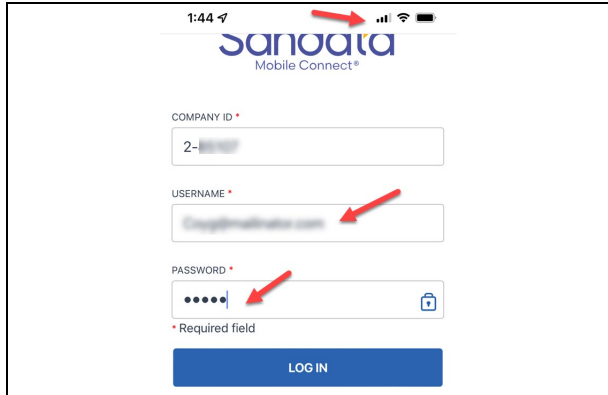# Logging a Group visit using the Sandata Mobile Device in the Agency Program

Start a Group Visit:

NOTE: The bars at the top (right hand side) of the device tell you if the device has connectivity. Bars on the device indicate that the device is ONLINE. If you see one bar or no bars, put the device in OFFLINE mode. You can still log visits in OFFLINE mode as long as you've previously logged into the device at least one time in an ONLINE mode in the past 7 days.

Make sure you get the device back ONLINE to upload your visit data to EVV.

- Enter the appropriate Company ID (Agency ID). Check with your agency if you do not know this value. All Company IDs start with '2-' and are a 5-digit number.
- Enter your username (your email).
- Enter your password.
- Click Login.
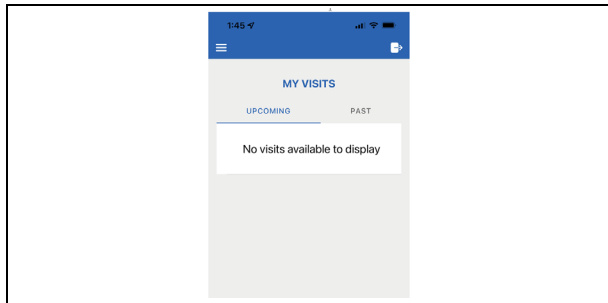
NOTE: Group visits are not scheduled so no visit will display:
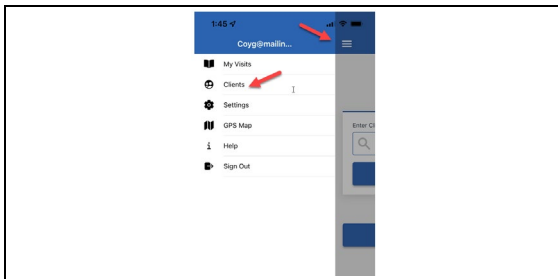
- Click the stacked menu on the left-hand side of the Home Screen to open the Menu.
- Select CLIENT to search for the first client in your Group Visit.
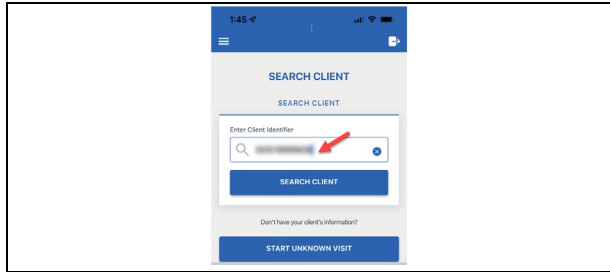
- Enter the full, 10-digit Med-QUEST Medicaid ID to find the client. If you do not have the client Medicaid ID, contact your Agency.
- Click SEARCH CLIENT.
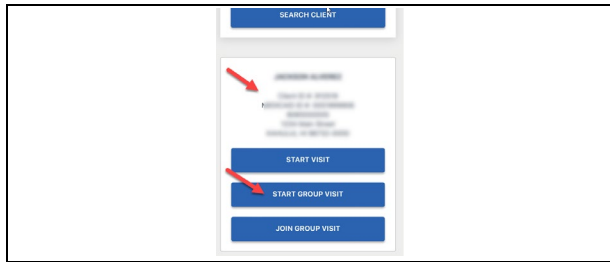
- The client information will display in the center of the screen.
- For your first client, click to START GROUP VISIT.
- Using your finger, tap the appropriate SERVICE for your Group Visit.
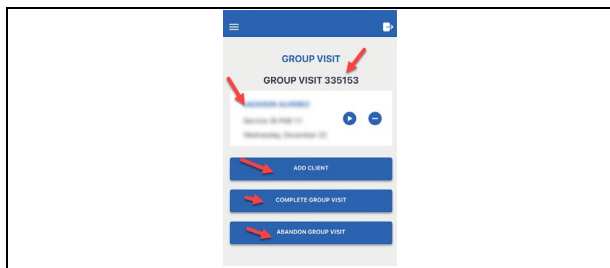

- Scroll through the list of Services using your finger to drag the Service listing.
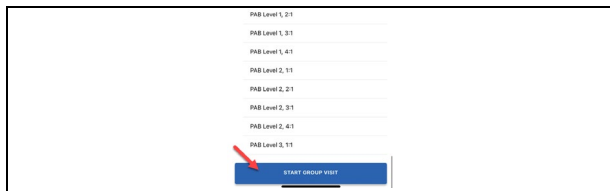
- Using your finger, keep scrolling to the bottom of the list of Services and tap START GROUP VISIT.
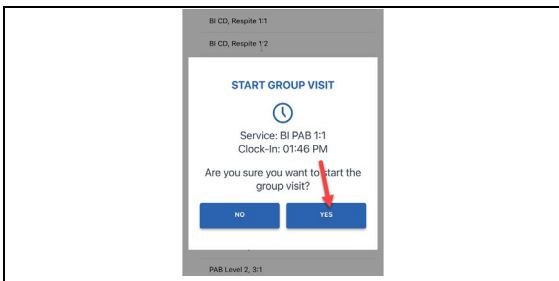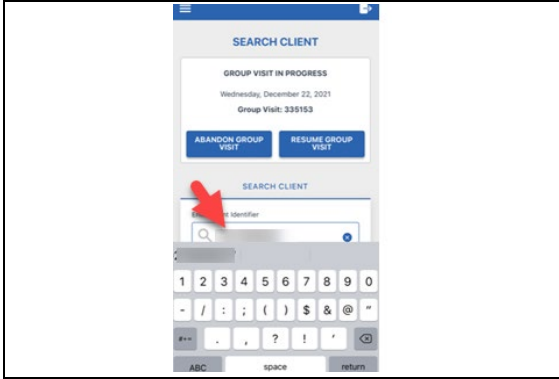

- The device will ask 'Are you sure you want to start the group visit?
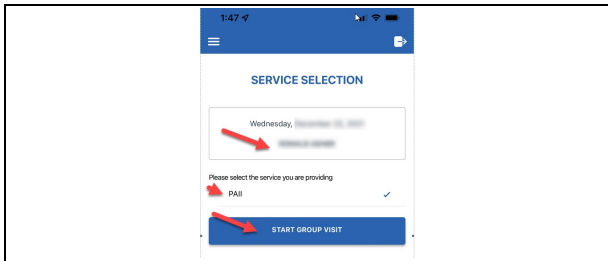- SELECT YES if you are ready to start the visit.

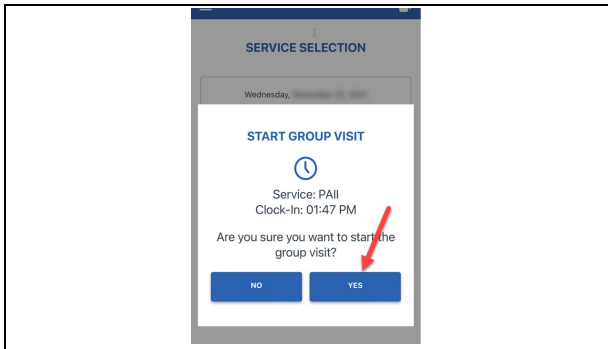The device will display a Group Visit Code along with the Client details.
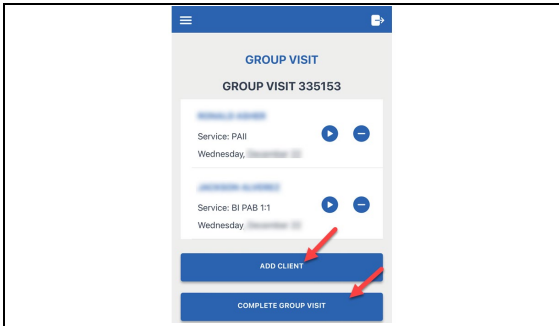
- Click to ADD CLIENT.

- Search again using the next Client's full 10-digit Medicaid ID to add the next client to your Group Visit.

- The device will confirm the second client.
- Tap to select the Service
- Tap to START GROUP VISIT

- The device will confirm the Service and Time of Visit Start.
- Tap YES to continue.
- Set the device down while you provide Services.

- You can add another client or START the visit by tapping the button
- Follow the process above to add another client OR
- Set the device down while you provide Services. The device will log you off automatically.

Ending a Group Visit on the device
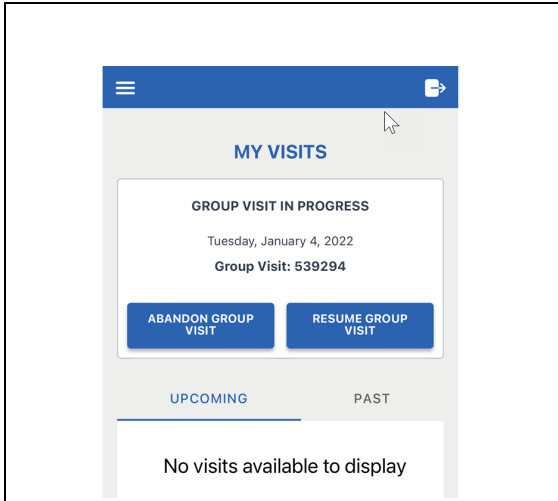
- When you log back into the device, you can choose to Abandon the Visit or Resume the Visit.
- Abandoning the visit will end the visit for all clients in the Group Visit without completing the call. *FYI: Most caregivers abandon a call when they forgot to log out at the end of their shift. Abandoning the call gives the opportunity for another caregiver to use the device.*
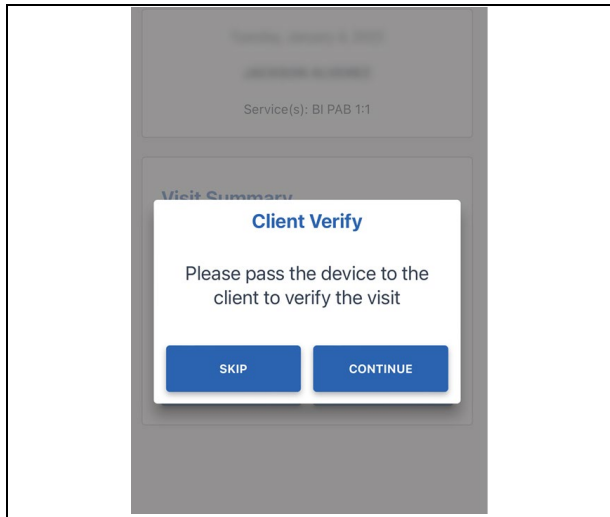- Select Resume the Visit
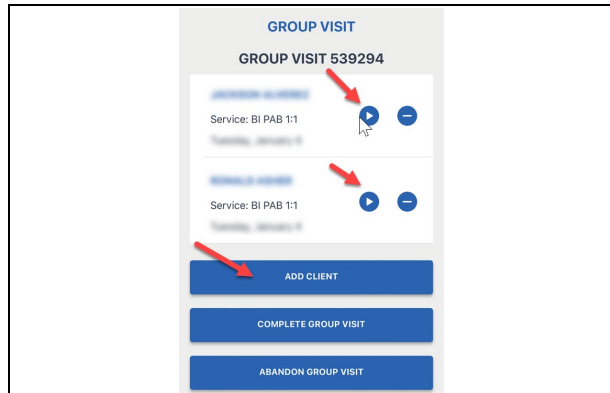
- To complete the visit, you must select the arrow for all members of the Group Visit and follow the prompts to Complete the Group Visit.
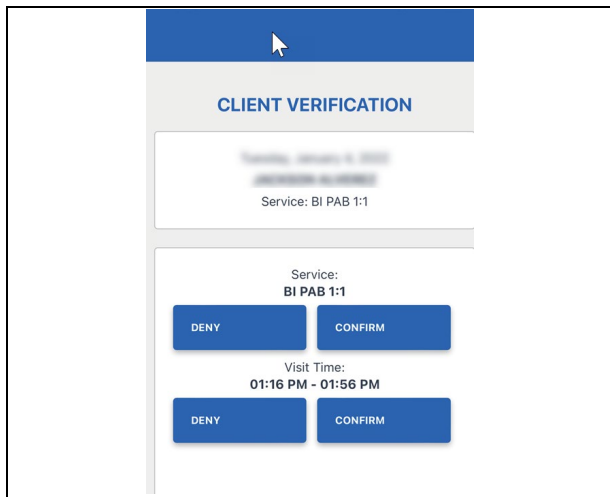- You can add additional clients from this menu as well.
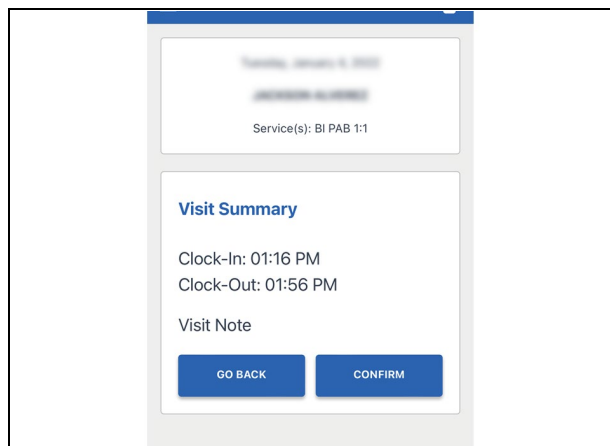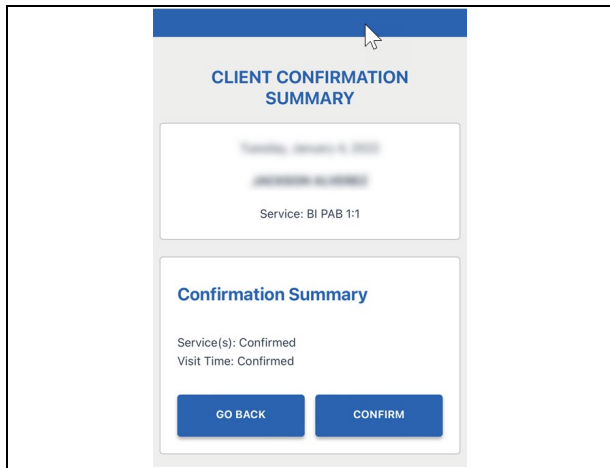

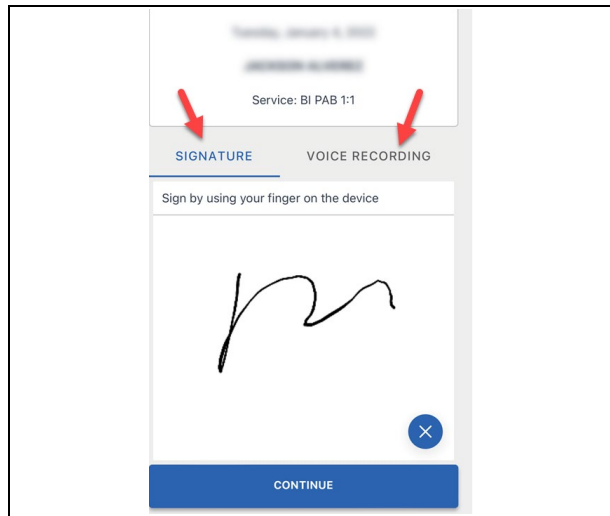Client 1:

- Click the CONIFIRM button

- The device will ask you to pass the device to the client who will verify the visit.


- They will confirm both the Service and the Visit Time. They can deny the visit if they disagree.

- The client will see a summary of their Verification

- The client will then choose whether they want to verify by Signature or by Voice Recording.
- Signature: Using the tip of their finger, they can sign their name.
- Voice Recording: the client will be prompted to say their name and date.
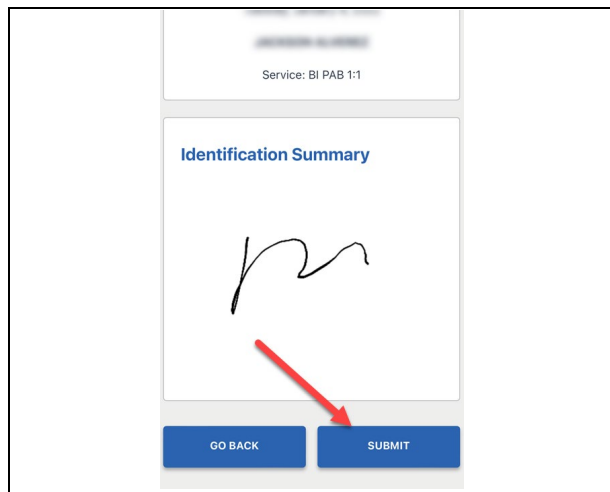
- The client should hand the device back to you so that you can click SUBMIT and end the visit.
- This will log you out of the device.

You will need to log back into the device and repeat the process for each client in the Group Visit.

- Repeat the process for each client in the Group Visit.