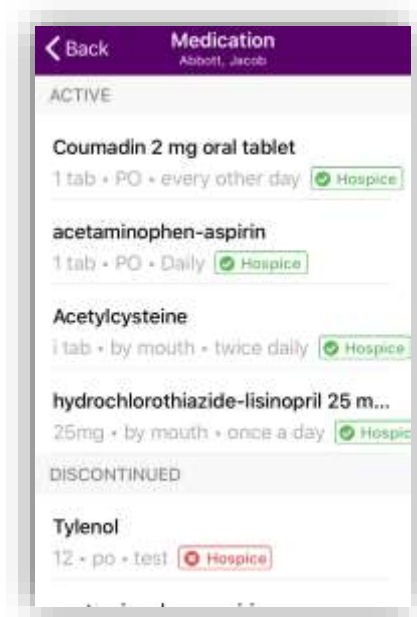
Evacuation Zone	Zone E
Primary Phone Number	5155551111
Alternate Phone Number	
Address Line 1	16000 Dallas Parkway
Address Line 2	
City	Dallas
State	TX

From Patient Info, select the **Payers** section to see a view only list of the patient's payer(s). Select the **Referral Information** section to see (view only) referral data.

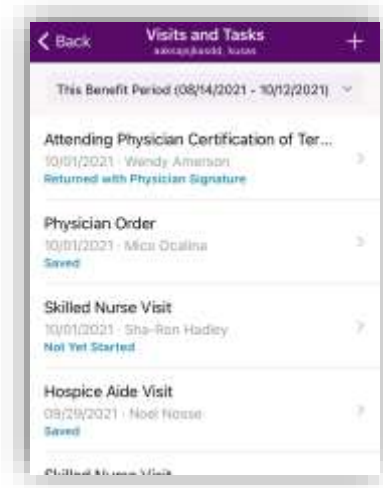
### Patient Chart Button – Medications




The patient medication list (view only) will show all active and discontinued medication currently listed in their chart.



## Visits and Tasks




Users also have the option to add new tasks from this screen by selecting the  icon.

## Plan of Care




## Physicians

Hospice and attending physician will be listed (can be both). Select the  icon to autodial the physician phone number listed in the database.



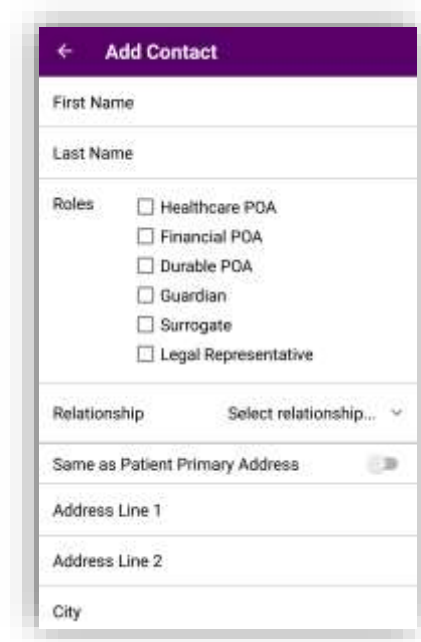
## Contacts

Patient contacts entered in the hospice web application will be listed here. Select the  icon to add a new contact





Enter the contact's name, role(s), relationship and enter their address. If the address is the same as the patient select move the toggle. Enter their phone number, email and indicate if they should receive a CAHPS survey.

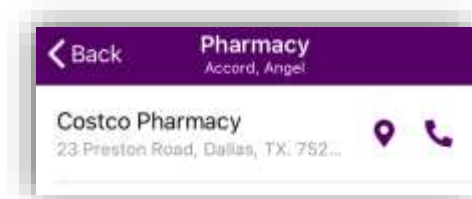
Move the toggle(s) if the contact should be listed as emergency, bereavement or have access to the Family Portal. Select the **Add Contact** button to complete the addition.



The screenshot shows a mobile application form titled "Add Contact". The form has a purple header with a back arrow and the title. Below the header are several input fields: "First Name", "Last Name", "Relationship" (with a dropdown menu), "Address Line 1", "Address Line 2", and "City". There is also a toggle switch for "Same as Patient Primary Address". Under the "Roles" section, there are six checkboxes: "Healthcare POA", "Financial POA", "Durable POA", "Guardian", "Surrogate", and "Legal Representative".

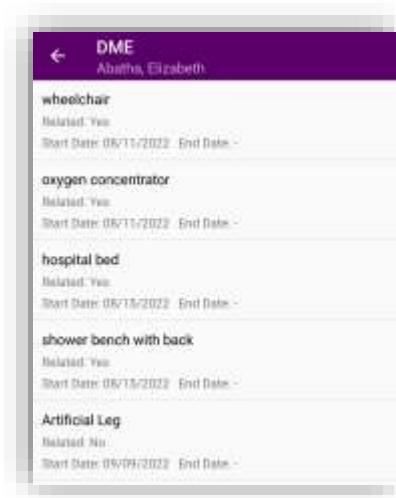
## Pharmacy

Pharmacies added to the database from the hospice web application will be listed here. Select the  icon to autodial the pharmacy phone number or select the  icon to map the address to the pharmacy.

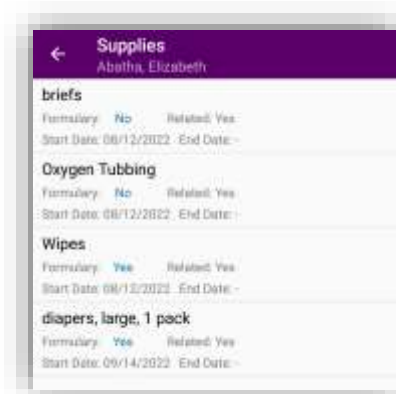


The screenshot shows a mobile application interface for a pharmacy listing. The header is purple with a back arrow and the title "Pharmacy". Below the header, the name "Costco Pharmacy" is displayed, followed by the address "23 Preston Road, Dallas, TX: 752...". To the right of the address are two icons: a purple location pin and a purple phone handset.

## DME

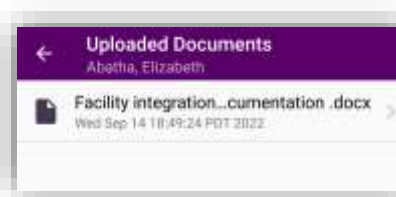


## Supplies

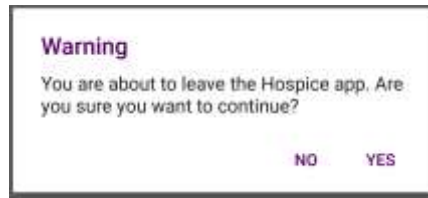


## Uploaded Docs

Documents added to the chart from the hospice web application will be listed here. Select the attachment to view it.

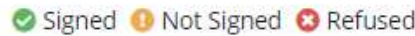


To open the document, the app will show the warning below.



### Consents

A list of the patient’s consents will display, along with the status of each consent. Consents in **Signed** status will display a green status bubble with a checkmark. Consents in **Not Signed** status will display a yellow status bubble with an exclamation point. Consents in **Refused** status will display a red status bubble with an X.



Select a consent to mark the consent as signed, collect signatures, or mark the consent as refused.

### Consents From Upload

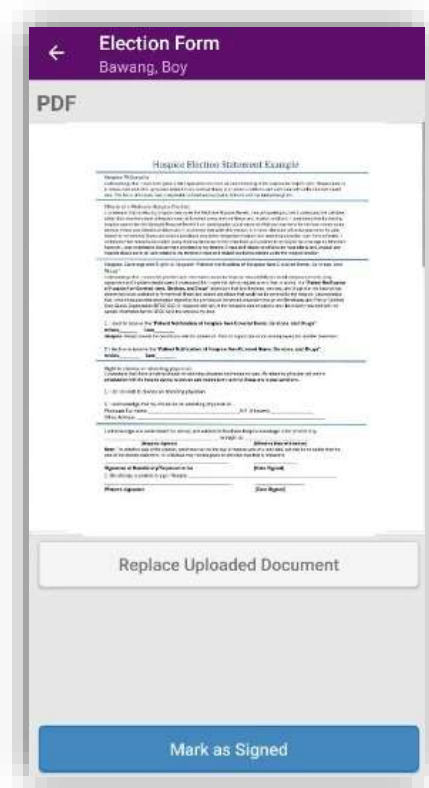
If the consent was uploaded by the organization in Company Setup, review a read-only copy of the consent form with the patient or representative and provide a paper copy for them to sign. After the patient or representative signs the consent, select **Attach Signed Document**.



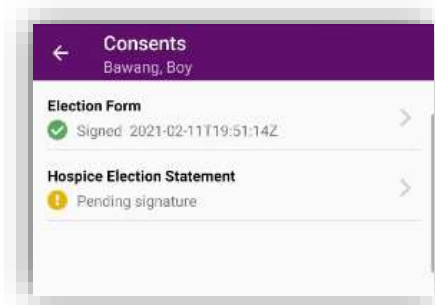


Select **Use Camera** to take a photo of the signed consent form or select **Upload from Gallery** or **Upload PDF** to upload a copy of the form from the device. All signed consent file should be saved as a PDF, JPG or PNG.

A preview of the signed consent will appear after it is photographed or selected from the phone gallery or files. Verify that the consent form is signed and is for the correct patient. If there are any errors or inaccuracies in the preview, select **Replace Uploaded Document**. If there are no errors or inaccuracies in the preview, select **Mark as Signed**.



Once a consent is marked as signed, the status will automatically change from **Not Signed** to **Completed**.



## Consents From Templates

If the consent is from a customized template set up by the organization in Company Setup, review the consent and electronically collect signatures on the mobile device. Select **Expand All** at the bottom of the screen to view all sections and locate the required fields for the patient or representative to complete. Review the consent with the patient or representative.



Axxess Hospice Dev  
Bawang, Boy

Patient Refused

Hospice Philosophy

Enter Text

I acknowledge that I have been given a full explanation and have an understanding of the purpose of hospice care. Hospice care is to relieve pain and other symptoms related to my terminal illness and related conditions and such care will not be directed toward cure. The focus of hospice care is to provide comfort and support to both me and my family/caregivers.

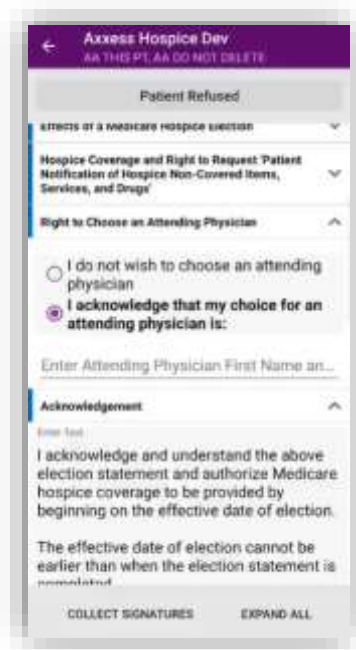
Effects of a Medicare Hospice Election

Enter Text

I understand that by electing hospice care under the Medicare Hospice Benefit, I am acknowledging that I understand the palliative rather than curative nature of hospice care, as it relates to my terminal illness and related conditions. I understand that by electing hospice care under the Medicare Hospice Benefit, I am waiving (give up) all rights to Medicare payments

COLLECT SIGNATURES    EXPAND ALL

The patient or representative is required to elect or decline receipt of the **Patient Notification of Hospice Non-Covered Items, Services, and Drugs** in the **Hospice Coverage and Right to Request 'Patient Notification of Hospice Non-Covered Items, Services, and Drugs'** section. The patient or representative is also required to acknowledge their choice of physician or decline choosing an attending physician.

The screenshot shows a mobile application interface for 'Axxess Hospice Div'. At the top, there is a purple header with a back arrow, the text 'Axxess Hospice Div', and a warning 'AA THIS PT, AA DO NOT DELETE'. Below the header is a section titled 'Patient Refused'. Underneath, there are several expandable sections: 'Effects of a Medicare Hospice Election', 'Hospice Coverage and Right to Request Patient Notification of Hospice Non-Covered Items, Services, and Drugs', and 'Right to Choose an Attending Physician'. The 'Right to Choose an Attending Physician' section is expanded, showing two radio button options: 'I do not wish to choose an attending physician' (unselected) and 'I acknowledge that my choice for an attending physician is:' (selected). Below this is a text input field labeled 'Enter Attending Physician First Name an...'. Further down is an 'Acknowledgement' section, which is also expanded. It contains a 'Enter text' prompt, a paragraph of text: 'I acknowledge and understand the above election statement and authorize Medicare hospice coverage to be provided by beginning on the effective date of election.', and another paragraph: 'The effective date of election cannot be earlier than when the election statement is completed.' At the bottom of the screen, there are two buttons: 'COLLECT SIGNATURES' and 'EXPAND ALL'.

If the patient or representative elects to choose an attending physician, type the physician's name in the **Attending Physician** field. As the user types, the list of physicians will filter to match the search. Select the physician that the patient or representative wants to elect as the attending physician. The physician selected here will be identified as the attending physician in the patient's chart.

In the **Acknowledgement** section, the **Effective Date of Hospice Election** and the **Date Signed** fields will default to today's date. The user or the patient or representative can edit these dates if necessary. When all required fields are completed, select **Patient Signature** or **Patient Representative Signature** to begin the signature collection process.



If **Patient Representative Signature** is selected, the user must enter the reason that the patient is unable to sign and the name of the patient's representative. Select **Agency Representative Signature** to collect the organization representative's signature.



Select **Submit** to confirm the organization representative's signature.



Select **Patient Signature** or **Patient Representative Signature** to collect the patient or patient representative's signature. Select **Submit** to confirm the signature. Once the agency representative's signature and the patient/ or

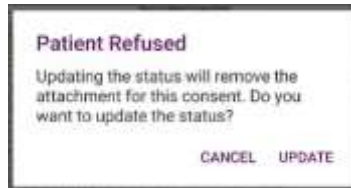
patient's representative signature have been collected, Select **Complete**. The consent status will automatically update from **Not Signed** to **Completed**.

### Update Consent Status

If the status of a consent needs to be changed after the consent has been signed, select the consent and click the edit icon at the top of the screen.



Select **Not Signed** or **Patient Refused** to change the status of the consent. In the confirmation pop-up, select **Update** to finish updating the status of the consent.



Once **Update** is selected, the consent list will automatically update to reflect the status change. If the status of a consent needs to be changed after a consent has been refused, select the consent and select the edit icon at the top of the screen. Select **Signed** or **Not Signed** to change the status of the consent.

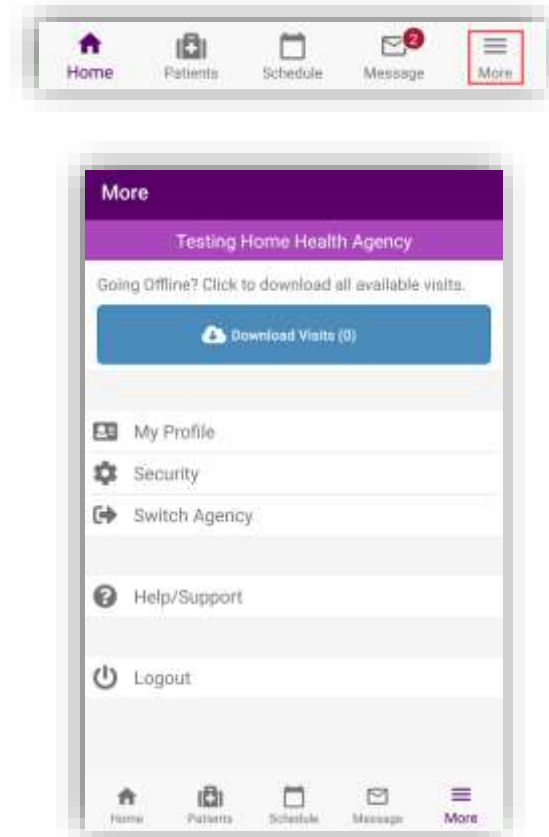
Selecting **Signed** will initiate the signature process for the specific document type. When **Not Signed** is selected the following message will display. Select **Update** to finish updating the status of the consent.



Once **Update** is selected, the consent list will automatically update to reflect the status change.

## **MORE**

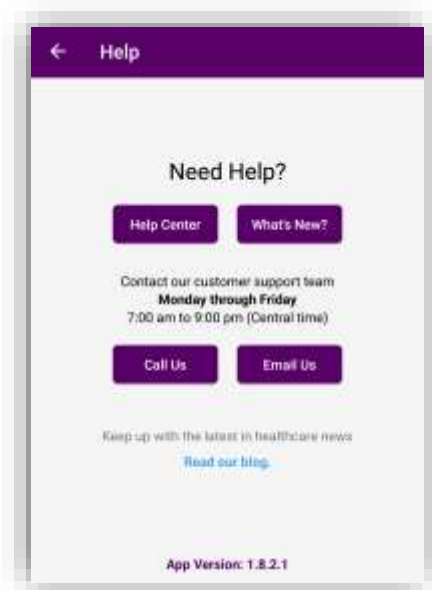
Select the **Menu** tab from the Home page.



Select **My Profile** to view personal clinician information. The user's settings can be updated in the **Security** section. Change the Password or Pin. Select **Logout** to leave the app. Confirm by selecting **YES**. The user must then log in again to get access the app.

## **Help/Support**

This is the Customer Support page. Axxess customer support team is available Monday – Friday from 5:00 a.m. - 9:00 p.m. (CST). Select **Call Us** to autodial the Axxess support phone number.




Select the **Help Center** button to navigate to the Axxess Help Center web page. This page displays answers to frequently asked questions and tutorial videos of the Axxess Hospice solution. The current version number of the app being used will be listed at the bottom.

## **DOWNLOADED VISITS**

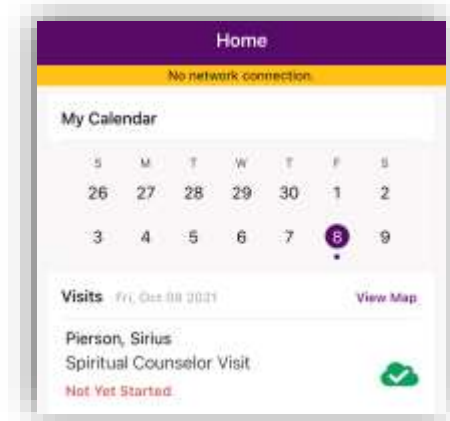
To use offline functionality, caregivers must first download upcoming visits that will be performed in areas without internet connectivity. To download visits, open the Hospice mobile app while still connected to the internet. Visits listed in **Schedule** can be downloaded by selecting the blue cloud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



Once a visit has been downloaded, the blue cloud icon changes to an  icon to indicate a successful download. Before going offline, confirm that all the necessary visits have green cloud icons indicating that they have been

downloaded. Once all necessary visits have been downloaded, the user can go offline but must stay logged in to the Hospice app on the mobile device.

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



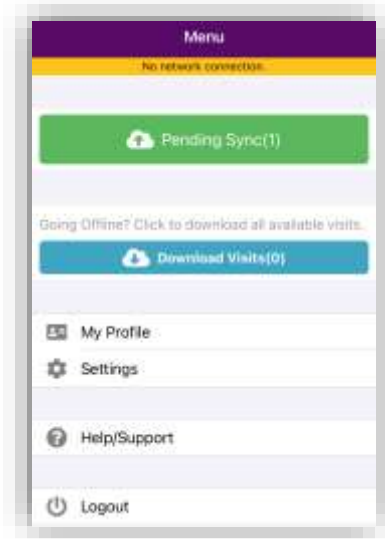
Once documentation has started on an offline visit, the cloud changes from green to yellow.

### Offline Documentation

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

Once the visit is saved, and connectivity is restored, the visit data must be synced. To sync the data, select the menu in the bottom right corner and select **Pending Sync**. The number in parenthesis is the number of visits to be synced.





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

