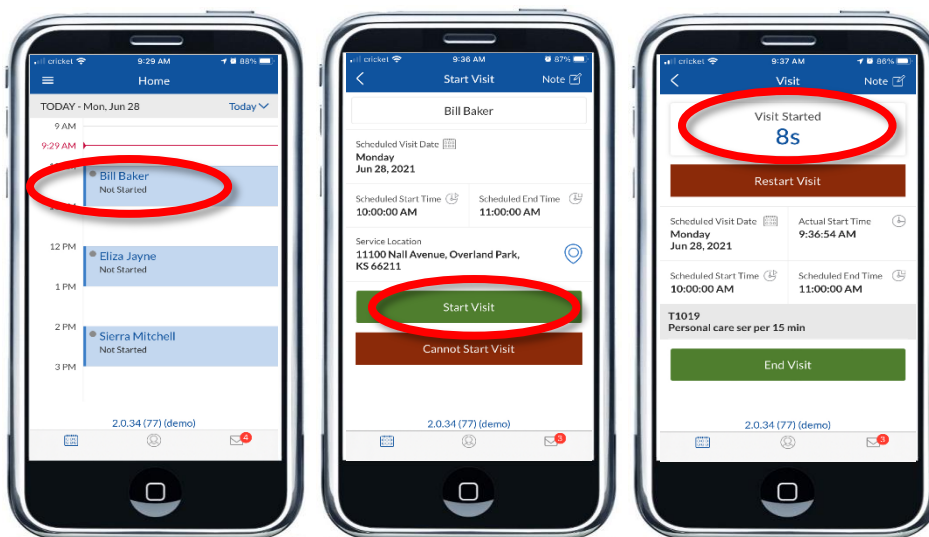


Mobile Caregiver+ Quick Reference Guide Starting and Ending Visits with the Mobile Caregiver+ App

To start a visit:

- 1) On the **Home** screen, tap the appointment you want to start. This opens the **Start Visit** page.
- 2) Tap **Start Visit**. A **timer** at the top of the screen starts and you can scroll down to see tasks that need to be completed. Once the timer begins, 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. If you wish to enter a note during the visit, return to the app and tap the **Note** icon in the upper right corner of the **Start Visit** page.



To end a visit:

- 1) When you are ready to end your visit, return to the Mobile Caregiver+ app and tap **End Visit**.
- 2) Make sure all tasks you completed are checked. Uncheck any tasks you did not complete. If needed, you can add additional notes at this time by clicking the **Note** button on the top right side*.

*Documentation requirements for EVV-affected services are available at <https://bit.ly/kyevvserVICenotes>.

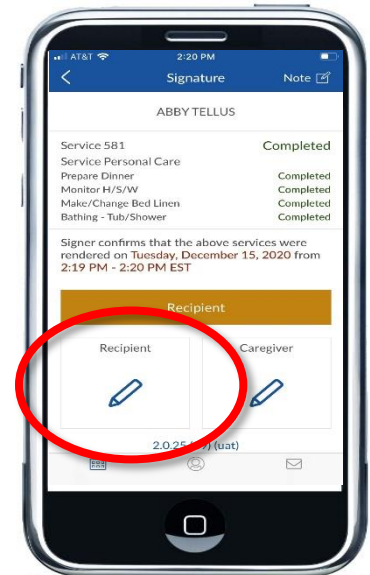




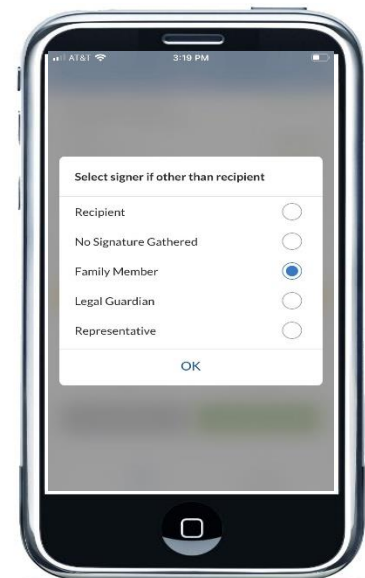
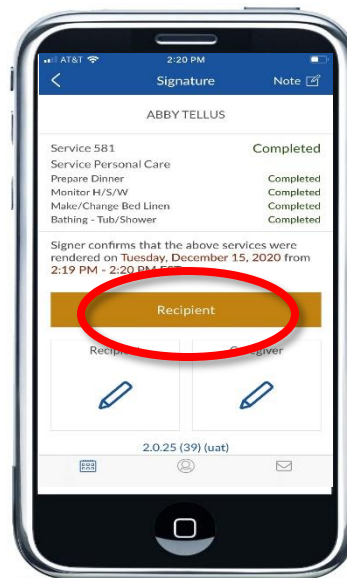
Mobile Caregiver+ Quick Reference Guide Starting and Ending Visits with the Mobile Caregiver+ App

3) Before ending the visit, you will need to collect the appropriate signature based on the situations described in either a), b), or c) below.

- a) If the recipient will sign, tap the **Recipient signature box** to open it. Ask the recipient to sign in the space provided using their finger or a stylus, if you have one. When they finish, tap **Complete**.

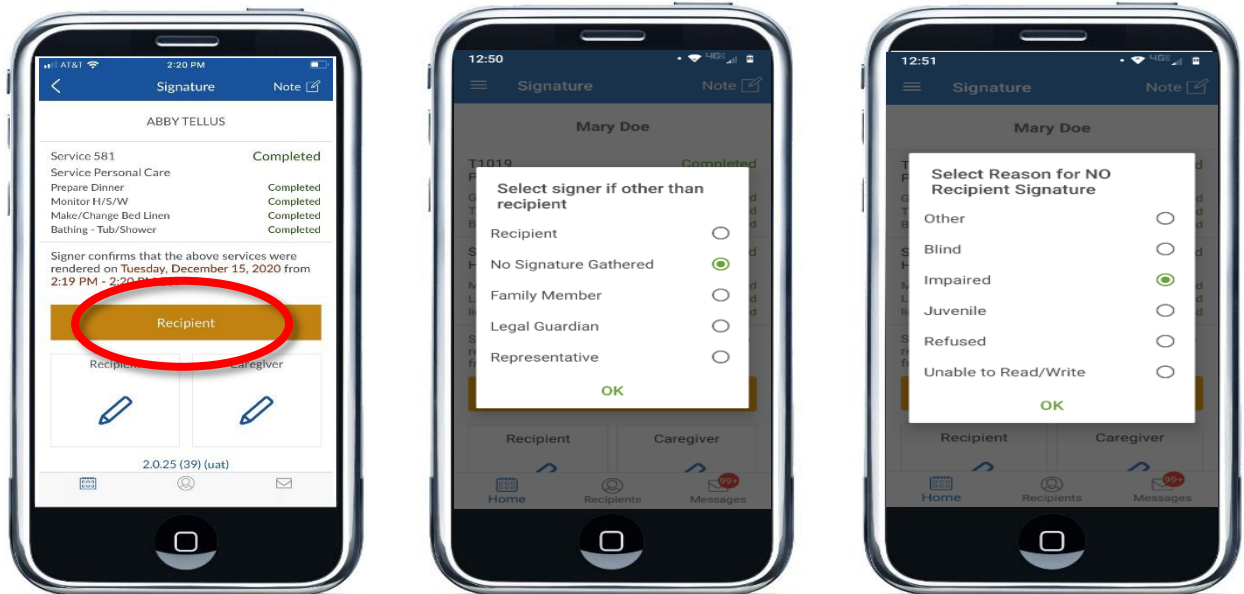


- b) If the recipient is unable to sign and someone else will sign on their behalf, tap the **yellow Recipient bar** and choose the role of the person who will sign. Ask the individual to sign in the space provided using their finger or a stylus, if you have one. When they finish, tap **Complete**.

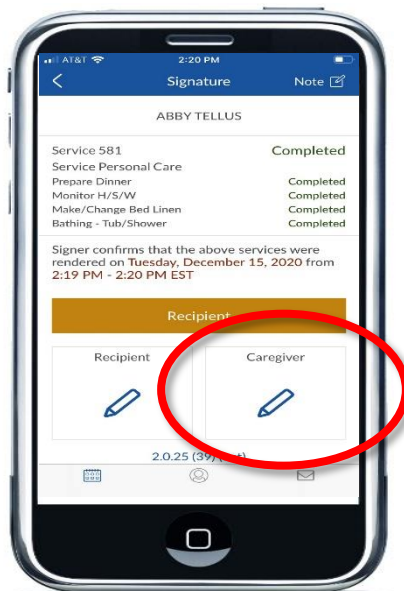


Mobile Caregiver+ Quick Reference Guide Starting and Ending Visits with the Mobile Caregiver+ App

- c) If the recipient is unable to sign and no one is available to sign on their behalf, tap the **yellow Recipient bar** and choose **No Signature Gathered**. A second box will appear. Select the reason no signature was gathered and tap **Ok**.

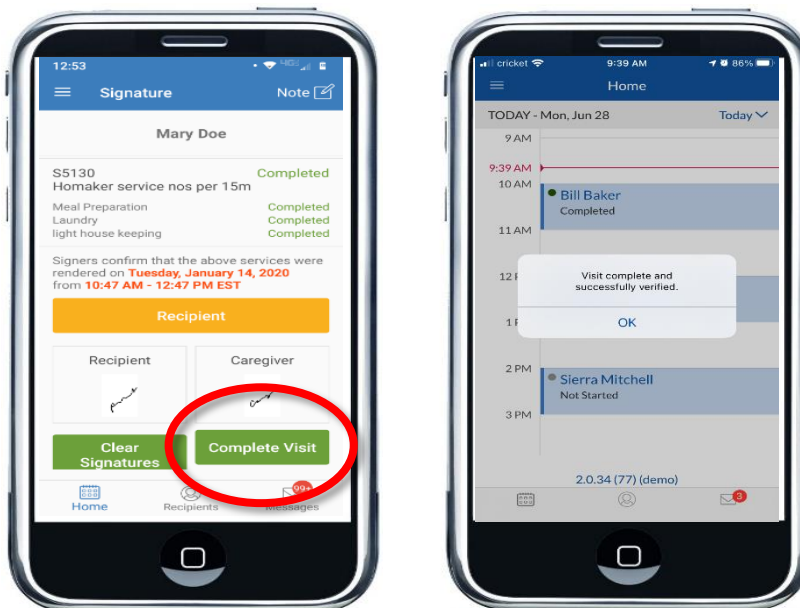


- 4) Once you have completed one of the signature steps above, tap the **Caregiver signature box** and sign your name in the space provided using your finger or a stylus, if you have one. When you are finished signing, tap **Complete**.



Mobile Caregiver+ Quick Reference Guide Starting and Ending Visits with the Mobile Caregiver+ App

- 5) When you are done entering visit information, tap **Complete Visit**. An alert will appear, indicating that the visit is complete and successfully verified.



Additional Information



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.