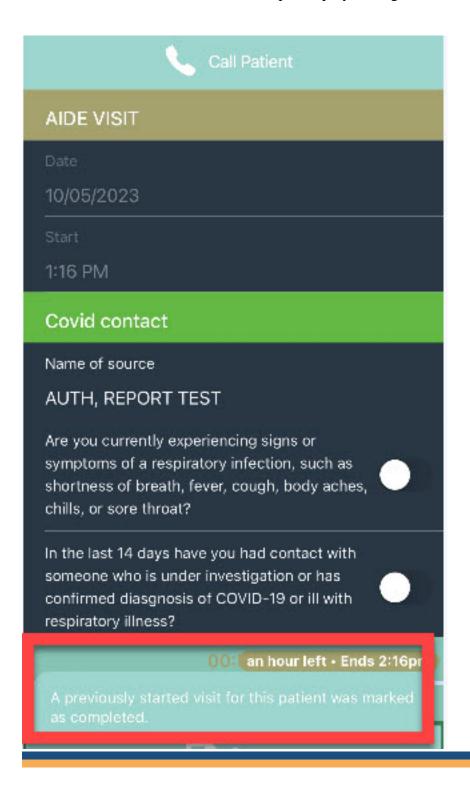
Complete Visits When Aide Forgot to Clock Out

How to handle visits that remain "In Progress" in Care Champ or Barnestorm Office when an aide forgets to clock out.

□□□ Complete Visits - Aide Forgot to Clock Out

Best Practice for Care Champ

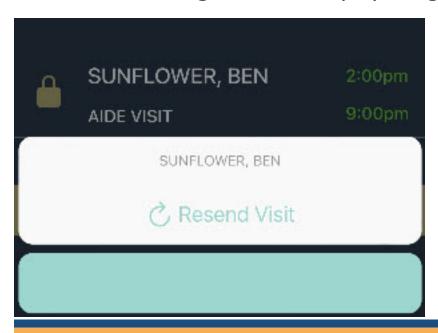
- Visits will auto-complete if the next visit occurs within
 1 4 days of the previous in-progress visit.
- When auto-completion happens, the aide will see a pop-up confirming the previous visit was marked complete.
- The message disappears automatically no action required from the aide.



If Visit Shows Completed in the App but Not in Office

- Have the aide open the visit in Care Champ and tap Resend.
- This will send the visit to Barnestorm Office and

- display it on the EVV Visits screen.
- Sync may take up to 1 hour during office hours or until the next day if after hours.
- Low cellular signal can delay syncing.



Manual Visit Completion

Use this process if the aide forgot to clock out and the visit is still "In Progress."

IMPORTANT

- The Finish button may not be active until 2 days after the scheduled date.
- The delay will give the visit time to sync to the office.
- Each agency can set their own number of days enable the Finish button.

Steps:

1. In Barnestorm Office, go to **EVV Visits**.

- 2. Select the visit showing **In Progress**.
- 3. Click **Finish** to mark the visit as complete.
- 4. If needed, click **Edit** to adjust visit times or complete any missing tasks.
- 5. Verify accuracy and save your changes.

□□ Need help?	Contact Barnestorm	<u>Support</u>

Knowledgebase

http://kb.barnestorm.biz/KnowledgebaseArticle51583.aspx