

HHaEXchange — Caregiver Cheat Sheet

Clock in. Clock out. Get paid. Everything you need on one page.

CLOCK IN (start of visit)

- 1 Open the HHAeXchange app and log in.
- 2 Tap **Today's Schedule**.
- 3 Tap the patient's visit.
- 4 On the Clock In/Out tab, tap **Clock In**.
- 5 Choose **GPS** (or Security Token if your agency uses a FOB device).
- 6 **Green time = success**. Red time = the EVV did not verify — finish the visit as normal and tell your office.

CLOCK OUT (end of visit)

- 1 Open the visit and tap **Clock Out**.
- 2 Mark each Plan of Care duty: ✓ **done** or ✗ **refused** (pick a reason if refused).
- 3 Get the **patient signature** or voice consent if the app asks for it.
- 4 Tap **Submit / Confirm**. Green time = you're done.

IF SOMETHING GOES WRONG

- 1 **Red (failed) EVV time?** Your visit is still recorded — it just needs office review. Keep working and let your coordinator know.
- 2 **No cell signal?** Keep using the app. Offline Mode saves everything and syncs when signal returns. Do NOT skip clocking in.
- 3 **Forgot to clock in or out?** Tap the **edit icon** under the blank time to request a Time Correction. The patient must sign. Times show orange until the office approves.
- 4 **Wrong patient or visit missing?** Call your office — do not clock in on the wrong visit.

GOOD TO KNOW

- 1 Visit Notes: tap the **+ icon** to add a text, voice, or photo note. Notes cannot be edited after saving.
- 2 Directions: the Directions tab shows a map to the patient's address.
- 3 Change app language: Menu → Settings → Language.
- 4 Password: change it under Menu → Settings, or ask your office to reset it.

GOLDEN RULES

Always clock in and out — even if something looks wrong. A flagged visit can be fixed; a missing visit may not get paid.	Clock in at the patient's location , not from your car or the parking lot down the street.	When in doubt, call your office . Never guess, and never share your login with anyone.
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