

Video: [\(1\) CareChamp Patient Not at Home - YouTube](#)

What to do when you arrive at the patient's home and they are not there.

- Select the scheduled visit.
- Select the **Cancel Visit** option.
- Select the **Cancellation Reason** option and select a reason from the list.
- Select the **Set** option.
- Add notes to the comments section, if needed.
- Select the **Cancel** button towards the bottom of the screen.

This will mark your visit as completed but the patient was not home.

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51608.aspx>