

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

When the Mobile App is first installed, the user is prompted to select the preferred language. The language selected for the signup process is also the language in which guidance and emails are presented.





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 Cancel	∻ 08:38 Sign Up	Ø 84% ■
Email	@gmail	.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 prompted by the message. Select the Update Profile option.						
	Version: 1.1.14 Copyright 2013 HHAeXchange						





Step	Action		
		•••০০ Verizon হ 08:39 ৩ ৪4% 💶 ি Cancel Create Profile	
4		First Name First Name	
		Last Name Last Name	
	Complete all the fields on the Create Profile page. Click the Create button to create the Profile.	Last 4 SSN Last 4 SSN (?)	
		Birthday MM/DD/YYYY	
	Note: Values must match the information on record in HHAX. The Mobile App does not link correctly if any of these values do not match.	Email jfranqui10@gmail.com	
		Phone (XXX) XXX-XXXX	
		Create	
5		••••• Verizon 중 09:16 Ø 93% ■0	
		Cancel Create Profile	
	If all the information is entered correctly, a message appears containing the Mobile ID .	Last 4 SSN 0123	
		Ger You have been registered	
		Bir Number is 1043930 and a copy has been emailed to you. This number	
		Em should be provided to your agency in order to be linked with them	
		Phr.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 G Forward info@hhaexchange.com 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 Username & 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

Top Panel (1)

Via the Mobile App Caregivers keep track of their schedule and Clock-IN and OUT of a Visit.

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

<mark>1</mark> 12	HHAeXchange Angel Wings	0	:
2 09 T	oday's Schedule sits scheduled for 02/09/2018		>
3 📺 v	nscheduled Visit sits not scheduled on Calendar		>
	isits st of scheduled and confirmed visits		>
5 2 P	atients st of serviced patients		>

The Main Screen



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.

Clicking on the icon on the top panel to switch between

Caregiver must provide every Agency/Office the **Mobile**

Agencies/Offices the Caregiver is connected to. The

ID for proper syncing/linking with the system.



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.

Warning for Inadvertent Unscheduled Visits

If a Caregiver attempts to create an **Unscheduled Visit** and there is a scheduled visit for that same Patient on the same day, then the Caregiver receives a warning message guiding the Caregiver to use the visit under Today's Schedule.

The purpose of this alert is to prevent duplication of visits on the Call Dashboard and Missed Visit scenarios.

