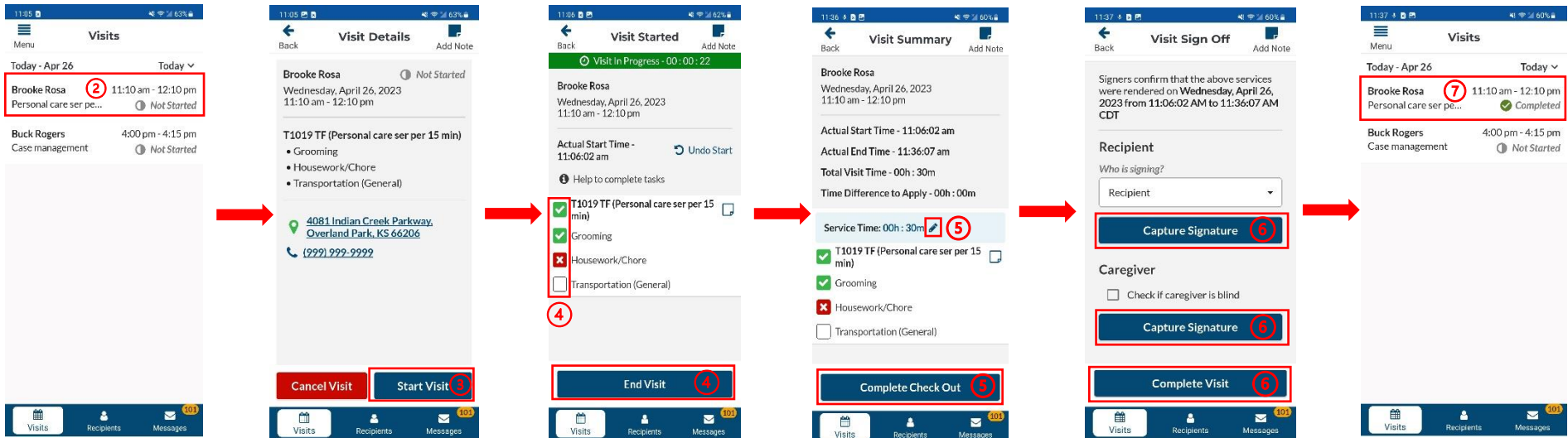


How to Complete a Visit



This Quick Reference Guide does not replace solution training. Those assigned to the Caregiver role will have access to all features of the Mobile Caregiver+ Mobile Application. The Quick Guide Reference will give step by step instructions on 3 separate functions that Caregivers are most likely to use.

1. Log into the **Mobile Caregiver+ Mobile Application**.



2. Select the visit that needs to be performed.

3. Tap **Start Visit**.

4. Perform and mark the service(s) and task(s) through the visit and tap **End Visit**.

5. Adjust if necessary and tap **Complete Check Out**.

6. Collect required signatures and tap **Complete Visit**.

7. The visit data will be verified and sent to the Netsmart EVV Server.

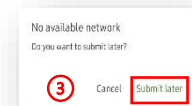


Warning: Caregivers are able to record visits in areas with no internet connection. In these situations, the EVV System will detect it and switch to **Offline Mode**. In order to operate in **Offline Mode**, there are differences and rules in which a Caregiver must adhere. Once the rules are adhered to, the steps in completing a visit are the same as above. The following notification will appear once a Caregiver enters the area:



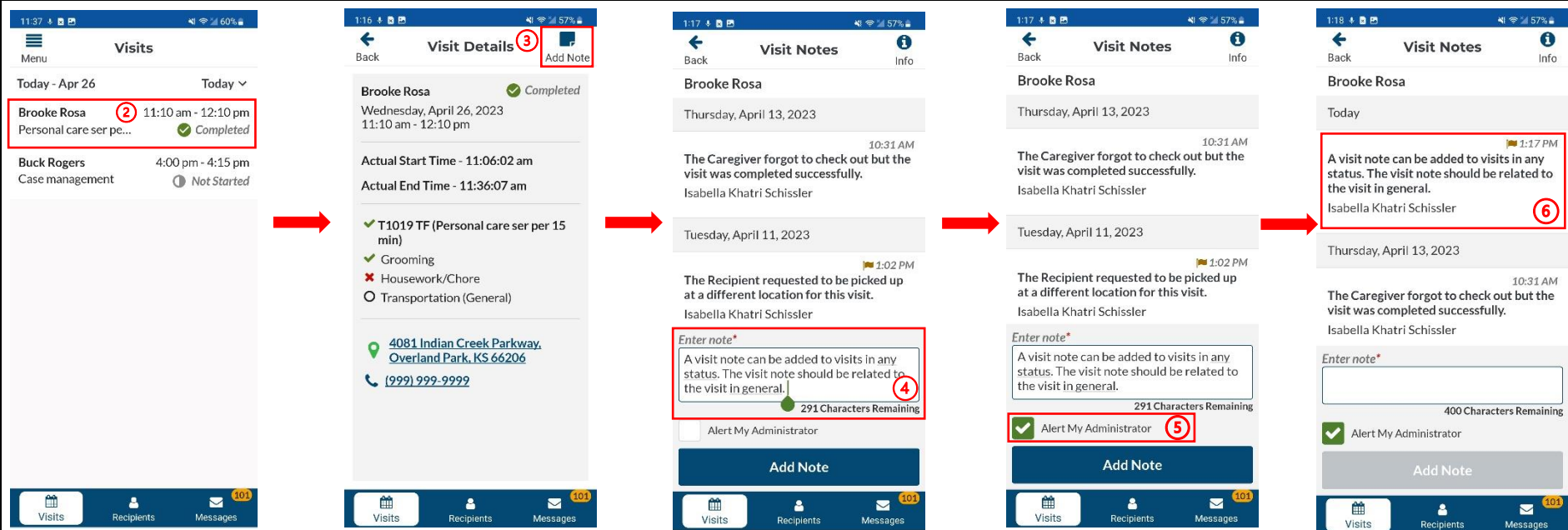
The differences and rules are seen below:

1. Log into the Mobile Caregiver+ Application BEFORE a Caregiver enters the area without internet connection. Once logged in, the Caregiver can enter the area with no internet.
2. All visits must be scheduled using the mobile application connected to the internet BEFORE the Caregiver enters the area with no internet.
3. Before completing a visit, a notification will appear. The Caregiver must tap 'Submit Later' to save the visit data on the local device, and a 'Completed, (Pending)', status will appear for the recently completed visit.
4. Once a Caregiver has entered an area with internet and has logged back into the Mobile Caregiver+ Mobile Application, the visit data will automatically upload to the Netsmart EVV Server.



How to Add Visit Notes and Send Alerts

1. Log into the **Mobile Caregiver+ Mobile Application**.



2. Select the visit for the Recipient whom you want to add the note.

***Visit Notes can be added to visits in **any status** and should be related to the visit in general. ***

3. Tap the **Add Note** icon, in the top right corner of the screen.

4. Type out the note you want to add in the **Enter note** field.

5. If it is an urgent message, and the note needs to be sent directly to the Provider Administrator, check the **Alert My Administrator** checkbox.

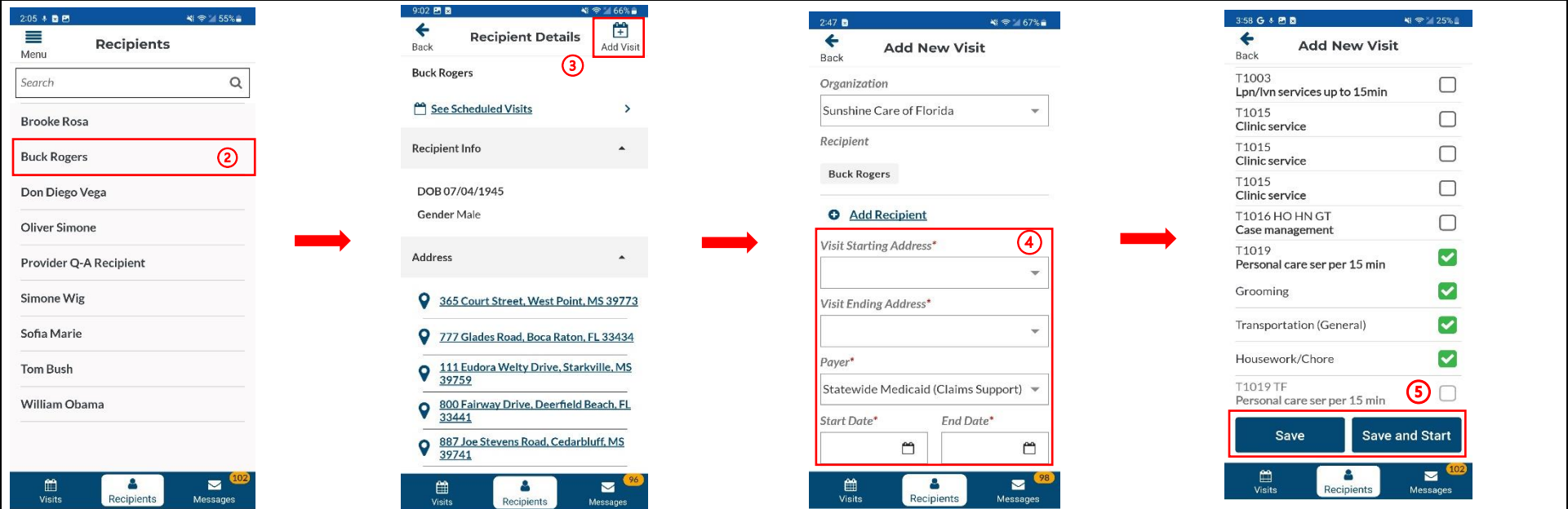
6. Tap the **Add Note** button to save the note.

- If a note has been sent as an Alert, the note will be sent to the **Inbox** of the **Mobile Caregiver+ Provider Portal**, seen in the Dashboard.
- Once a Visit Note has been added, the note will be added to the Recipient’s permanent EVV Record.



How to Create a New Visit

1. Log into the **Mobile Caregiver+ Mobile Application** and tap the Recipients icon, in the Navigation Bar.



2. Tap the Recipient's name, in which a visit will be created.

3. Tap the **Add Visit** icon, to open the Add New Visit form.

4. Fill out all the required fields of the form. All fields with red asterisks are required fields.

5. Scroll to the bottom of the form and either tap **Save** or **Save and Start**.

- If **Save** is selected, the system will save the visit in the Visits list, and the system will display a confirmation dialog box, indicating the visit was successfully created.
- If **Save and Start** is selected, the visit will automatically save and begin. The Caregiver will be directed to the **Visit In Progress** screen to complete the visit.

