# MOBILE APPLICATION CHECK-IN AND CHECK-OUT GUIDE

OVERVIEW

The CareBridge mobile application is available to caregivers and can be downloaded from the App Store or the Google Play store. If you need help with downloading the app, please refer to the [Mobile Application Download and Login Guide](). The instructions below will tell you how to Check-In and Check-Out of appointments in the mobile app.

SCHEDULE SCREEN

After logging into the mobile app, you will see the a list of appointments scheduled for the day (Figure 1). Select the **< > arrow icons** at the top to see schedules for yesterday or tomorrow. To check in, find the appointment you need to work next and click on it.
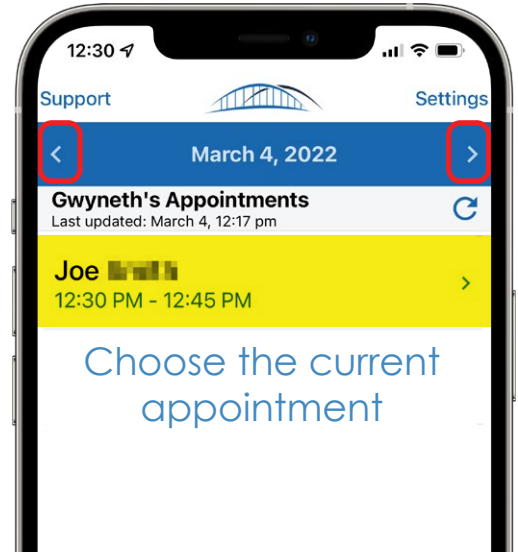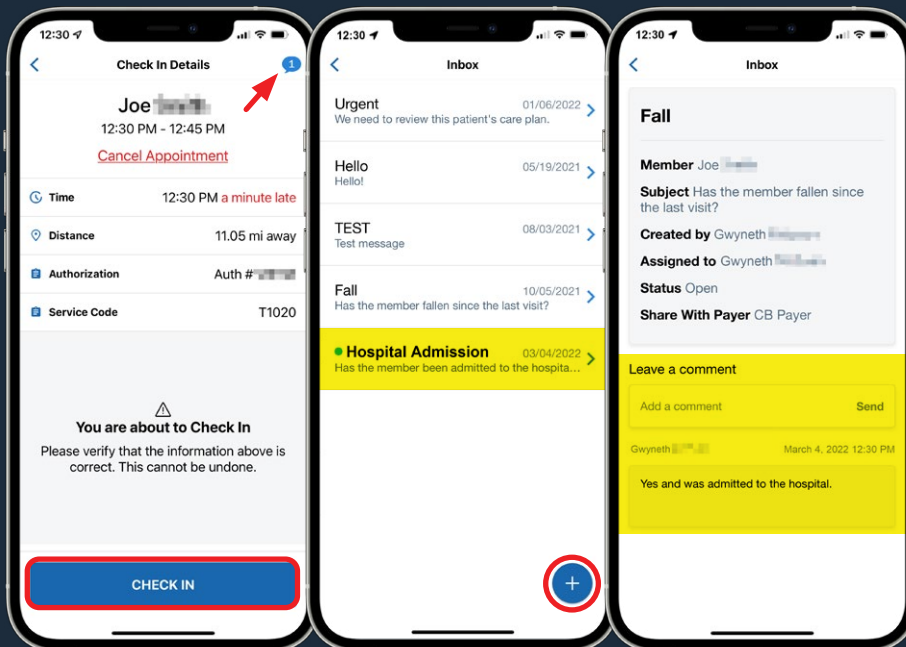

DISCUSSIONS *(FIGURE 2)*

Discussions are used for Provider Agency management and caregivers to communicate with each other. When checking into an appointment, notice a **speech bubble icon** in the top right of the screen. If there is a **number** in it, that means there is a **Discussion**. If the bubble is blue, there is at least one unread comment. Click on the **bubble icon** to view the **Discussions** inbox. A **blue dot next to a Discussion** shows which have unread comments. You may open and add comments to an existing **Discussion** by clicking on it. If you would like to create a **new Discussion,** attached to the member and visible to office staff and caregivers working with the member, you can click the **+ symbol**. (Figure 2).

Figure 2. Discussions screens

Please note that all urgent issues need to be reported to your Provider Agency or the MCO **immediately**, just as you would without EVV. You may document the issue in a **Discussion** *after* reporting it.

CHECKING INTO A SCHEDULED VISIT

After selecting the appointment, the appointment time, member name, GPS location for Check-In*, and a calculation of the caregiver's current distance from the scheduled location of the appointment are displayed. To check in, click the **NEXT** button at the bottom of the screen (Figure 3).

Review the **Check In Details screen** to make sure the appointment information is correct, then click **CHECK IN** (Figure 4).

You are checked into the appointment when you see the confirmation screen with a large check mark.
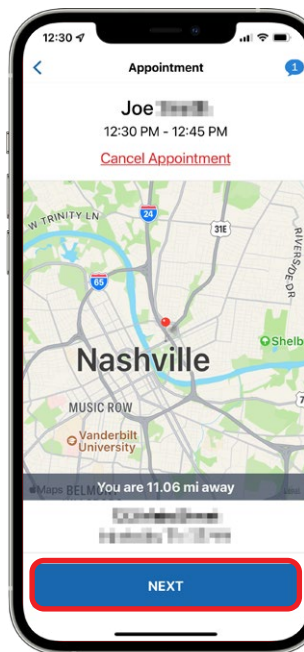
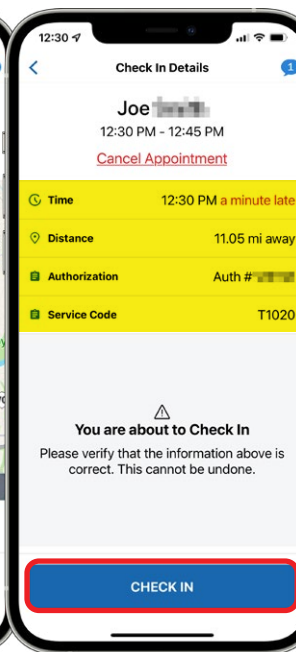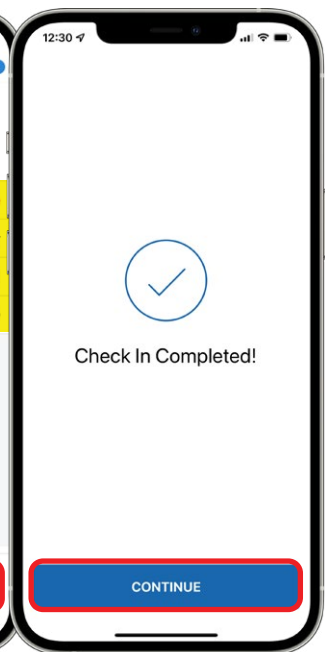Figure 3. *GPS appointment location* screen

Figure 4. *Check In Details* screen

Figure 5. *Check In Completed!* screen

****Please note: A caregiver's location is only captured during the Check-In and Check-Out process.***

At this time, begin working the visit and assisting the member. Once you have **finished the visit**, you will go back to the mobile app and continue the documenting process. The app will pick up exactly where you left off. **Observed Changes** will be the next part to complete in the app. **Observed Changes** is a series of questions used to document any changes in the member's health since the last visit. *Keep this in mind while performing tasks during the visit*.

OBSERVED CHANGES

If you notice any changes in the member's health since the last visit, you can document them in **Observed Changes**.

A list of "yes/no" questions will come up. Select the **radio button (◯)** next to the question if the answer is yes. You will then be asked to explain the observed change by filling out a quick comment on the Discussion screen (Figure 7). If the answer is "no," leave the radio button empty. When you have reviewed all the questions, select **CONTINUE**. Then click **CONFIRM**.

Figure 6. Documenting **Observed Changes**

*Figure 7. **NO OBSERVED CHANGES***
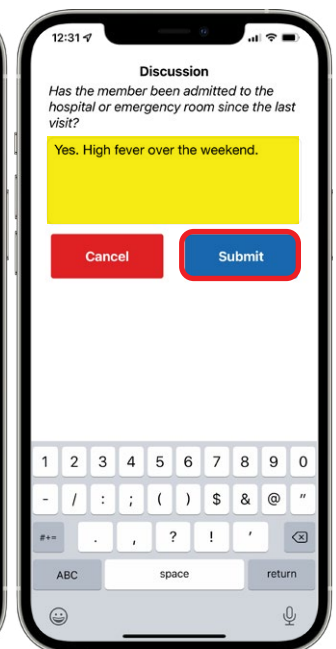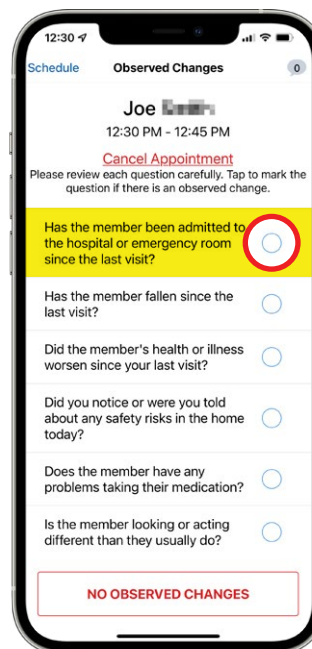
If there weren't any changes in the member's health since your last visit, just click **NO OBSERVED CHANGES** then click **Confirm** (Figure 7).

Please Note: If an urgent issue occurs, you should call your Provider Agency or MCO ***right away***, just as you would have before EVV. After the issue is taken care of, you can document what happened in **Observed Changes**.

CARE PLAN

After Observed Changes, you will see a list of the member's **Care Plan** activities. The **Care Plan** activities should be completed by the end of the visit before the caregiver checks out.

In the **Care Plan** section in the app, caregivers can **Mark all** (activities) **Performed** (Figure 8) if they have completed everything.

You can also choose each activity individually and mark them **Performed**, **Skipped**, or **Client** (member) **Refused** (Figure 9). If you choose to mark the tasks individually, you will need to mark each of them before being able to **SUBMIT** and continue.

Please note: The **Provide Additional Comments** link at the bottom of the **Care Plan** screen (Figure 10) is very important. When leaving additional comments, you should document the member's response to the services you provided. For example, how much of a meal the member ate, or whether the member behaved differently during this visit (Figure 11).
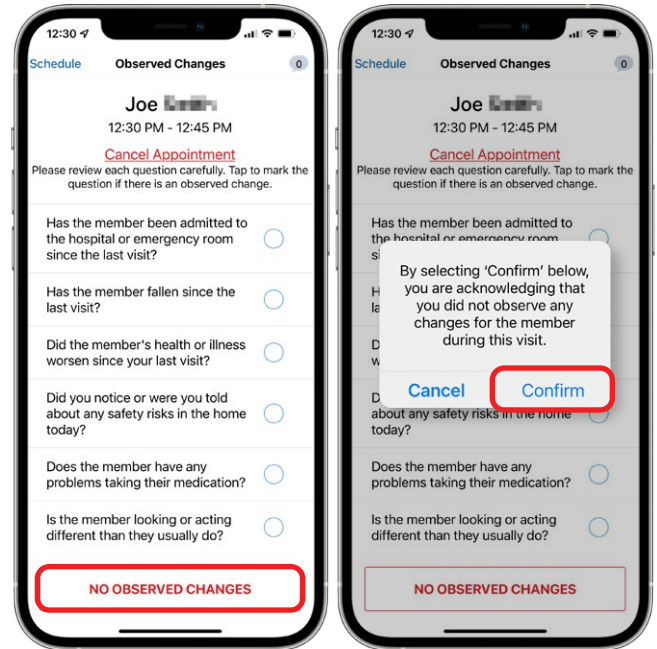
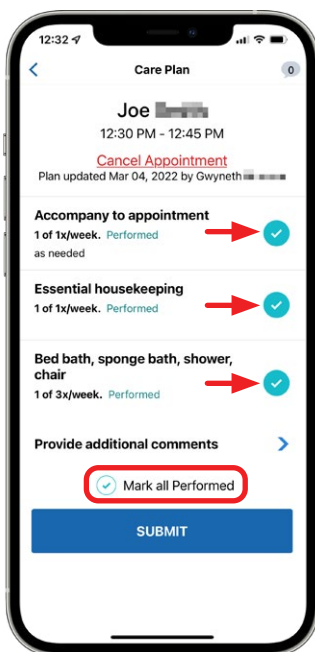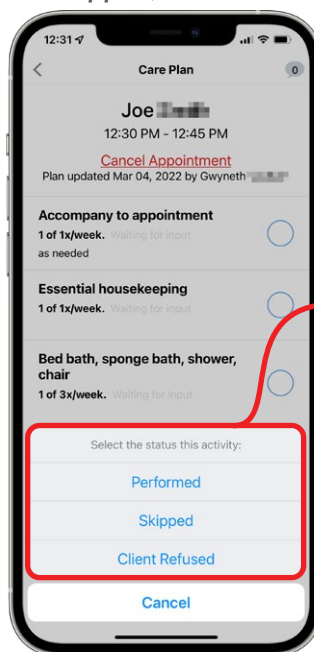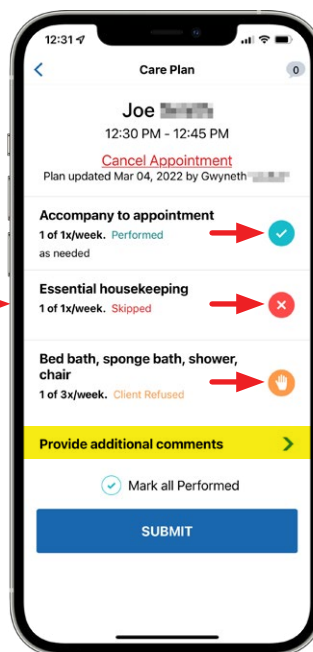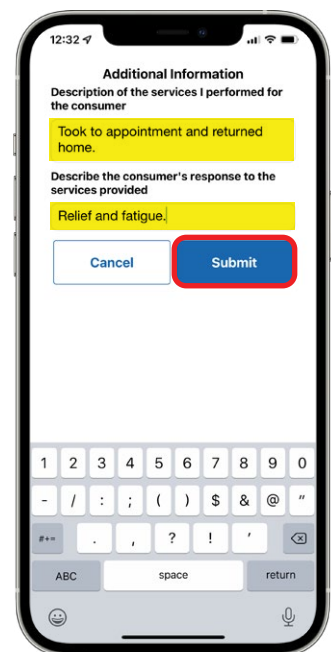| *Figure 8. **Mark all Performed***	*Figure 9. **Performed, Skipped, Refused***	*Figure 10. **Provide additional comments***	*Figure 11. **Additional** information screen*

You can always update any individual responses before clicking **SUBMIT**. You can also see the frequency for each task and track how many of the tasks have been completed.

CHECKING-OUT OF A VISIT

After completing the Care Plan, you will see the Check-Out screen (Figure 6) along with the completed Care Plan tasks and Observed Changes questions. After reviewing, click the **Collect Signature** button. Once the member signs, click **Approve**. If a member can't sign, the signature can be skipped by clicking **Approve** and then **Member Refused**. You have completed the visit and will return to the appointment screen.
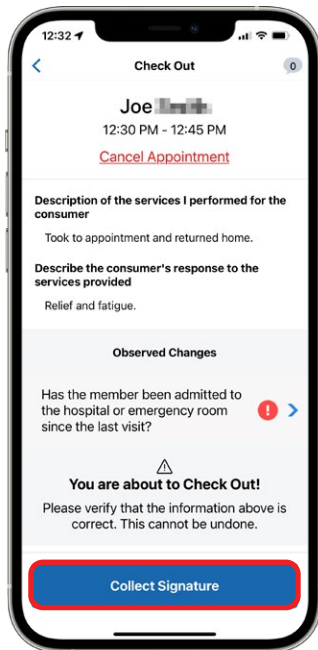
*Figure 12. **Check Out** screen*

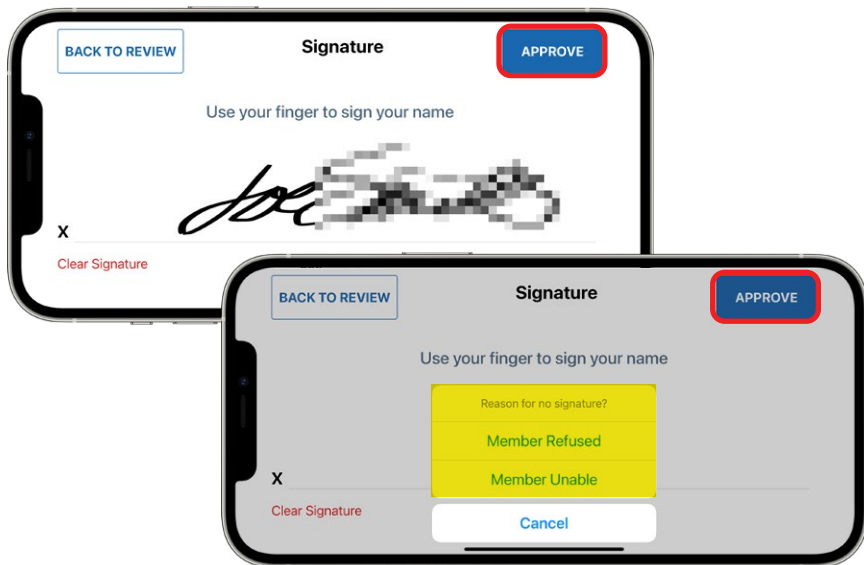*Figure 13. Member attestation screens - **with** and **without** signatures*
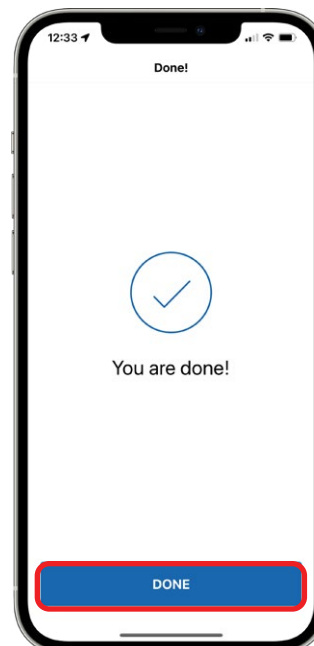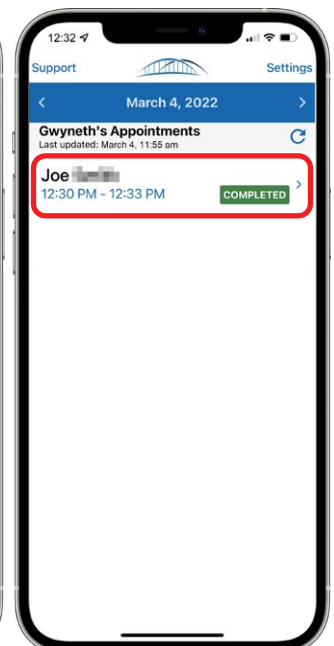

*Figure 14. **Check Out** confirmation screen*

Figure 15. Completed on Schedule screen

STILL NEED HELP?

If this guide does not answer your questions, please contact your Provider Agency - this is your first level of support.

Your agency will be able to help you in troubleshooting and fixing most of the technical issues that may occur when using the application. If the issue needs to be sent to the CareBridge support team, your agency will be able to work with us at CareBridge to quickly diagnose and resolve most issues. CareBridge Support is available from 7 AM to 5 PM Central Standard Time.