

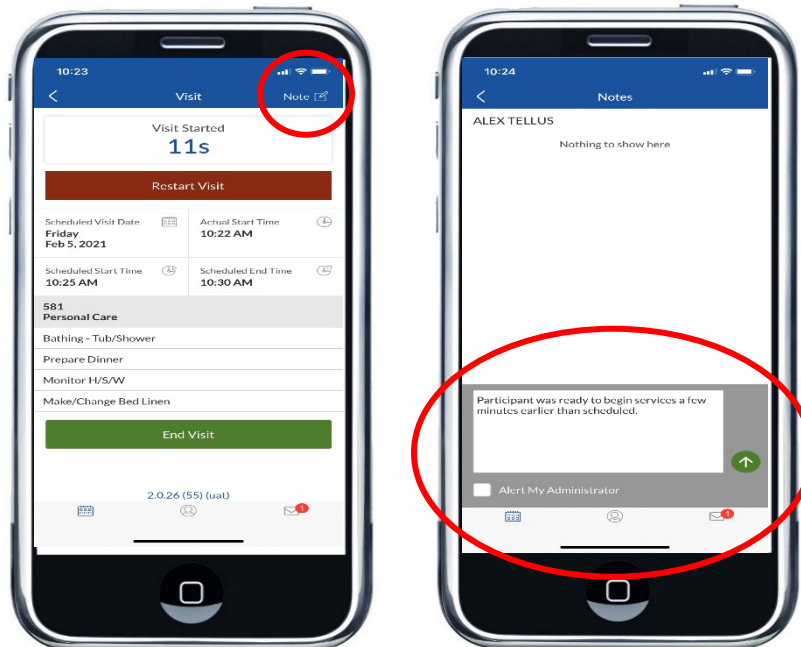
Mobile Caregiver+ Quick Reference Guide How to Change a Scheduled Visit in the Mobile App

Once a visit is scheduled in Mobile Caregiver+, it cannot be canceled or changed. If paid caregivers need to change a scheduled visit, they have two options.

Option #1: The paid caregiver can start and/or end the scheduled visit early or late as needed.

To start a visit at a different time than scheduled:

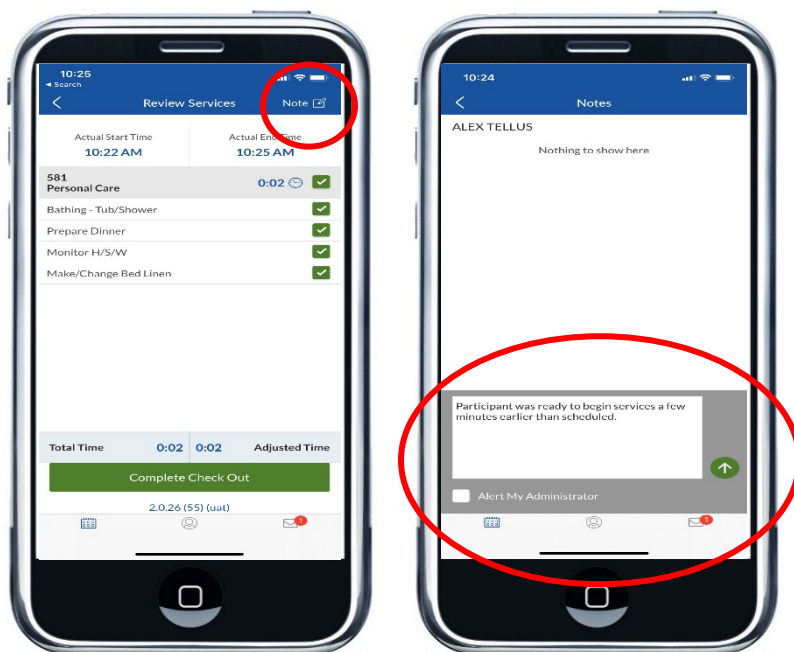
- 1) On the **Home** screen, tap the visit you want to start. This opens the **Start Visit** page.
- 2) Tap **Start Visit**. A timer at the top of the screen starts. Tap the **Note** icon in the upper right corner of the screen. Enter a brief note indicating why the visit started at a different time than scheduled. Tap the green arrow to submit the note. Once you are finished submitting your note, you can close the app and put the device down. You do not need to keep the device with you when delivering services nor do anything else in the app until you are ready to end the visit.



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To end a visit at a different time than scheduled:

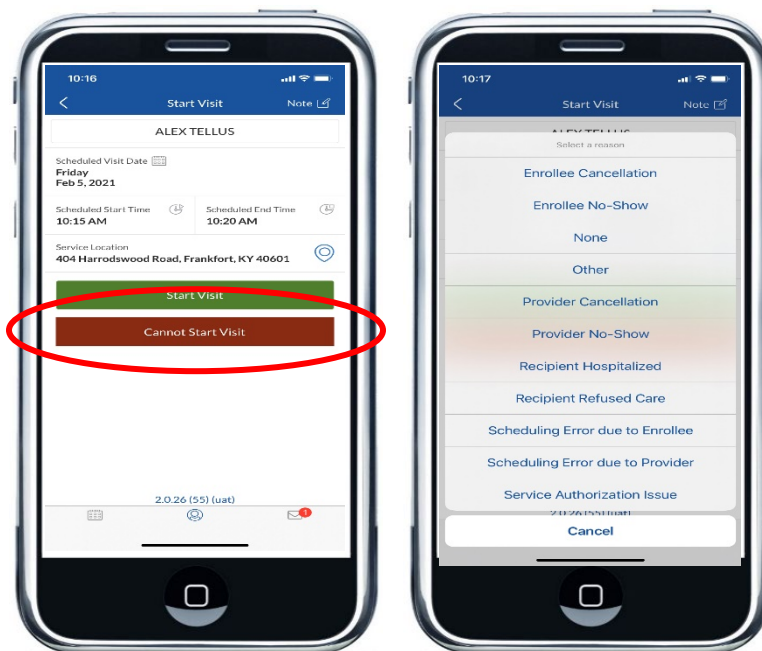
- 1) When you are ready to end your visit, return to the Mobile Caregiver+ app and tap **End Visit**.
- 2) Tap the **Note** icon in the upper right corner of the screen. Enter a brief note indicating why the visit ended at a different time than scheduled. Tap the green arrow to submit the note.
- 3) Once you are finished submitting your note, [complete the visit](#) as you would normally.



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Option #2: The paid caregiver can use the **Cannot Start Visit** Function

- 1) On the **Home** screen, tap the visit you want to start. This opens the **Start Visit** page.
- 2) Tap **Cannot Start Visit**.
- 3) You will be asked to choose a reason why the visit cannot be started. If none of the listed reasons apply, you can choose **Other**.
- 4) After selecting a reason the visit cannot be started, the **Start Visit** page will close and the visit will disappear from your schedule.
- 5) If needed, a new visit can be [scheduled](#). If you do not need to schedule another visit, no further action is required.



Additional Information

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A complete list of EVV resources is available in the [EVV QRG: Who to Call](#) listing, the DMS EVV website at <https://bit.ly/kywaiverEVVinfo> or by scanning the QR code to the left using your mobile device.