EVV — Completing a Visit

If a visiting staff member cannot complete a visit using EVV, an office user can manually complete it. The visit will be assigned a CallType of Manual.

Watch: Complete a Non-EVV Visit

Steps to Complete a Missed Visit

- Go to **Barnestorm Office > EVV Visits**, select the date of the missed visit, and choose the visit entry.
  - **Note:** The visit date **cannot** be changed.
- Click **Complete**. This updates the visit times to match the scheduled times and changes the status to **Completed**.
- If needed, click **Edit** to adjust the visit times, then click **Update Visit** to save changes.

Important Notes

- Once completed, the visit will sync to **CareChamp** to prevent duplicates or missing data.
- The **Complete** button may not be active until **48 hours after** the scheduled date. This delay ensures EVV compliance before changes are made and is set per agency.

☐☐ Related Guides:

- Cancel Visit - Non Chargeable

☐☐ Need help? Contact Barnestorm Support

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Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle51584.aspx