AxisCare Mobile Caregiver Guide

Use the AxisCare Mobile to clock in and out, check your schedule, enter visit details, find directions to your client's home and much more! *

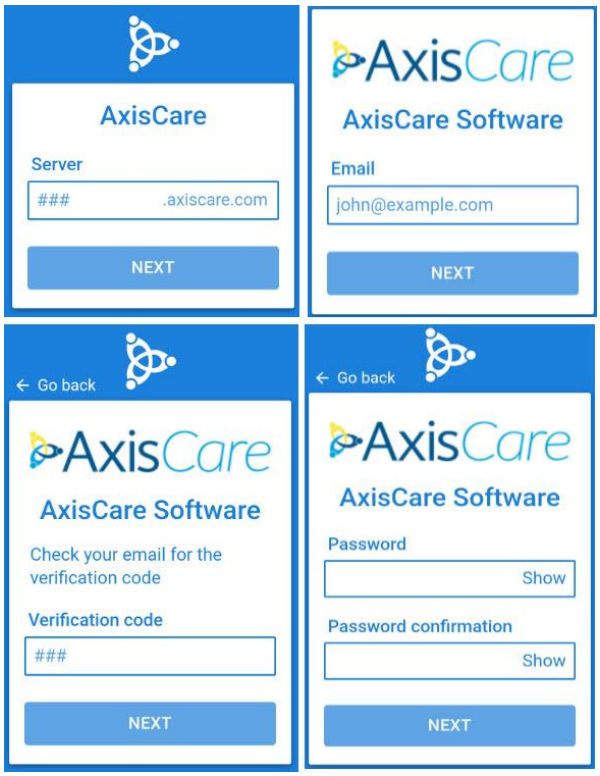
*Depending on your agency's settings, your view may vary from the images in this guide.

Downloading the App

1. Open the AppStore (iPhone) or Play Store (Android)
2. Search for 'AxisCare' (the logo looks like the image to the right)
3. Download the app (no charge)

Logging In

If you have not already done so, you will need to activate your account.

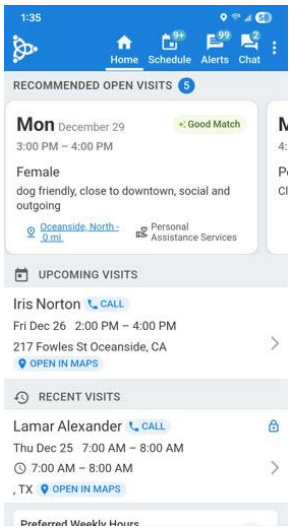


1. Open the mobile app and enter your agency's server number (your agency office can supply this)
2. Tap the "Next" button
3. If you have already activated your account, tap **Sign in**. Otherwise, tap **Activate Account**.
    a. Enter the email address associated with your AxisCare profile (Contact your agency if you are unsure of this information)
    b. An email will be sent containing an activation code, enter it in AxisCare. (You may also be asked for your date of birth and zip code)
    c. Set your password
    d. Login - Enter your username: firstnamelastname (i.e. johndoe) and password.
    e. Allow AxisCare to access your device location. This is an important factor for clocking in and out.

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Home Screen



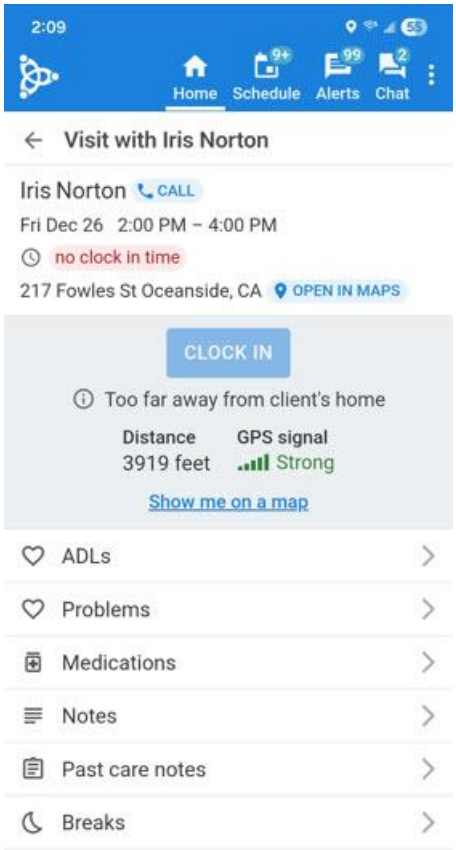
The Home Screen shows current visits as well as upcoming, recent, and recommended open visits. Each visit includes the following details:

- Date and time of visit
- Clock in/out time
- Client's address and "Open in Maps" link.
- If available, when you leave for your next visit tap "Start Travel Time for This Visit" to calculate inter-visit travel time.
- If available, tap "Call" to contact the client.

Entering Visit Information

Tap visits to open them and clock in and out, complete ADLs and notes, and enter breaks, mileage, expenses, and travel time.

- **Clocking in/out:** Tap the clock in/out button when you are ready to clock in/out for your shift.
    - Your agency may set call windows that will restrict you to clocking in/out within a certain time frame of the visit time (i.e. 15 minutes before and after visit time). You will not be able to clock in/out of your shift if you are outside the window.
    - Your agency may also set up a geo-fence that will only allow you to clock in/out once you are in a specific vicinity of the client's home. If you are outside of the geo-fence, you will not be able to clock in/out.
    - Clock in/out buttons can only be tapped once. Clock in/out times cannot be changed once recorded.

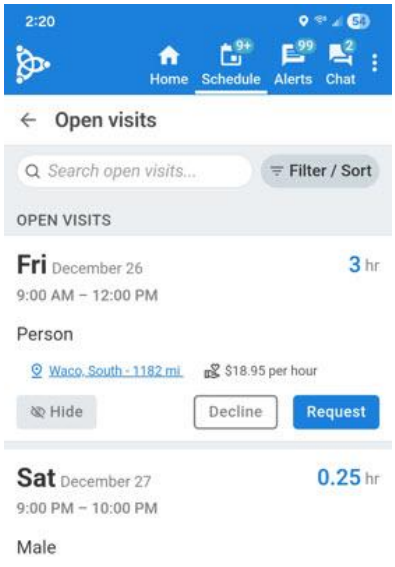


- **ADLs:** Check all activities that have been completed for your shift and save.
- **Notes:** Enter notes regarding the visit and save.
- **Breaks:** Choose the type of break you took/are taking, then either start/stop the break timer at the beginning/end of your break OR manually enter the time you spent on your break.
- **Mileage:** Enter the number of miles travelled during your shift.
- **Expenses:** Enter total expenses for the visit.
- **Travel Time:** Enter hours and minutes spent traveling between visits.

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Schedule Tab

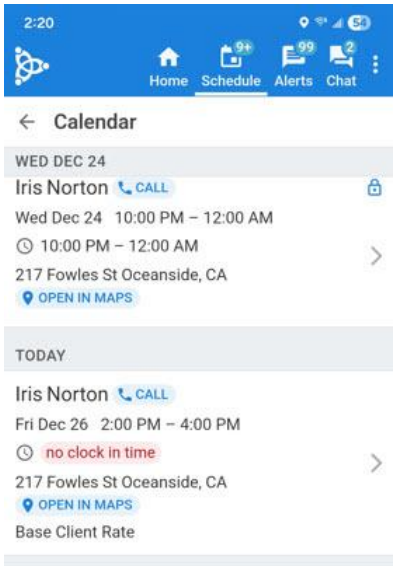
Open Visits: Tap here to see all available open visits and accept, decline, or hide each open visit.



- Once you "Request" an open visit, you may be automatically assigned OR your agency may need to finalize your acceptance depending on their preferences (contact your agency for more information).
- Tap "See More" to view more available visits.

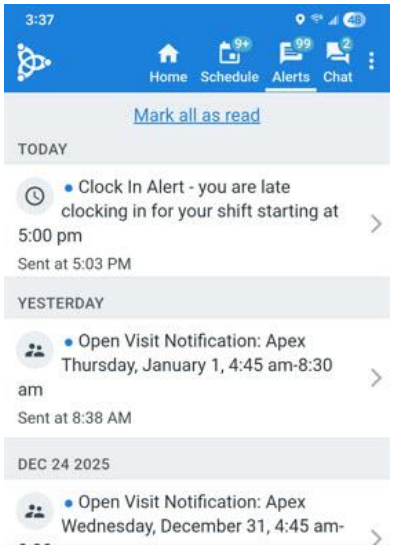
Calendar: The calendar will show you the visits you are assigned to for the next week.

- Tap the visit to see visit details and record ADLs, notes, breaks, mileage, expenses, and travel time.



Alerts Tab

The Alerts Tab will show alerts such as:

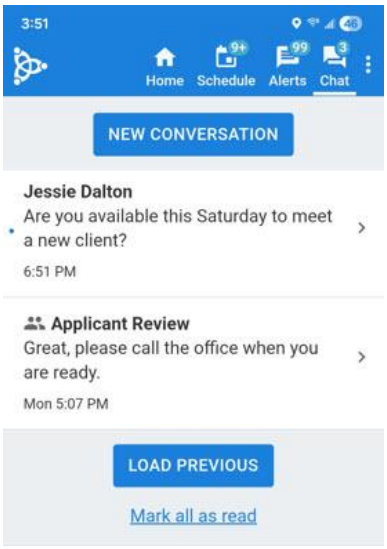


- **Clock In/Out Alerts**: Alerting you when you are late to clock in/out.
- **Certification/Evaluation Alerts:** Alerting you that you have an expiring certification or evaluation that needs renewal.
- **Open Visit Notifications:** Alerting you that an open visit is available.
- **Messages:** Messages sent from your agency's office.

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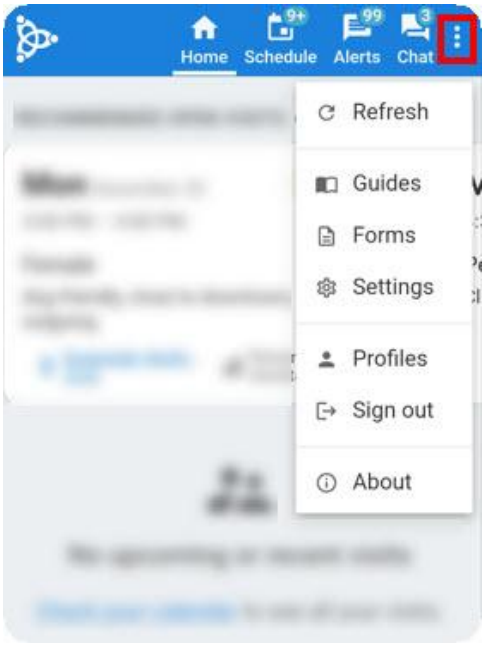
Chat Tab

The Chat Tab is where you will receive and respond to direct messages from the office. In addition to receiving a notification, a badge alert on the Chat Tab shows the number of unread messages.



Options Menu

Tap on the three vertical dots in the top right of the mobile app to see additional options:



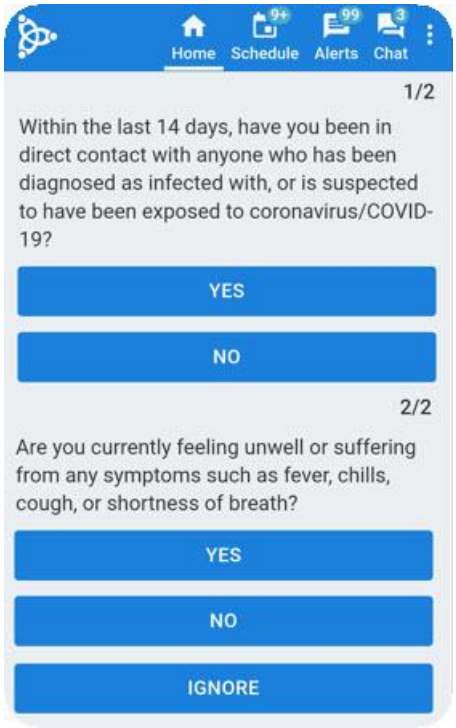
- **Refresh:** Tap to refresh the mobile app and see the most recent changes.
- **Guides:** Tap to show various tutorials to learn more about how to use the app.
- **Forms:** Tap to open the Forms page, showing any forms currently available to you on the app.
- **Settings:** Tap to open the app settings menu where you can change your communication preferences and app language.
- **Profiles:** If you need to use multiple AxisCare profiles, tap to sign into another profile.
- **Sign Out:** Tap here to log out log your account.
- **About:** Displays that app version and privacy policy.

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Fit for Duty COVID-19 Symptom Screener

After clocking in, you may be prompted to answer two questions related to COVID-19. Please note that for the purposes of this guide, the questions have been condensed to one screenshot.

1. Within the last 14 days, have you been in direct contact with anyone who has been diagnosed as infected with or is suspected to have been exposed to coronavirus/COVID-19?
2. Are you currently feeling unwell or suffering from any symptoms such as fever, chills, cough, or shortness of breath?



FAQ

Why can't I clock in/out?

Here are a few reasons why you may be having trouble clocking in/out:

- You are trying to clock in/out too early or late
  - Your agency may have a clock in/out window set which will not let you clock in/out unless you are so many minutes within your shift' start/end time. Check with your agency to see what your clock in/out window is set to.
- You are trying to clock in/out too far from the client's home
  - Make sure you are inside the home when clocking in/out.
- You do not have a visit scheduled
  - If you think there may be a scheduling mistake, please contact your agency to ensure you are in fact scheduled for a visit.
- You have not completed your ADLs
  - Your agency may require you to check your ADLs off and enter visit notes before clocking out. If this is the case, be sure to mark all activities as either complete or incomplete before attempting to clock out.

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