

## EVV - Completing a Visit

If a visiting staff member cannot complete a visit using EVV, an office user can manually mark it as completed. This assigns the visit a **CallType: Manual**.

□□□ [Watch Video: Complete Non-EVV Visits](#)

### 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.

□□ Need help? [Contact Barnestorm Support](#)

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51584.aspx>