AxisCare Mobile Caregiver Guide

Use AxisCare Mobile to clock in and out, check your schedule, enter visit details, find directions to your client's home and much more!*

*Be aware that your view may vary from the images provided, depending on your agency's settings.

Downloading the App

- 1. Open the App Store (iPhone) or Play Store (Android)
- 2. Search for 'AxisCare' (the logo looks like the image to the right)
- 3. Download the app (no charge)

Logging In

- 1. Activate Your Account (if you haven't already)
 - Open the mobile app and type in your agency's server number (your agency office can supply this information to you)
 - · Click the "Next" button
 - Enter the email address associated with your AxisCare profile (Contact your agency if you are unsure of this information)
 - You will be sent an email to the email address entered. Enter the activation code into AxisCare (you may also be asked for your date of birth and zip code, depending on system security settings)
 - Set your password
 - Log In
 - Enter your username: firstnamelastname (i.e. johndoe)
 - Enter Password: Enter the password you created when activating your account

Home Screen

The Home Screen shows current visits that are in session as well as upcoming visits. Each visit shown includes the following details:

- Date and Time of Visit
- Clock In/Out Time
- Client's address and 'Open In Maps' link to open address in Google Maps
- A 'Start Travel Time for This Visit' option may also be shown. Start this timer when you leave for your next visit to calculate inter-visit travel time.
- A 'Call' option may also be shown beside the client's name which you may use to reach out to the client.





Hello Burt.

UPCOMING VISITS

Ray Lewis

Mon Mar 30, 1:30 PM – 4:00 PM 1105 WOODED ACRES DR Waco, TX 76710-4468 **O** OPEN IN MAPS

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Entering Visit Information

Click on visits to clock in and out, complete ADLs and notes, and enter breaks, mileage, expenses, and travel time.

- Clocking In/Out:
 - Click on the clock in/out button when you are ready to clock in/out for your shift.
 - Your agency may set call windows that will restrict you to clocking in/out within a certain time frame of the visit time (i.e. 15 minutes before and after visit time). You will not be able to clock in/out of your shift if you are outside of that window.
 - Your agency may also set up a geo-fence that will only allow you to clock in/out once you are in a specific vicinity of the client's home. If you are outside of the geo-fence you will not be able clock in/out.
 - Clock in/out button can only be clicked on once. Clock in/out time cannot be changed once recorded.
- **ADLs:** Check all activities that have been completed for your shift and save.
- Notes: Enter notes regarding the shift chosen and save.
- **Breaks**: Choose the type of break you took/are taking, then either start/stop the break timer at the beginning/end of your break OR enter the time you spent on your break manually.
- Mileage: Enter number of miles travelled during your shift.
- Expenses: Enter total expenses for the chosen visit.
- Travel Time: Enter hours and minutes spent travelling between visits.

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O Basic Physical Therapy UPON REQUEST	≡+			түре Break 👻	
Bathing notes notes notes	=+	Home Chedule Alerts Chat	:	Ō Ō	
Change Bed Linens use only silk sheets	=+	← Expenses SAV	/E	FROM TO 3:30 PM ↓ 3:45 PM ↓	
Oon clothing/socks/shoes	=+	\$ 10		DURATION 15m	
			SAVE BREAK TIME		



← Visit with Ray Lewis

 Ray Lewis

 Mon Mar 30, 1:30 PM – 4:00 PM

 1105 WOODED ACRES DR Waco, TX 76710-4468

 OPEN IN MAPS

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Schedule Tab

Open Visits: Click here to see all open shifts available for you to accept or decline.

- Accept, decline, or dismiss each open visit.
- Once 'Request' has been chosen, you may be automatically assigned to the shift OR your agency may need to finalize your acceptance depending on their preferences (contact your agency for more information).
- Click on 'See More' to view more available visits.

Calendar: The calendar will show you the visits you are assigned to for the next week.

 Click on the visit to see visit details and to record ADLs, notes, breaks, mileage, expenses, and travel time.



Alerts Tab

The Alerts Tab will show alerts such as:

- Clock In/Out Alerts Alerting you when you are late to clock in/out
- Certification/Evaluation Alerts Alerting you that you have a certification or evaluation that is expiring and needs to be renewed

Chat Tab

The Chat tab is where you will receive and respond to direct messages from the office. In addition to receiving a push notification, a notification with a number will show above the Chat widget when you have unread messages. Home Schedule Alerts Chat

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Open visits

Waco **OPEN IN MAPS**

← Calendar

TUE MAR 31

Rav Lewis

Tue Mar 31, 5:45 AM – 10:15 AM

REQUEST **GI** DECLINE

Tue Mar 31, 12:00 PM - 5:00 PM

1105 WOODED ACRES DR Waco, TX 76710-4468 **OPEN IN MAPS**

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OPEN VISITS 6

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TODAY

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Sydney Garsee Hey Burt! Don't forget to bring your pa-

perwork by the office this week!

less than a minute ago

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Options Menu

Click on the three vertical dots at the top right of your screen to see additional AxisCare mobile app options:

- **Refresh:** Click here to refresh your screen to see the most recent changes.
- Sign Out: Click here to log out of your account.
- About: For Office Use



Fit for Duty COVID-19 Symptom Screener

After clicking on "Clock In" at the start of a visit, you may be prompted to answer two questions related to the COVID-19 outbreak (depending on your agency's settings):

- 1. Are you currently feeling unwell or suffering from any symptoms such as fever, chills, cough, or shortness of breath?
- 2. Within the last 14 days, have you been in direct contact with anyone who has been diagnosed as infected with, or is suspected to have been exposed to coronavirus/COVID-19?

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FAQ

Why can't I clock in/out?

Here are a few reasons why you may be having trouble clocking in/out:

- You are trying to clock in/out too early or late
 - Your agency may have a clock in/out window set which will not let you clock in/out unless you are so many minutes away from your shift's start/end time. Check with your agency to see what your clock in/out window is set to.
- You are trying to clock in/out too far from the home
 - Make sure you are inside the home when you attempt to clock in/out.
- You do not have a visit scheduled.
 - If you think there may be a scheduling mistake, please contact your agency to ensure that you are in fact scheduled for a shift
- You have not completed your Activities of Daily Living
 - Your agency may require you to check your ADLs off + enter visit notes before clocking out.
 If this is the case, be sure to mark all activities as either complete or incomplete before attempting to clock out.