Caregiver Mobile App

Downloading the App

The HHAeXchange Mobile App is available for download through the App Store or Google Play. The App is available for both iPhone and Android devices. To locate and download the App, enter the keyword **HHA Exchange** in the search bar of the App Store or Google Play (illustrated in the image).

Caregivers are responsible for downloading and installing the application on their personal mobile device. Once registered, Caregivers must provide credentials as well as ID numbers to the Agency for further setup and linking to the HHAX system.



HHAeXchange Mobile App

Signing Up and Registering

Creating an account for the Mobile App is a two-step process, as follows:

- 1. Sign up by creating login credentials.
- 2. **Register** by entering additional demographic information.

Sign Up

Once the App has downloaded, press **Sign Up** on the bottom left of the main screen. The App prompts for the following:

- An Email Address
- A **Password** (minimum of 8 letters, 1 capital, and 1 numeric value)

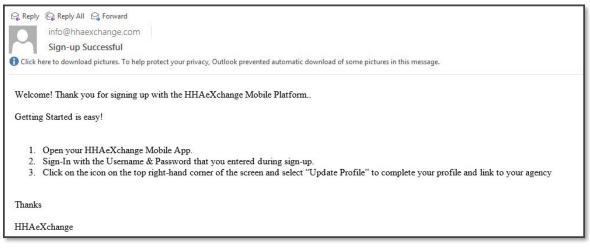
Once credentials are completed and confirmed, select **Sign Up** to log in to the App.

••••∘ Verizon 奈 Cancel	08:38 Sign Up	Ø 84% ■ }
Email	@gma	il.com
New Password	•••••	?
Confirm Password	•••••	
	Sign Up	

Sign Up Screen



Upon successfully creating an account, the system issues a verification email:



Successful Sign Up Email

Register

Follow the steps outlined below to register on the HHAX Mobile App.

Step	Action		
1	Log in to the App upon receiving the verification email.		
2	Review the Terms of User Agreement and select the Agree button.		
3	The Main Screen opens. Click the <i>three-dot icon</i> (on the top-right corner) as prompt message. Select the Update Profile option.	ted by the	
	User Agreement > End User License Agreement >		
	Version: 1.1.14 Copyright 2013 HHAeXchange		



Step	Action	
4	Complete all the fields on the Create Profile page. Click the Create button to create the Profile.	••••∞ Verizon ♥ 08:39 Ø 84% ■) Cancel Create Profile
		First Name First Name
	Note: The values for Last Name, Last 4 SSN, Gender, and Birthday must	Last Name Last Name
	match the information on record in HHAX. The Mobile App does not link correctly if any of these values does not match.	Last 4 SSN Last 4 SSN (?)
	correctly if any of these values does not match.	Gender Gender
		Birthday MM/DD/YYYY
		Email jfranqui10@gmail.com
		Phone (XXX) XXX-XXXX
		Create
5	If all the information is entered correctly, a message appears	••••• Verizon 🗢 09:16 🖉 93% 💶 🕅
	containing the Mobile ID .	Cancel Create Profile
		* *t* *ur *h* *
		Last 4 SSN 0123
		Ger You have been registered successfully. Your Mobile ID Bir Number is 1043330 and a copy has been emailed to you. This number should be provided to your agency in order to be linked with them
		Phc OK

The HHAX system sends a second email after successful registration. This message contains the **Mobile ID** as well as instructions on how to log in and use the Mobile App:

Reply Reply All Constraints info@hhaexchange.com Registration Registration Successful		
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.		
Dear Johnny Frank		
Your HHAeXchange Mobile App has been registered!		
Complete these final step to link to your agency and start using the app!		
 Provide your unique Mobile ID #: 1043649 to your Agency Open the HHAeXchange Mobile App. Sign-In with the Usemame & Password that you entered during sign-up. Once your agency activates your Mobile App profile in their systems, you will see Patient and Visit information in your Mobile App! 		
Note: If you work for more than one Agency using HHAeXchange, you can provide the same Mobile ID to each of them.		
Thanks!		
HHAeXchange		

Successful Registration Email



Using the Mobile App

The Main Screen

Via the Mobile App Caregivers keep track of their schedule, receive and respond to messages from their Office/Agency, and Clock In and Out of a Visit.

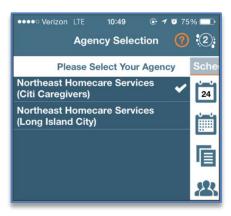
The following sections provide descriptions and guidance on the various options on the Main Screen.



The Main Screen

Top Panel (1)

Clicking on the icon on the top panel to switch between Agencies/Offices the Caregiver is connected to. The Caregiver must provide every Agency/Office the **Mobile ID** for proper syncing/linking with the system.



Switch Offices

Today's Schedule (2)

Today's Schedule is used to review and Clock In and Out of scheduled Visits for the present day.



Today's Schedule

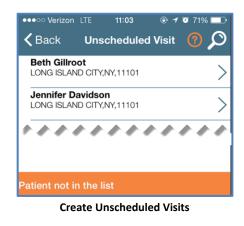


Unscheduled Visits (3)

Unscheduled Visits allows Caregivers to submit EVV for unscheduled Visits. Caregivers create an unscheduled Visit for any Patient for which they have access to by selecting the Patient Profile.

Select **Patient not in the list** to create a new Visit if asked to provide service for a Patient a Caregiver has never worked with before.

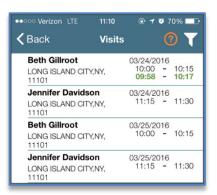
EVV for an Unscheduled Visit generated via the **Patient not in the list** selection is automatically sent to **Call Maintenance** with the status "Unscheduled – Patient not Selected"; EVV cannot be linked because EVV is meant to provide proof to the Agency/Office that Caregivers were with the Patient.



Note: Placing EVV and logging POCs for Unscheduled Visits follows the same process as Scheduled Visits.

Visits (4)

Select **Visits** to review all scheduled Visits up to two weeks in advance.



Completed and Scheduled Visits



Patients (5)

Select **Patients** to view a list of all the Patients the Caregiver has access to. Select a Patient to view Patient Info and Visits.

If authorized, Caregivers may also access the Patient's **Clinical** info and **Medications**.

Clinical	Medications	
TYLENOL		
Dose:	325 MG	
Route:	ORAL	
Frequency:	Daily	

Multiple Addresses appear in the Patient Infor tab if/as entered in the Patient Profile page (as illustrated in the image).

Kernel Back Patient Details (?)		
	Patient Info	Visits
Harriet McBride		
	•	ong Island City)
Home Ph	one: 212-990-1010	
Pho	ne 2: 212-339-9921	
Phone 3:		
Address: LONG ISLAND CITY,NY,11101		
Cross-Street:		
Emergency Contacts		
Drake McBride		
Phone 1: 212-333-3344		
Phone 2:		
Address: 50 West 29th Street		
Lives With Patient: No		
111	eys: Yes	

Patient Details: Info

く ва	ick 1	/isit Detail Andrew Tate	? €
		Patient Info	
Andrew Ian Tate (Default Office)			
	Phone 1:	173-213-1231	
Phone 2: 327-234-2353			
Phone 3: 347-345-3453			
	Address 1:	28 W Flagler St., S FL, 33130	Suite 802, MIAMI,
	Address 2:	29 W Flagler St., S FL, 33130	Suite 902, MIAMI,
	Address 3:	30 W Flagler St., 5 FL, 33130	Suite 1002, MIAMI,
Emergency Contacts			

Patient Multi-Address



Messages (6)

Select **Messages** to review and respond to any messages sent from the Agency/Office. Follow the steps below to create, send, and filter messages on the Mobile App.

Step	Action	
1	Click the notepad icon (as seen on the image) to enter a new message or respond to an existing one.	•••••• Verizon 중 12:23
		→ JonNE 03/24 11:48 → Agency Message McBride Harriet Please review Ms. McBride's JonNE 03/24 11:45 → Agency Message Please review updated Visit schedule for Friday,
		Agency Messages
2	The Message window opens. Click the <i>plus</i> icon to select a recipie (To) and Priority. Compose the message in the text area.	ent Verizon LTE 09:30 V 90%
	Click the Send button to send the message.	Subject: Agency Mossage Priority: Low Enter the mossage text here.
		I The I'm
		Q W E R T Y U I O P A S D F G H J K L
3	To sort existing messages, click the <i>filter</i> icon highlighted in the <i>Sort Messages</i> image.	Centron LTE 09:30 € 89% →+ Centron LTE 09:30 € 89% →+ Centron LTE 09:30 € 89% →+
		All Unread Received
		Marsent Ler Search



Clocking In and Out

This section provides the steps involved when Clocking In and Out of a Visit, as well as entering POC Duties and Patient Signatures.

Step	Action	
1	Select Today's Schedule from the Main Screen. Select the appropriate Visit. For example, Beth Gillroot .	Werlzon LTE 10:59 1 7 8 73% Back Today's Schedule 10:59 Beth Gillroot 03/24/2016 10:15 LONG ISLAND CITY,NY, 11101 03/24/2016 10:15 Jennifer Davidson 03/24/2016 11:15 11:30 LONG ISLAND CITY,NY, 11101 03/24/2016 11:30
2	Upon selecting the Patient, the Clock-In/Out tab of the Visit Details page opens. Click on the <i>Clock In</i> button.	11:12 1 0 75% Back Visit Detail Beth Gillroot Clock In/Out Directions 03/24 at 10:00 03/24 at 10:15 Clock In Clock Out Plan Of Care Tasks: 100 - Bathing 101 - Bathroom Assistance 102 - Grooming Clock In/Out Tab
3	Select either GPS or Security Token to submit an EVV. <i>Note: The term Security Token refers to the FOB Device.</i>	••••so Verizon LTE 09:58 ••• • • • • 85% Clock Visit Detail Beth Gillroot Image: Clock In/Out Clock In/Out Directions 03/24 at 10:00 03/24 at 10:15 Clock In Clock Out Plan Of Care Tasks: 100 - Bathing Select Visit Verification GPS Security Token

The Enterprise System



Step		Action	
4	(now grey), as illustrated in	green under the <i>Clock In</i> button the image. nent times display in red instead of	Werizon LTE 09:58 Image: Clock In Content of the sector o
5	From the Visit Detail page, C Options (Tab) Directions tab Patient Info tab Care Plan tab Notes tab	 Syncs to the mobile device's GPS to p Visit location. Displays the Patient's name, any pho the profile, their address, and emerg This page contains the Patient's POC describing how often it is required al instructions. This page maintains a record of note makes for the Visit. 	provide directions to the one numbers connected to gency contacts. Elisting each duty in detail, long with additional
6	of Care (POC), the Caregive performed. Select the green circle (che the red circle (x) for duties In addition, select the Refu uses (requires) the function refused.	page. If the Visit included a Plan r is prompted to select the duties ckmark) for duties performed or refused. Sed Duty Reason if the Agency ality when a duty is marked Patients, the Caregiver must enter	3:14 PM 17% Cancel Visit Detail Tyler Harris Save Plan Of Care Tasks: Image: Comparison of the type of the type of the type of the type of type



Action
If the Contract authorizing the Visit requires a Patient Signature, the Caregiver must obtain the signature on the device to process the Visit.
Signature of the device to process the visit. Patient Signature Patient Signature Richard Branson O4:44 PM 07/25/2018 Skip Signature Disabled
Patient Signature Required Alert
Note: The Patient Signature may be required at Clock In and/or Clock Out depending on the Contract authorizing the Visit. This feature is configured by the Agency.
<image/> <image/>
Click <i>Save</i> once the required screens are completed. Doing so routes the user back to the Visit Details page with a confirmation message (as shown in the image). Click <i>OK</i> to return to the home screen.

For standard Clock IN and OUT of Linked and Mutual Patient Visits, refer to the <u>Mobile App Clock</u> <u>IN/OUT of Linked and Mutual Visits Job Aid</u>.



Additional Features

Settings and User Agreement

On the Main screen, select the Settings icon (3-dots) to access additional features such as: password change, see which Agencies/Offices are linked to the Mobile Device ID, unlink from an Agency/Office, and review User Agreement terms.





Settings Menu

14:14

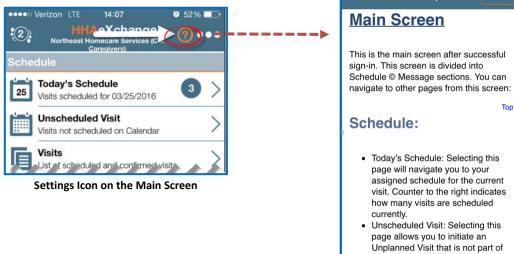
Help

🧿 50% 🗖

Done

User Guide

Click the **Help** icon (orange question mark) to access the Mobile App user guide at any time.



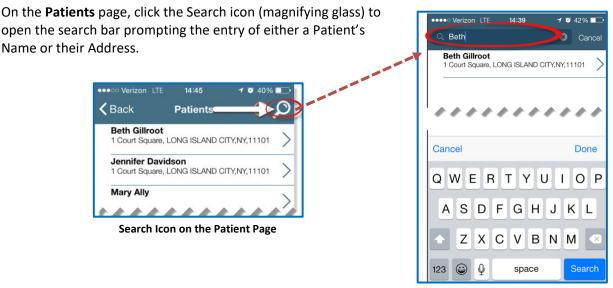
to search all current and previous

Help Guide



Patient Search

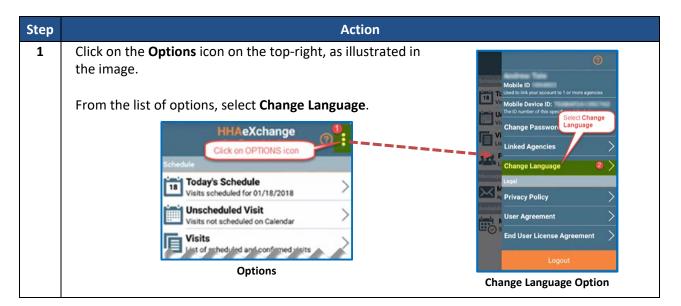
Caregivers can search for Patients they have access to or have previously provided service for.



Patient Search

Language Options

The Mobile App offers language options designed to accommodate Caregivers with their preferred language when using their mobile device. The following table provides instructions on how to change language settings.





Step	Action	
2	A list of flag icons appears indicating the various language options available:	Change Language 3
	 English (North America) Spanish (Latin America) Haitian Creole French (European) Korean Chinese (Traditional) Select the preferred language option and click the Apply	
	button. Note: Other languages may be added in future releases. Scroll to	
	locate other language (for example, English) on the device.	C Apply Select Language
3	Upon selecting the preferred language option, all menu items appear in the chosen language. In this case, Spanish was the selected language. <i>Note:</i> To see Map functionality displayed in the selected language,	HHAeXchange ② : Herario 4 Herario 13 Horario para hoy Visitas programadas para 01/18/2018 Visita no programadas en el calendario
	users must first change the language, then <u>restart</u> the application to view those changes.	Visitas Litta de visitas programadas y confirmadas Pacientes Lista de pacientes revisados Centro de Mensagies Mensagies de la Agencia. Disponibilidad Establecer cuando está disponible para rebajar Results: Application menus,
		instructions, and wording changes to selected language

Patient Phone Number Descriptions

Patient phone number labels appear on the Mobile app corresponding to the descriptions entered in the **Phone 2** and **Phone 3** fields in the Patient Profile in the HHAX system, as seen in the following image.

No SIM 🗢	5:12 PM	* 💷 +
< Back	Patient Details Hardik Jani	· ⑦
	Patient Info	Visits
Hardik Jani Excellence		
Linked With:		
Phone 1:888-777-6666		
Phone 2:555-666-2222		(Doctor's Off)
Phone 3: 333-444-7777		(Cell Phone)
Emergency Contacts		
This patient has not provided any emergency contact. If this is an error please contact your agency.		

Phone Number Description Labels