

# **HOSPICE MOBILE iOS TRAINING MANUAL**

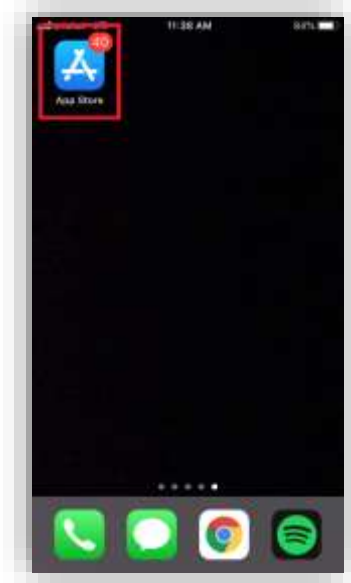
November 2022

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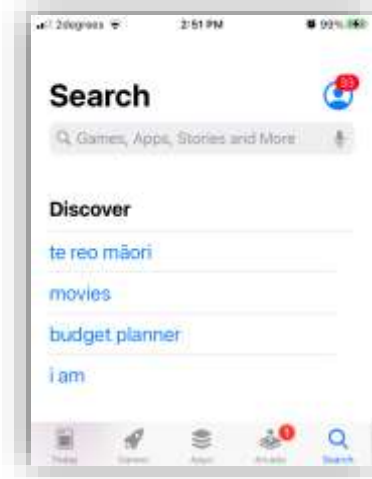
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## DOWNLOADING APP

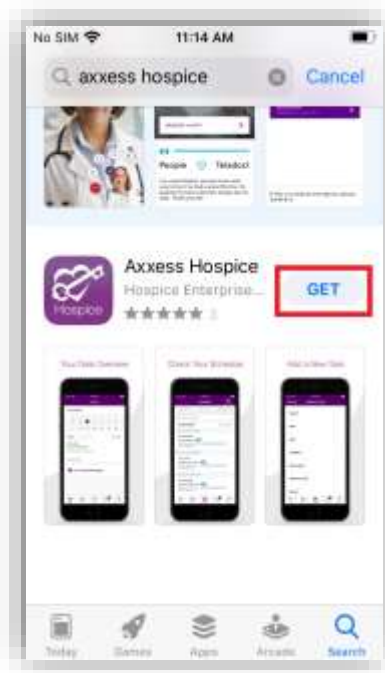
Go to the Apple App Store.



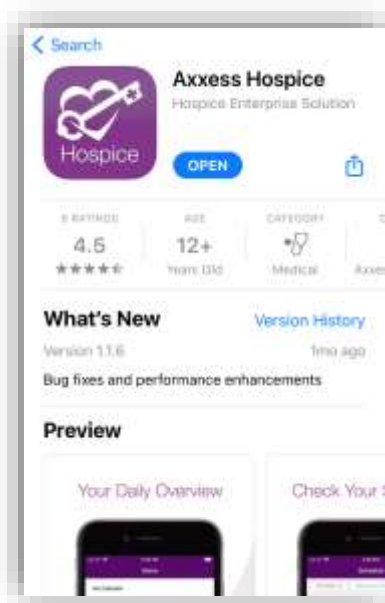
Select the search feature at the bottom right of the page.



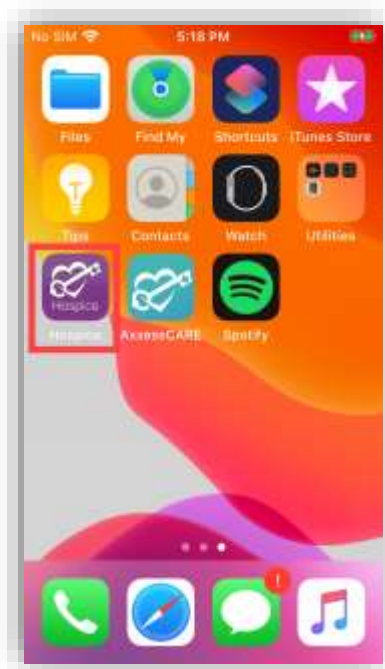
Search for “Axxess Hospice.” The app is purple and says “Hospice” at the bottom of the Axxess logo (heart and key). Select the **GET** button. There will be a pop up from the bottom of the screen (if logged into an Apple account) with an **Install** button. Then the download process will begin.



NOTE: If the app is accidentally removed, go back to the App Store, search for Hospice and select the Axxess Hospice app. There will be a cloud icon to select and redownload the app.



Select **OPEN** to enter the app. The app will now be located with the rest of the apps. Always make sure to update the app for the latest version in the App Store.



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

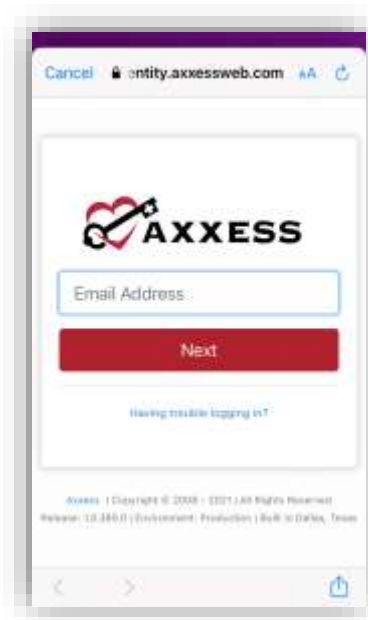


Select **Continue** to go to the login page.



The following is the login screen. Enter the email that was provided to the organization and the password that was established while logging into the web version of the Hospice app.

If the password was forgotten, then select the **Having trouble logging in?** hyperlink. Then select the **Forgot Password?** button, which will send the password reset instructions to the email provided. Enter the Email Address, then select **Next**.



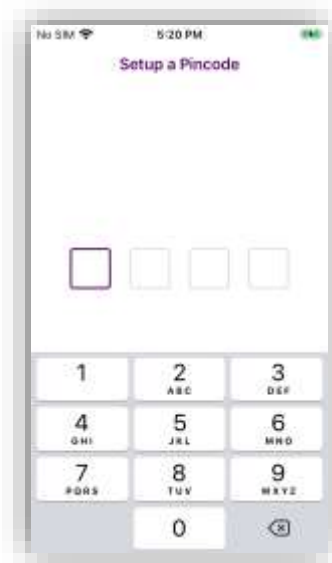
Enter the password, then select **Secure Login**.



Then select **OK**.



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 if the app times out due to inactivity, the PIN code must be reentered. Users will also have the option to opt in or out of using their phones Face-ID as a log in method.

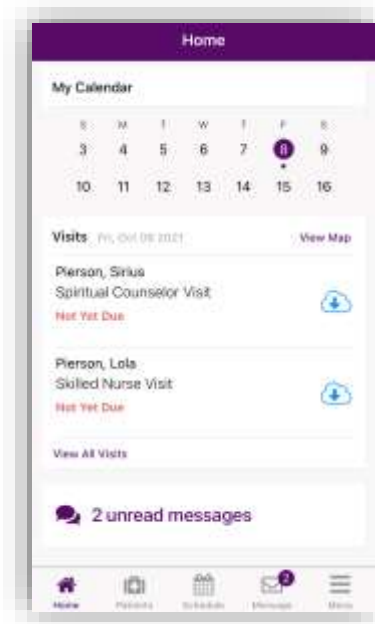


**NOTE:** After five incorrect attempts, the user will be prompted to log back into the app and create the PIN code.



## HOME PAGE

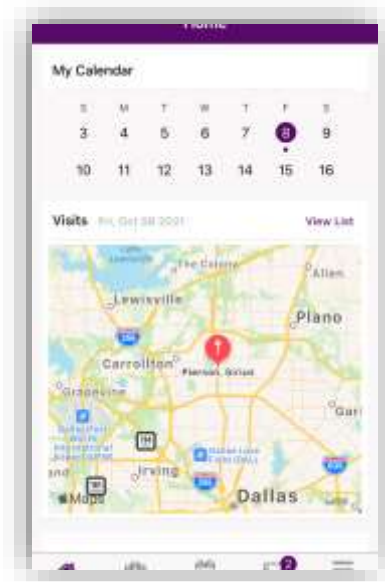
Below is the Axxess Hospice home page. The main part of the screen is split between My Calendar, Visits and Unread Messages. The tabs at the bottom navigate to the **Home** screen, **Patients**, **Schedule**, **Messages** and the **Menu**.



My Calendar will show the user's schedule two weeks at a time. Swipe right to see the previous two weeks or swipe left 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 navigate to documentation.

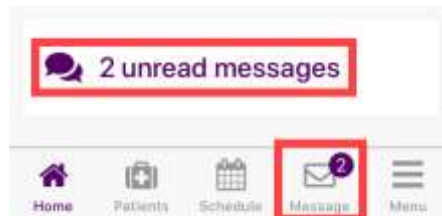


Select the purple **View Map** hyperlink to see Visits on the map instead of a list (location services must be enabled and accepted). Select the pins on the map to see the patient's name for that address. Once selected, the user can access directions to that address using the preferred map application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



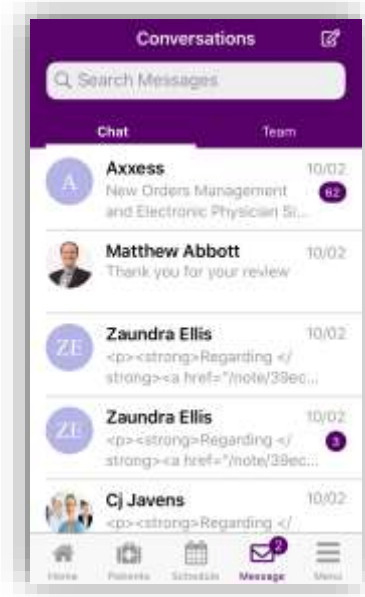
## MESSAGES

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

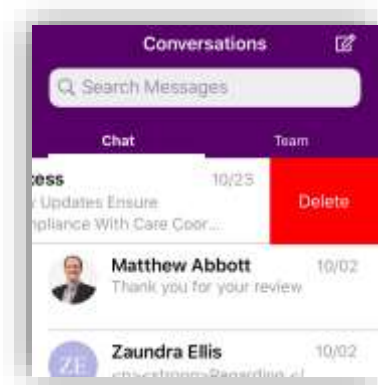



Here in Messages, create new messages or see any messages that have been sent and received to the individual user (Chat) or as a part of a Team. The messages default to the **Chat** tab. Any new messages will have a purple number to the right. The sender of the message will be in **bold** text with the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

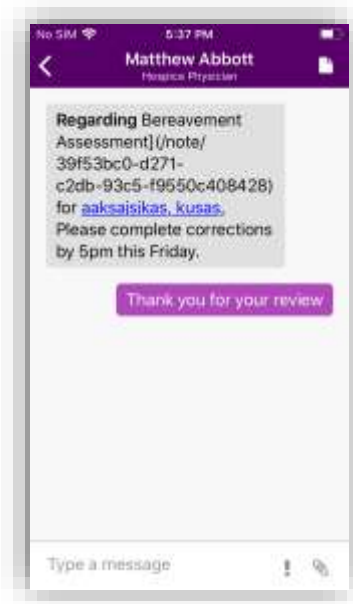




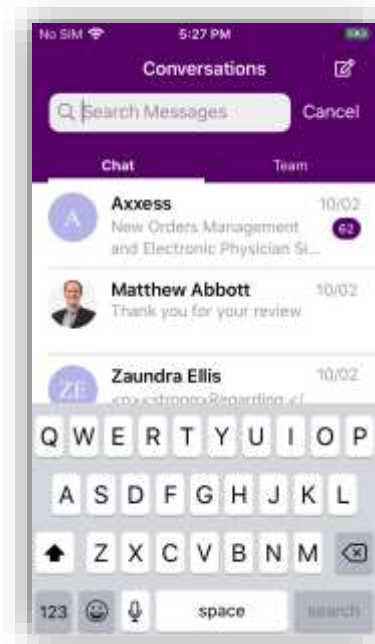
Swipe left on a message for an option to **Delete**.




Select a message to view. Once inside a message, select the  icon in the top right corner to see any shared files. Select the back arrow to go back to messages.



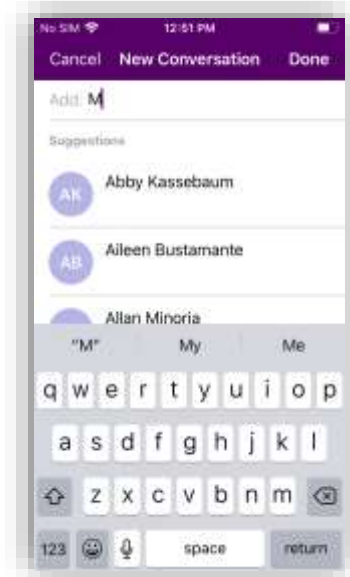
Back at Messages, select the Search Messages section to find a specific message searching by keyword.



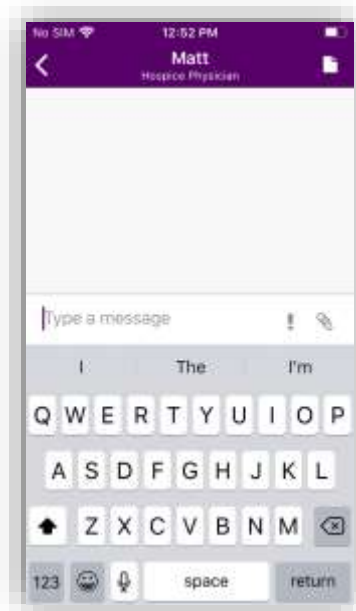
## Compose New Message


Select the  icon in the top 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 **Done** in the top right of the screen.

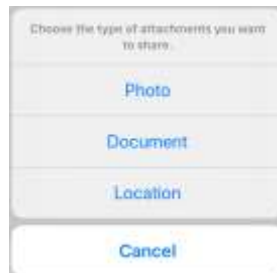


Begin typing the message in the “Type a message” section at the bottom of the screen.



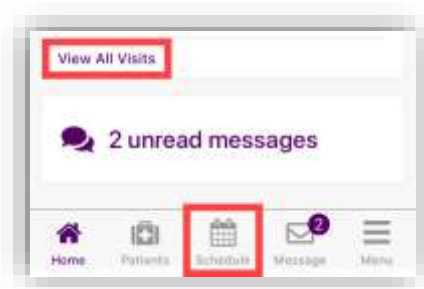
Use the  icon to mark the message as urgent.

Select the attachment  icon to add any documents or pictures from the device. Choose from **Photo**, **Document** or **Location**.

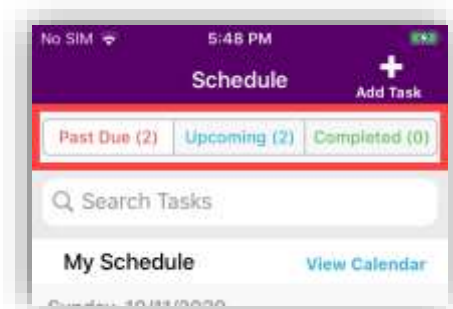


## SCHEDULE

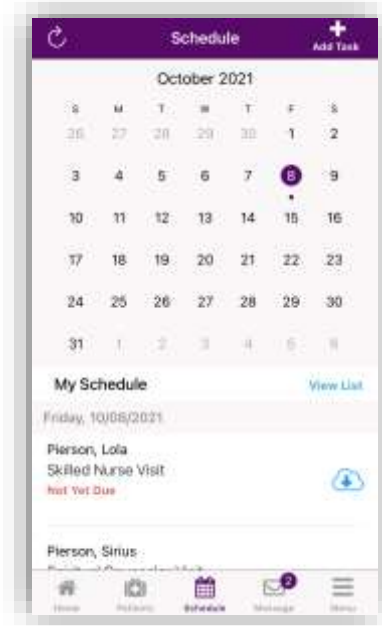
From the Home page, select **Schedule** or the **View All Visits** hyperlink.



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



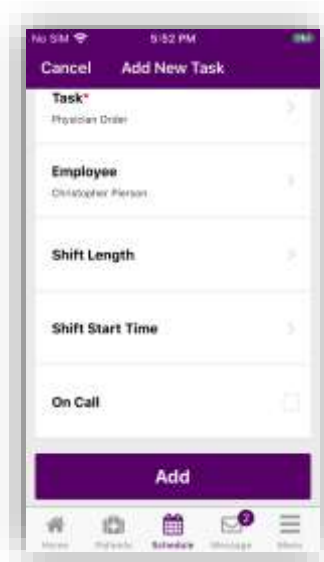
To look for a specific task, start typing in the Search Tasks text space (magnifying glass) to narrow the choices. This search is performed the same way for the Upcoming and Completed tabs. Tasks will be listed by date with the patient's name, the name of the task below, and the status of the task below 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).

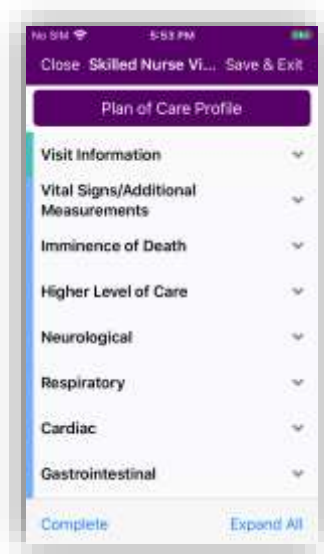


Choose a patient, date, payer, and task. **NOTE: Anything that has an \* asterisk is required to complete.** Optional items are choosing the employee, shift length, shift start time and on call. If scheduling a shift, add the shift length and the shift start time. Check the On Call visit checkbox if the task is being completed on-call. Once complete, select **Add**.



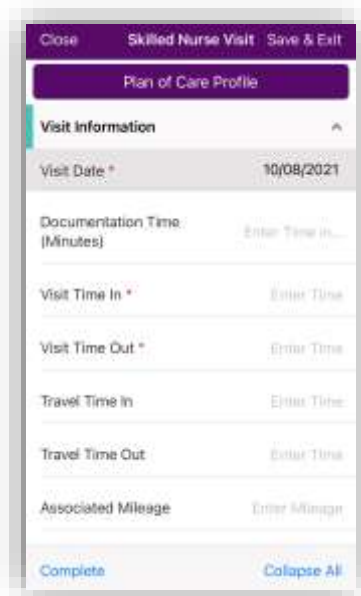
## Documenting a Visit

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



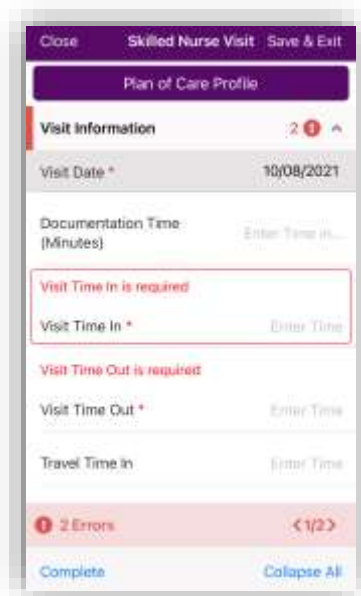


At any time, users can **Save and Exit** the progress and return to complete the document later. Once all documentation has been added, select **Complete**.



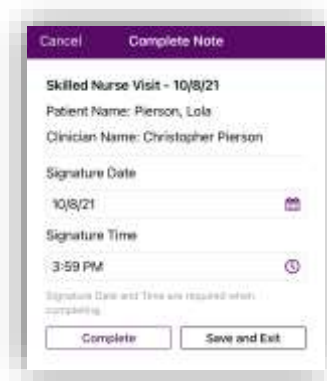
The screenshot shows a mobile application interface for a 'Skilled Nurse Visit'. At the top, there are buttons for 'Close', 'Skilled Nurse Visit', and 'Save & Exit'. Below this is a purple header for 'Plan of Care Profile'. The main section is titled 'Visit Information' and contains several input fields: 'Visit Date \*' (10/08/2021), 'Documentation Time (Minutes)' (Enter Time in...), 'Visit Time In \*' (Enter Time), 'Visit Time Out \*' (Enter Time), 'Travel Time In' (Enter Time), 'Travel Time Out' (Enter Time), and 'Associated Mileage' (Enter Mileage). At the bottom, there are two buttons: 'Complete' and 'Collapse All'.

If any required fields have been missed, the user will be prompted to make corrections before completing the document.

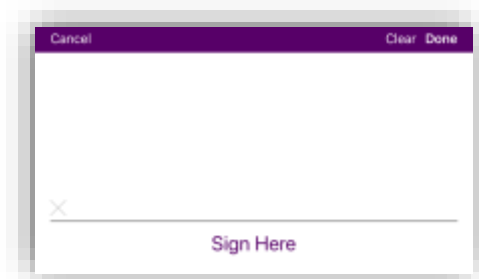


This screenshot shows the same 'Skilled Nurse Visit' form as above, but with error messages. A red box highlights the 'Visit Time In \*' field with the message 'Visit Time In is required'. Another red box highlights the 'Visit Time Out \*' field with the message 'Visit Time Out is required'. At the bottom of the form, there is a red bar with a white exclamation mark icon, the text '2 Errors', and a navigation arrow '< 1/2 >'. The 'Complete' and 'Collapse All' buttons are still visible at the bottom.

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



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.




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



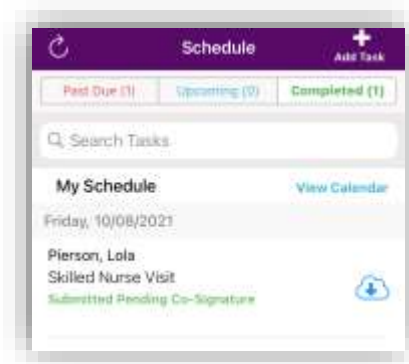
Select the **Documentation** button to see a PDF view of the completed document.



Select the  icon to download, copy, print or save the document depending on the device settings.

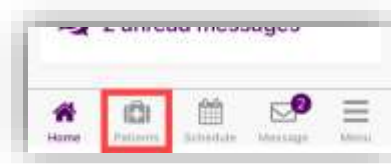


The visit will now show under Completed visits in the Schedule and the status will change to Submitted.




## PATIENTS

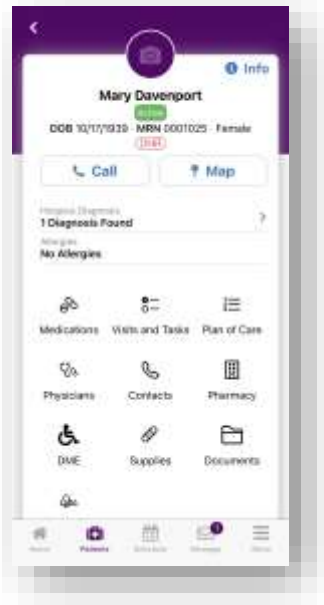
From the Home page, select **Patients**.






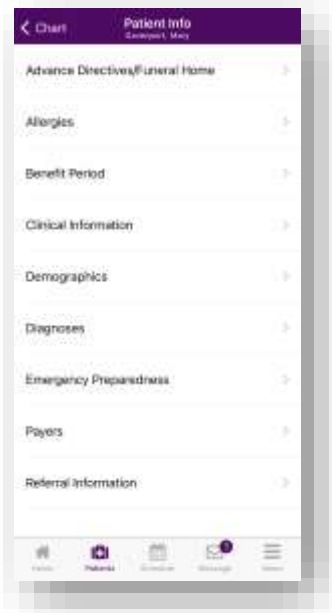
View all patients assigned to the organization's branch. To narrow the list of patients, start typing the patient's first or last name in the search bar at the top of the screen. Select the patient to open their Patient Chart.



All information shown has been entered through the Hospice web application. It shows the patient's DOB, MRN number, sex, code status, diagnosis, and allergies. Select **Call** to autodial the patient's phone number. Select **Map** to see the patient's location in Apple Maps (or Google Maps if downloaded). A picture can be taken that attaches to the patient's chart by selecting the  icon where the photo will go. Choose from **Take photo** or **Photo library**.



In the patient chart, the  **Call** icon is a direct link to auto dialing that phone number. The  **Map** icon is a direct link to auto mapping that location. The  **Info** icon in the top right gives additional patient information such as advanced directives and funeral homes, allergies, benefit period, clinical information, demographics, diagnoses, emergency preparedness, payers and referral information. Some of the information is editable in the application and some is in a “view only” state.



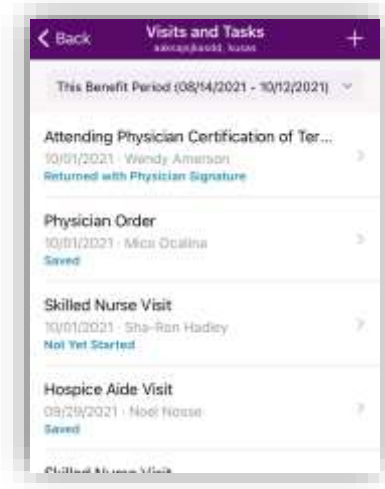
## Diagnoses


Diagnoses	
Accord, Angel	
I67.1	Terminal Diagnosis Cerebral aneurysm, nonruptured Start Date : 04/01/2020
I30.0	Acute nonspecific idiopathic pericarditis Start Date : 02/01/2020
G30.1	Alzheimer's disease with late onset Start Date : 01/01/2020
I10	Essential (primary) hypertension Start Date : 09/22/2020

## Medications

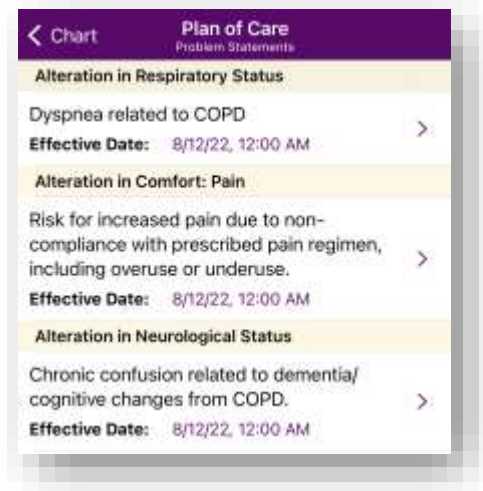
Medication	
Newport, Mary	
<b>ACTIVE</b>	
<b>diclofenac-senna 50 mg-8.6 mg oral capsule</b> 2 capsules - PO - Daily 	
<b>LORazepam 0.5 mg oral tablet</b> 1 tab - PO - PRN - q3hr - Every 3 Hours As Needed 	
<b>morphine 20 mg/mL oral concentrate</b> 0.25mL - PO/SL - PRN - q3hr - Every 3 Hours As Needed 	
<b>oxyCODONE 10 mg oral tablet</b> 1 tab - PO - PRN - q3hr - Every 3 Hours As Needed 	
<b>DISCONTINUED</b>	

## Visits and Tasks



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

## Plan of Care




## Physicians

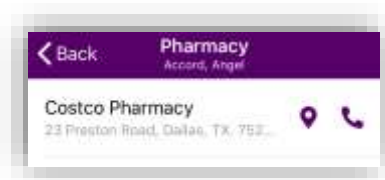


## Contacts



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

## Pharmacy



## DME

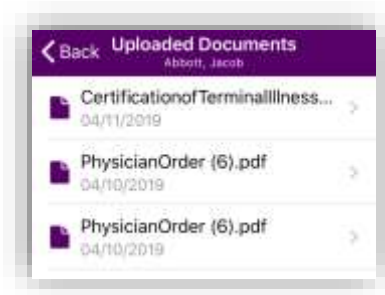


## Supplies

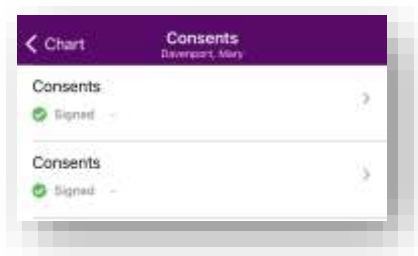




## Documents

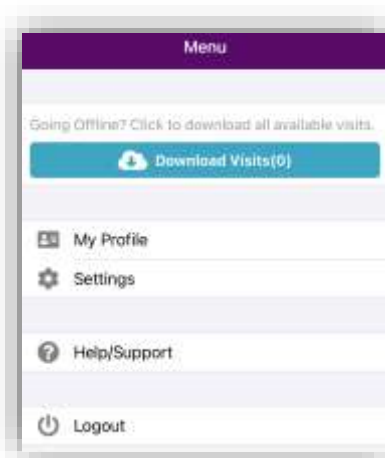
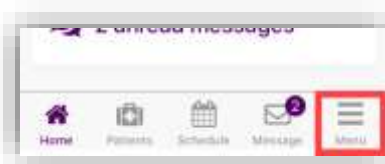


## Consents

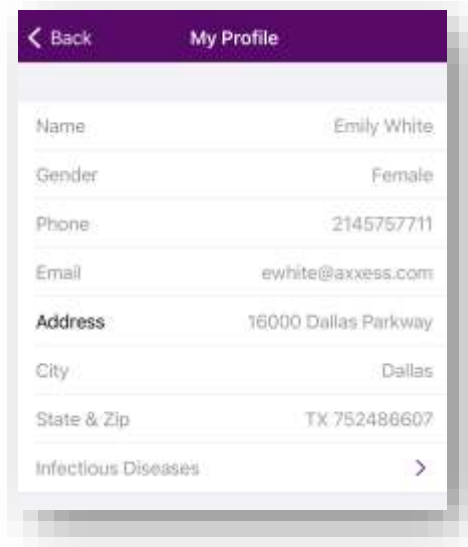


## MENU

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



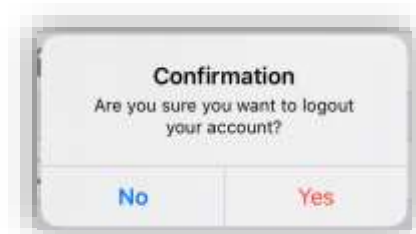
Select **My Profile** to view personal clinician information.



The user's settings can be updated. Change the Password or PIN or enable or disable Face ID.

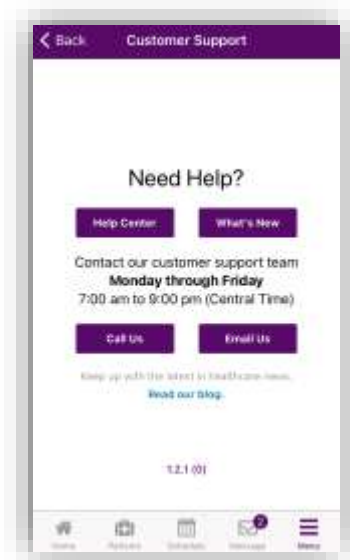


Select **Logout** to leave the app. Confirm by selecting **Yes**. The user must then log in again to get access the app.



## 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. CT. Select **Call Us** to autodial the Axxess support phone number.




The current version number of the app being used will be listed at the bottom.

## DOWNLOADED VISITS

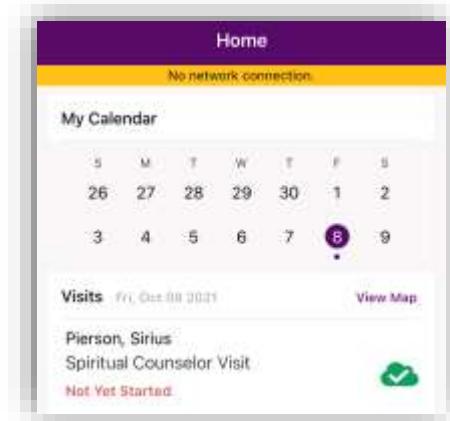
To use offline functionality, caregivers must first download upcoming visits that will be performed in areas without internet connectivity. To download visits, open the Hospice mobile app while still connected to the internet. Visits listed in **Schedule** can be downloaded by selecting the blue cloud 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, appear with grey cloud icons indicating that they cannot be downloaded or performed offline.



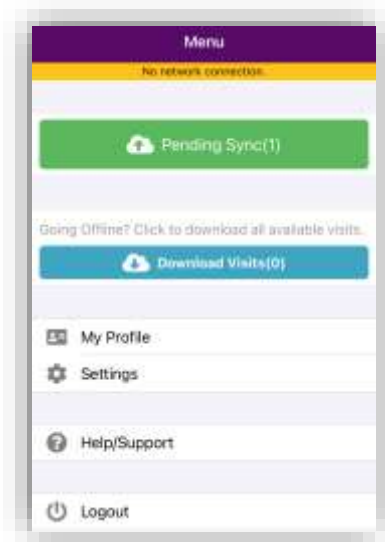
Once documentation has started on an offline visit, the cloud changes from green to yellow.

## 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.

