

## Use Telephony as Backup

If you're unable to start a visit using the CareChamp app, you can use telephony as a backup method to clock in and out.

The call should be placed using the patient's home phone to help with EVV compliance.

### ## Step 1: Upon Arrival

Call your Barnestorm-assigned telephony number using the patient's main phone line to clock in.

Listen to the recording to verify the visit has started.

Note: The patient's phone number must be correct in Barnestorm. Contact your office if it has changed.

## ## Step 2: Complete Your Visit

Carry out your visit as you normally would.

## ## Step 3: When Visit is Finished

Using the same phone you used to start the visit, call the Barnestorm telephony number again to clock out.

Listen to the recording to verify the visit has ended.

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51731.aspx>