CONSUMER DIRECT CARE NETWORK
MONTANA

Mobile Caregiver+
Start & End a Scheduled Visit

When you log in to Mobile Caregiver+, the system will display the **Visits** screen. This screen will display your schedule for the current day. From the Visits list, you can select any scheduled visit to view the **Visit Details**. If you cannot access the internet at your Member's home, log into the app in advance. You do not need internet to clock in and out, but you do need internet for your schedule to download to the app.

To Start a Visit

1. From the Visits list, select a **scheduled visit** that needs to be started. (Fig. 01)
   - The default screen will show your schedule for today. You can tap Today at the top of the screen to see your past or future schedule.
2. Select **Start Visit** to start the service. (Fig. 02) You must be at the location listed to start the visit. If you need to start at an alternate location, contact your Service Coordinator.
   - You can only start a visit if it is scheduled for the same day you ar trying to clock in.
   - The current time will be recorded as the **Actual Start Time** of the service.
   - The system will display a green **Visit In Progress** bar at the top of the Visit Started screen which will display the Total Visit Time recorded for the service(s).
3. Start your shift. You can close the app or lock your phone without interrupting your shift. However, you **CANNOT** log out of the app.
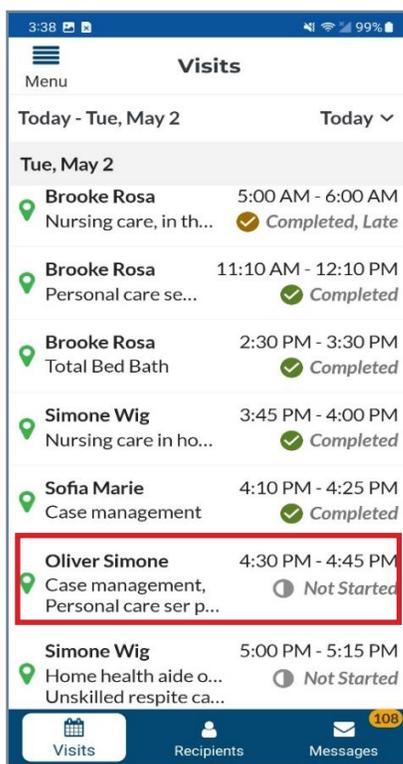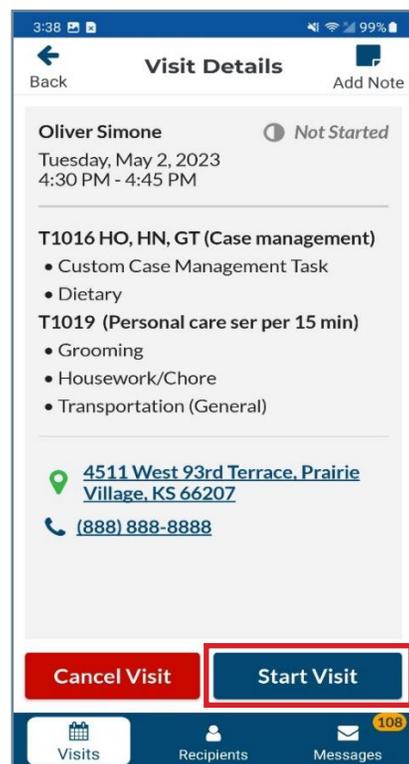

Fig. 01

Fig. 02

To End a Visit

1. **Add a Service Note**
   - If you need to send your Service Coordinator a note about the shift, you can add a visit note in Mobile Caregiver+. Select **Add Note** at the top of the screen. (Fig. 03)
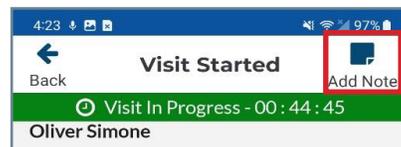

Fig. 03

2. **Configure Services and Tasks**
   - ➤ By default, **all services will be marked as completed.** For any service(s) not completed, clear the checkmark next to the service code.

   - ➤ If tasking is required for your shift, select your tasks. By default, **all tasks will be marked as incomplete.** Place a checkmark in the checkbox next to each completed task.

   - ➤ **Double tap on any task(s) that the Recipient refused.** An X will appear in the checkbox next to the task.

3. After completing all assigned services and tasks, select **End Visit** to stop the timer (clock out) and display the **Visit Summary** screen. (Fig. 04)
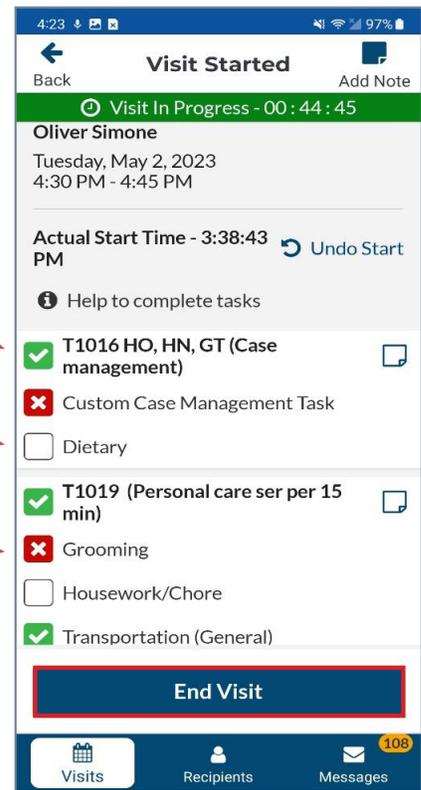

Fig. 04

Visit Summary

Once the visit has ended, the **Visit Summary** screen will display, which contains the **Total Visit Time**. (Fig. 05)
- ➤ If you missed a clock in or clock out and the summary does not reflect time worked,
- ➤ select the pencil icon [✏] next to the service time to adjust your total time.
- ➤ When your summary is accurate, select **Complete Check Out.**

You have now reached the **Signature Screen.**
- ➤ Select who is signing for the shift and then select **Capture Signature**. (Fig. 06)
- ➤ The screen will turn landscape. Hand the phone to the person signing so they can place their signature.
- ➤ Select **Accept Signature**.
- ➤ Follow the same process for caregiver signature.
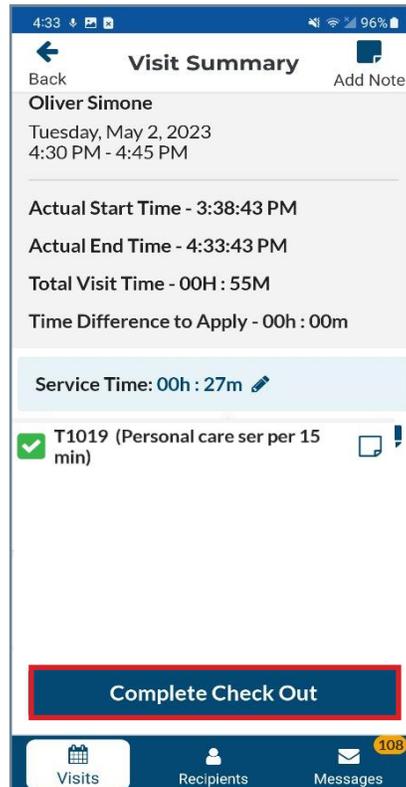- ➤ Once both signatures are obtain, select **Complete Visit**.
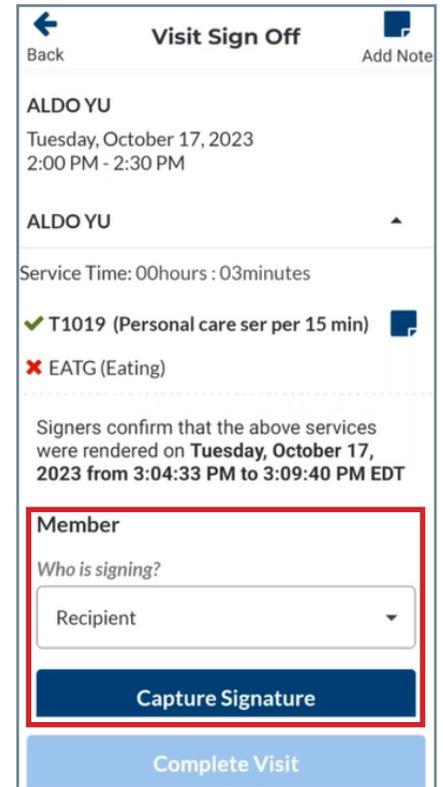

Fig. 05

Fig. 06