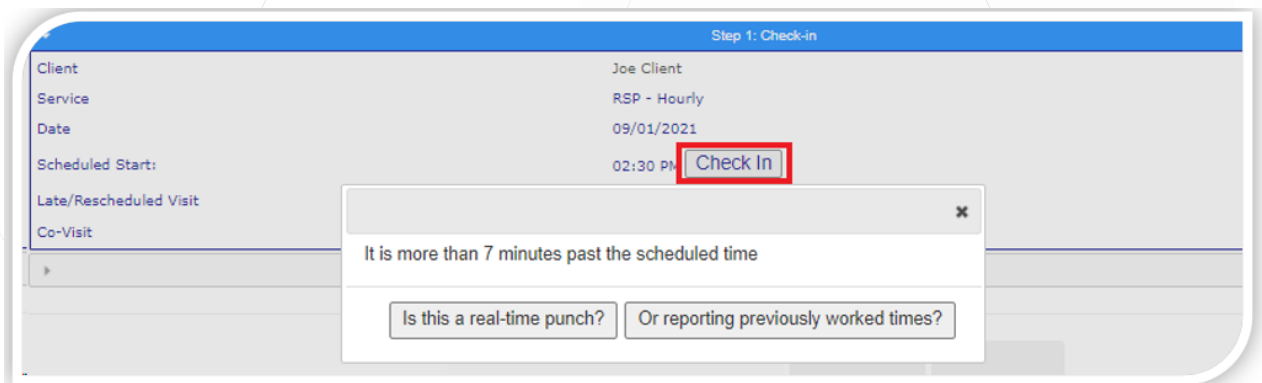


Missed EVV Check-In

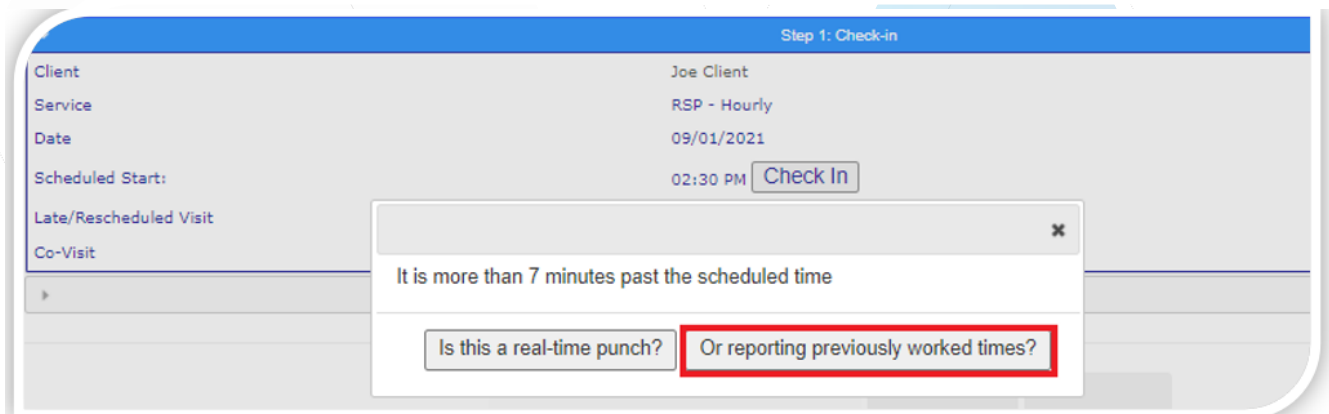
If an appointment is checked into more than 7 minutes late the system will prompt to ask if previously worked times are being reported:



The screenshot shows the 'Step 1: Check-in' interface. The client information is Joe Client, Service is RSP - Hourly, and the date is 09/01/2021. The scheduled start time is 02:30 PM. A 'Check In' button is highlighted with a red box. A modal dialog box is displayed in the center with the text 'It is more than 7 minutes past the scheduled time' and two buttons: 'Is this a real-time punch?' and 'Or reporting previously worked times?'.

For reporting previously worked times:

- **Step 1:** Click-> “reporting previously worked times”



This screenshot is identical to the one above, but the 'Or reporting previously worked times?' button in the modal dialog is highlighted with a red box, indicating the correct action to take when reporting previously worked times.



- **Step 2:** Confirm start/end times
 - Edit times as needed

The screenshot shows a web form titled "Step 1: Check-in". The form contains the following fields and values:

Client	Joe Client
Service	RSP - Hourly
Date	09/01/2021
Scheduled Start:	02:30 PM
Late/Rescheduled Visit	<input type="checkbox"/>
Co-Visit	<input type="checkbox"/>

Time selection fields are highlighted with a red box:

Check-in Time:	02	:	30	PM
Check-out Time:	04	:	00	PM

A "Reason Code:" dropdown menu is also visible below the time fields.

- **Step 3:** Select Reason Code (If you need more information about dropdown options contact your agency administrator)

This screenshot shows the same "Step 1: Check-in" form as above, but with the "Reason Code:" dropdown menu open. The dropdown menu is highlighted with a red box and contains the following list of options:

1. Caregiver Error
2. Member/Designee Unable to Verify
3. Mobile Device Issue
4. Telephone Issue
5. Member/Designee Refused Verification
6. Unsafe Environment
7. Member Refused Service
8. Member No Show
9. Other
10. Caregiver No Show



Step 4: Complete the appointment

- Click → Save

Step 1: Check-in

Client	Joe Client
Service	RSP - Hourly
Date	09/01/2021
Scheduled Start:	02:30 PM
Late/Rescheduled Visit	Check-in Time: 02 : 30 PM Check-out Time: 04 : 00 PM Reason Code: 1. Caregiver Error
Co-Visit	<input type="checkbox"/>

Step 2: Check-out

Save Cancel Delete

****For additional support, please contact us at vTrack@Vichra.com****

