EVV — Change the Date, Time, or Employee on a Single Schedule

Update an existing scheduled visit to change the date, time, or assigned employee. Updates flow to EVV Visits, Schedule, and CareChamp/Telephony.

Watch: Change a Scheduled Visit When an Aide Calls Out

Best Practice: Edit the existing schedule when changing the assigned aide, date, or time instead of removing it and adding a new schedule. Each EVV schedule is created from the aide care plan and inherits its tasks. Creating a new schedule must be done a specific way or else it may not link to the aide plan, causing issues.

Steps

1. Go to Aide Activity > Aide Schedule (or Employee Activity > Schedule).
2. Pull up the employee or patient from the top search bar.
3. Right-click the schedule and choose Edit.
4. Update the Employee, Time In, Time Out, and (if needed) the Day of Week at the bottom.
5. Verify that the Job Code is correct and does not change to the employee’s default code.
6. Click Save & Close. The schedule updates immediately.

Click & Drag: In the Schedule Calendar, drag a visit to a new date/time slot to reschedule quickly.

☐☐ **Related:**

- EVV - How to Handle Split Visits / Add a Single Schedule

☐☐ Need help? Contact Barnestorm Support