Mobile Visit Verification

CT DSS

User Guide

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Introduction

Sandata Mobile Visit Verification (MVV) is an online application installed on a smart phone or tablet device, allowing a caregiver to start and end a client visit without requiring the use of the client's home telephone. The Sandata MVV app requires a connection to the internet via an Internet Service Provider (ISP) or Wi-Fi connection to transfer data to the Santrax® Payer Management system.

Disconnected Mode

The Sandata MVV application has the ability to run even while not connected to the internet. This is called **Disconnected Mode.** Sandata MVV will save all data, and will transfer that data to Santrax Payer Management once the tablet connects to the internet. While in Disconnected Mode: visits can be completed for patients that have an established schedule; you can start and finish unscheduled visits for patients you have previously serviced.

Important: The saved data will be lost if the device is powered off while in Disconnected Mode before the information is submitted online. Be sure not to power off the device prior to reconnecting to the internet.
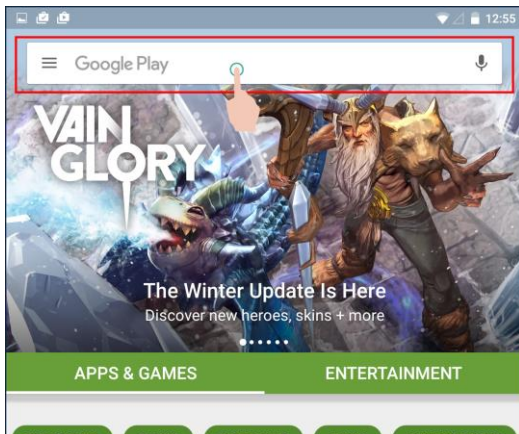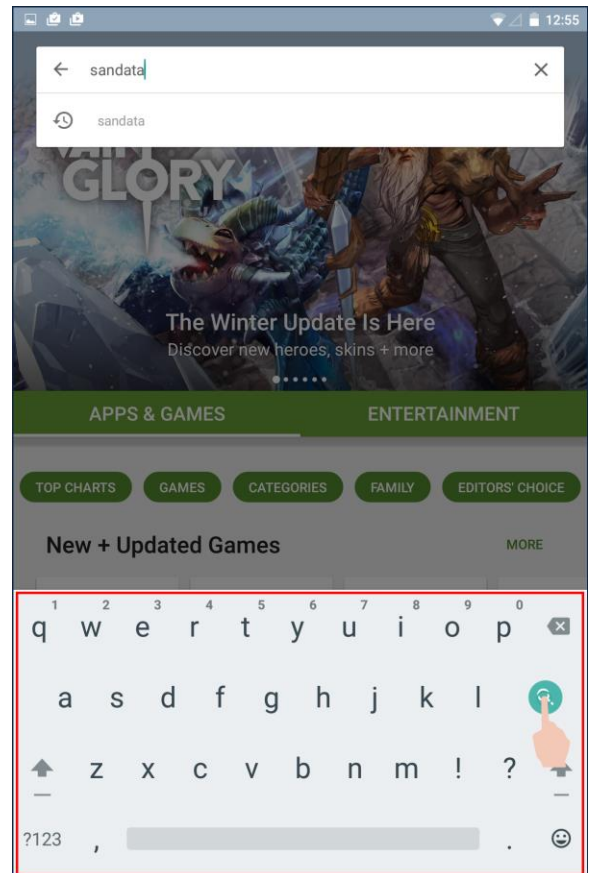
Downloading the App

Google Play

1. Open the Google Play Store by tapping the Google Play Store app.
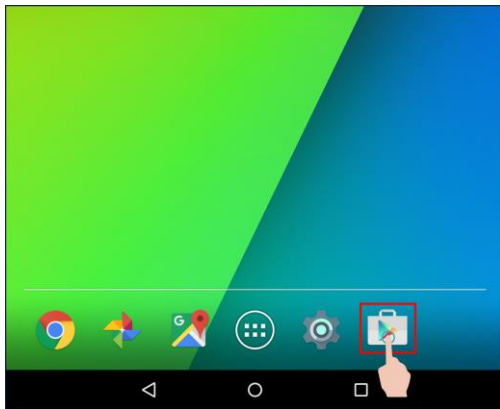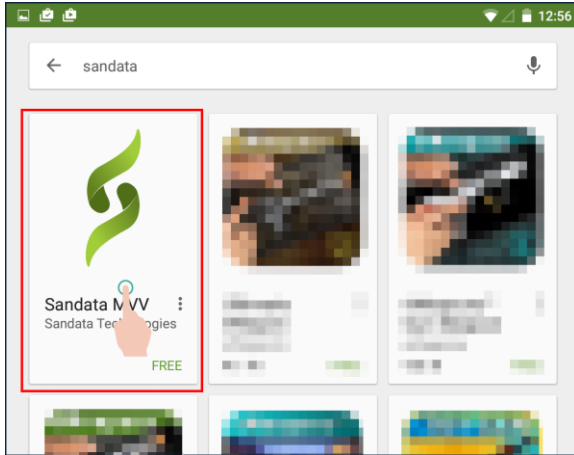

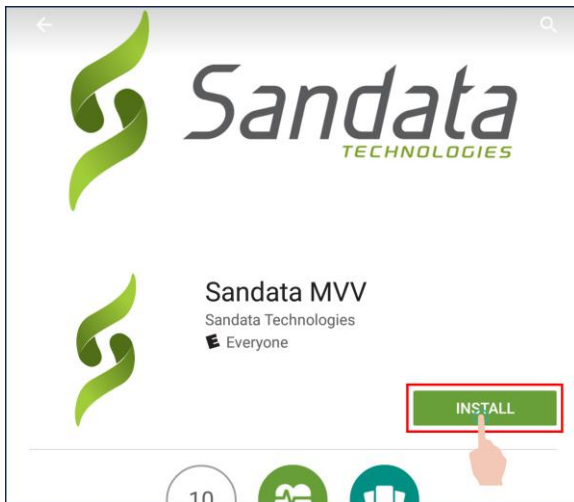2. Tap in the search bar at the top of the screen.

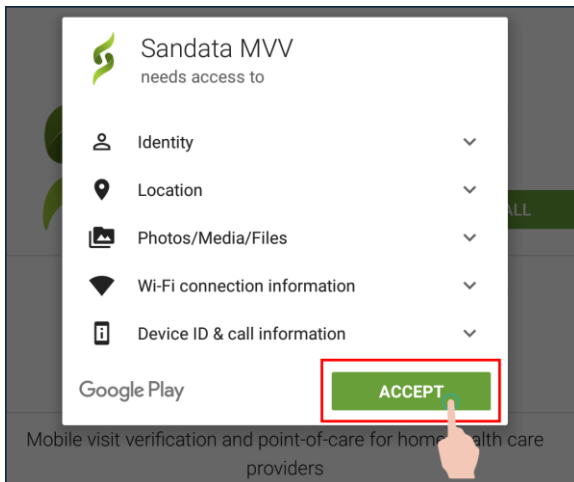3. Use the tablet keyboard to type "Sandata" and tap the keyboard's **Search** button.

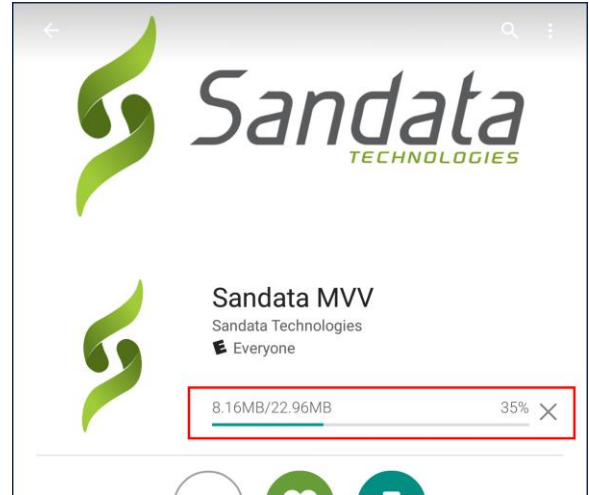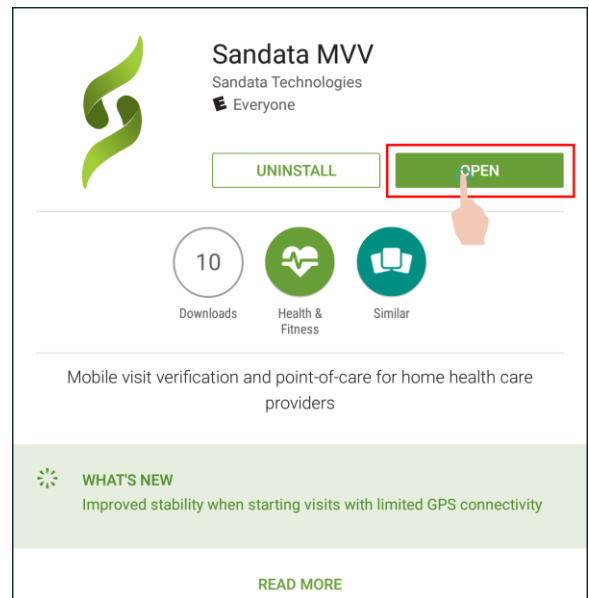4. Tap the **Sandata MVV** tile.

5. Tap **Install**.
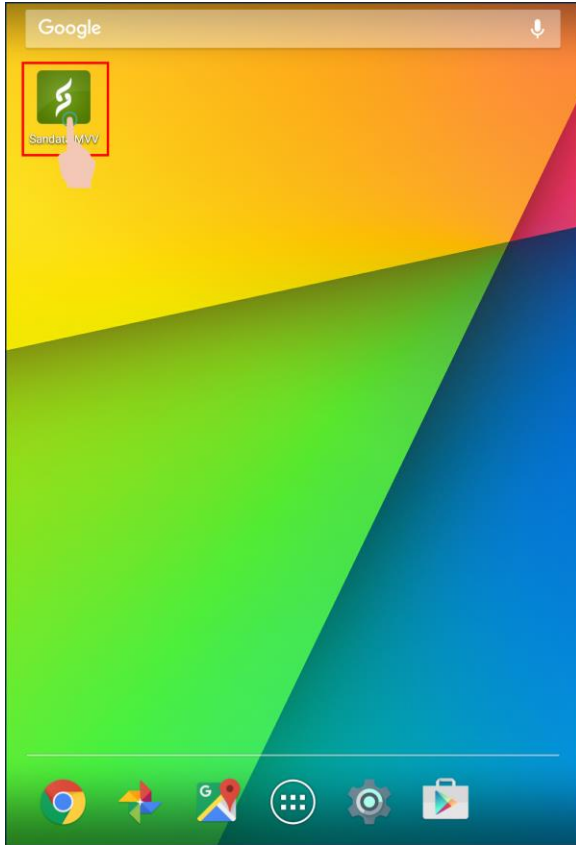

6. Tap **Accept**.

7. The app will begin downloading.

8. When finished, the **Open** button will be shown. Tap **Open** to launch the application.
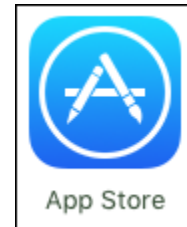
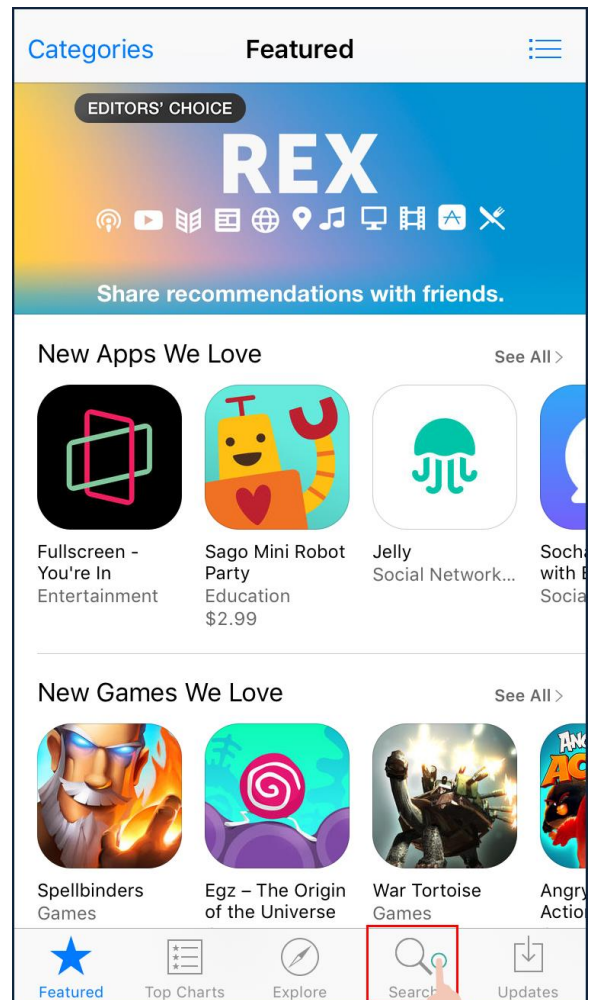9. The Sandata MVV App icon is also now visible on the home screen.
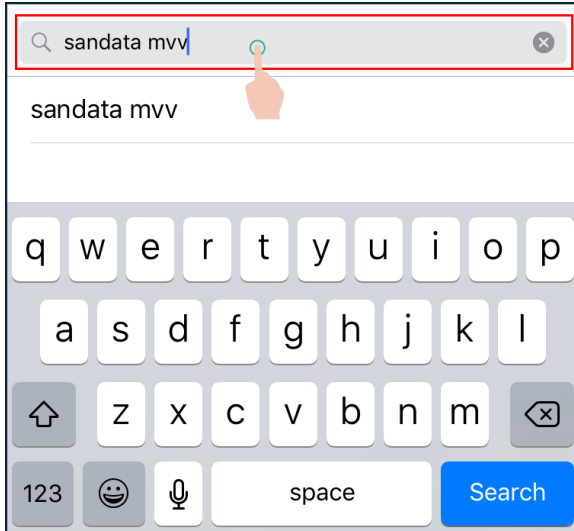

Apple App Store

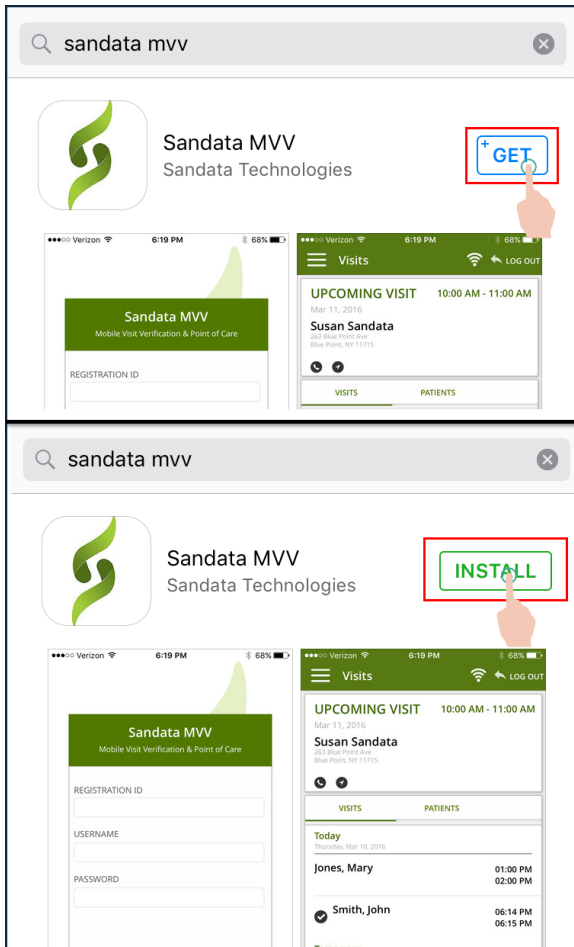1. Open the Apple App Store by tapping the Icon.

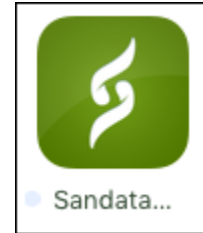2. Tap in the search magnifying icon at the bottom of the screen.

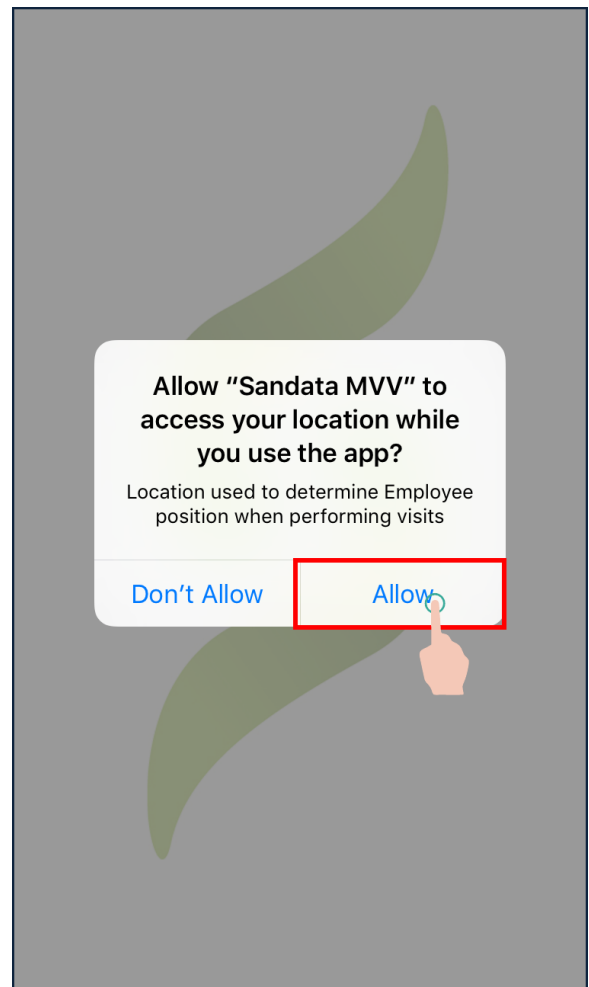3. Use the tablet keyboard to type "Sandata MVV" and tap the **Search** button.

4. Tap **Get**, and then tap **Install**.

5. The Sandata MVV icon will appear on the home screen after download is completed.

6. The first time you log into the application, a pop-up will appear asking you to allow access your location. Tap **Allow**.

Disabling Personal Data with MVV

While the MVV app uses only a very small amount of data in the secure transmission of visit information back to the Santrax Payer Management system, the caregiver can prevent the MVV app from using their personal data plan in one of two ways:

1. Disabling cellular data usage specifically for the MVV app. This is done in the phone or tablet's cellular data settings. Specific instructions on how to do this will be included in training materials, but the reference instructions are available online:

    - Apple iOS devices
    - Android devices

2. Using the MVV application with the phone in Airplane mode while performing the visit. This option is less recommended, as it disables all network activities on the phone for the duration of the MVV visit.
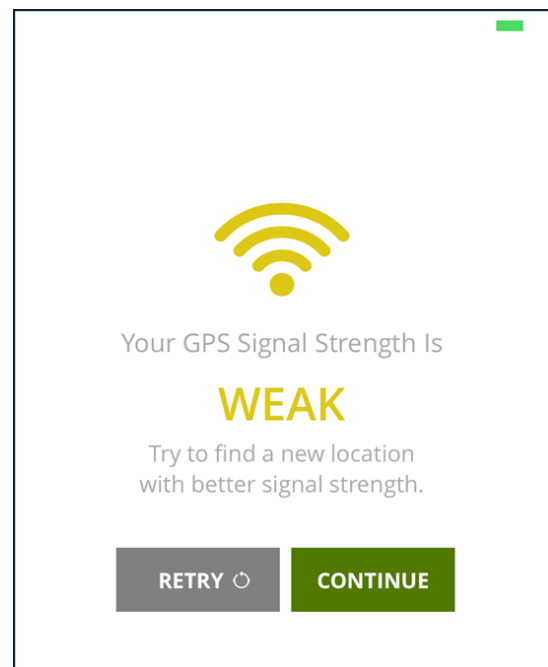
Log In to Sandata MVV

1. Tap the **Sandata MVV** icon to launch the Mobile Visit Verification (MVV) Application.
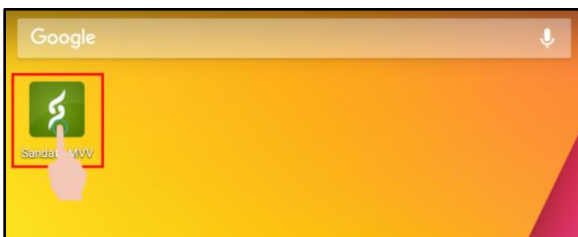
2. Enter your Login Credentials and tap **Log In**. For Santrax Payer Management users, registration ID = "3-" followed by your account number.

3. Signal Strength
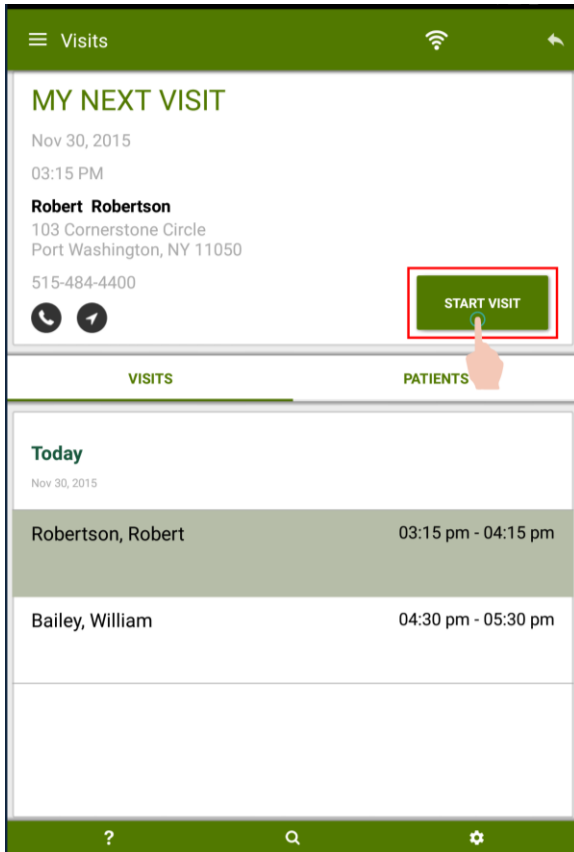   Sandata MVV will notify you on log in if your signal strength is weak. Tap **Continue** to proceed to the app.

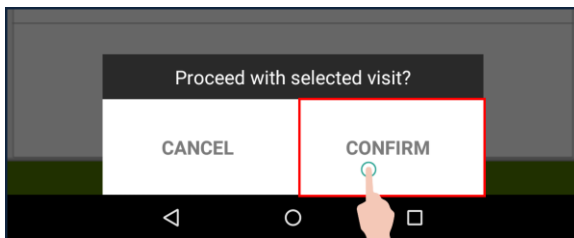## How to Start & End a Scheduled Visit

Starting the Visit

Your next scheduled visit is displayed at the top of the screen.

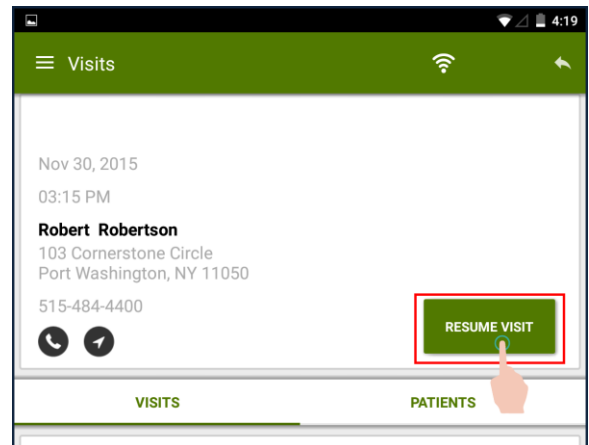1. Tap **Start Visit**.

2. Tap **Confirm**.

3. Now you can leave the device and perform the tasks.
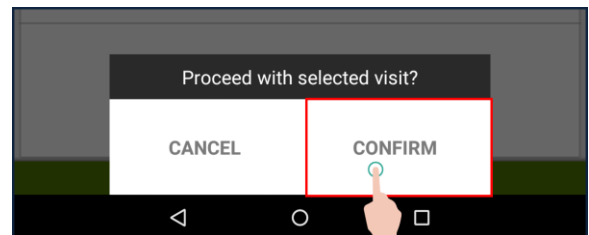
Ending the Visit

When finished performing tasks and ready to leave, first return to the device to end the visit.

Resume Visit

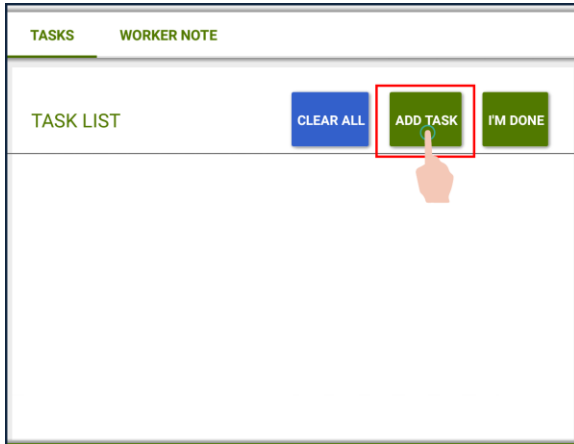1. Log In.

2. Tap **Resume Visit**.
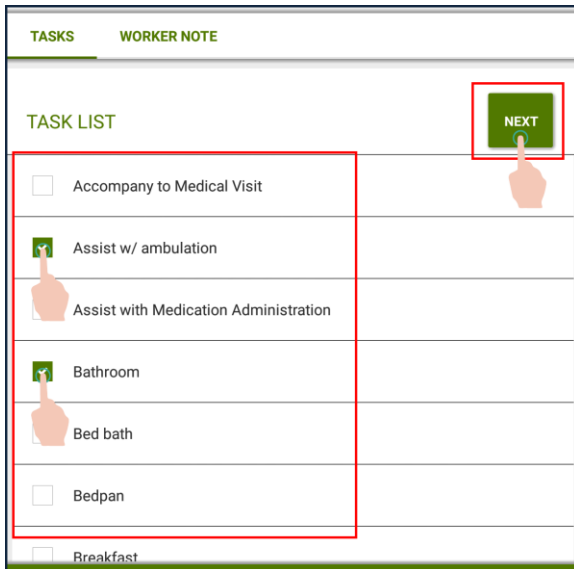

3. Tap **Confirm**.

Add New Tasks

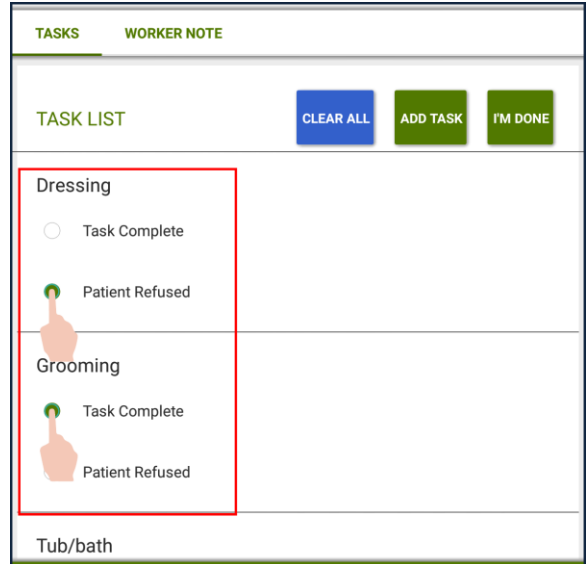1. Tap **Add Task**. The task list opens, showing all available tasks.

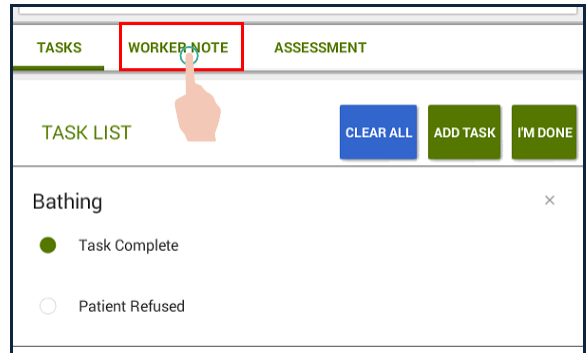2. Tap the tasks you wish to add to the visit, and then tap **Next**.

Complete Tasks

Tap **Task Complete** or **Patient Refused** for each task.
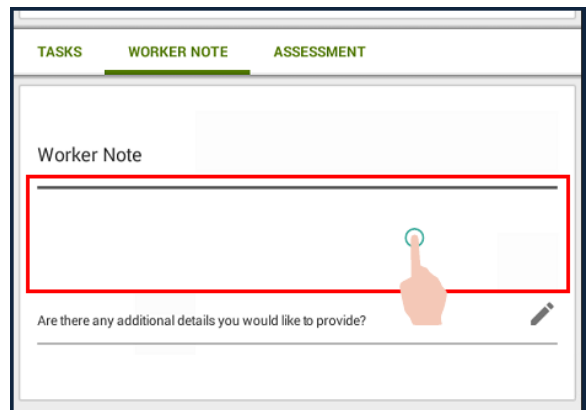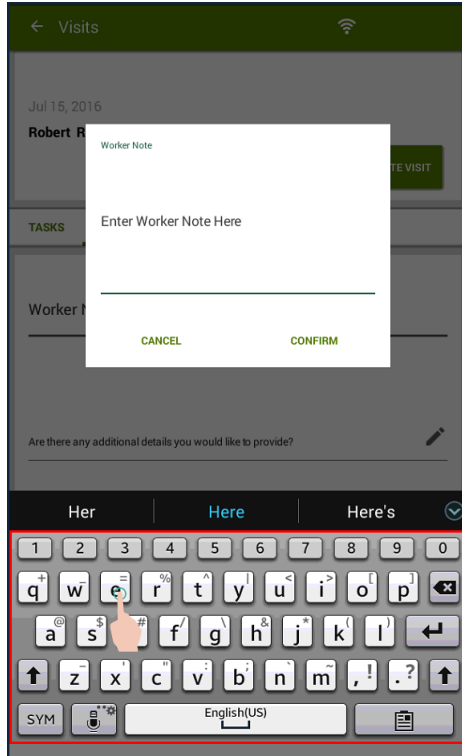

Enter Worker Note

1. Tap the **Worker Note** tab.

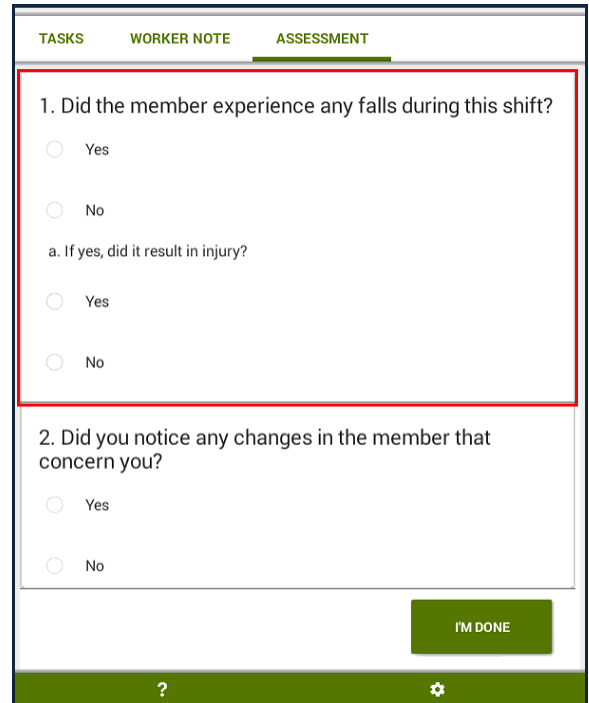2. Tap within the **Worker Note** field.
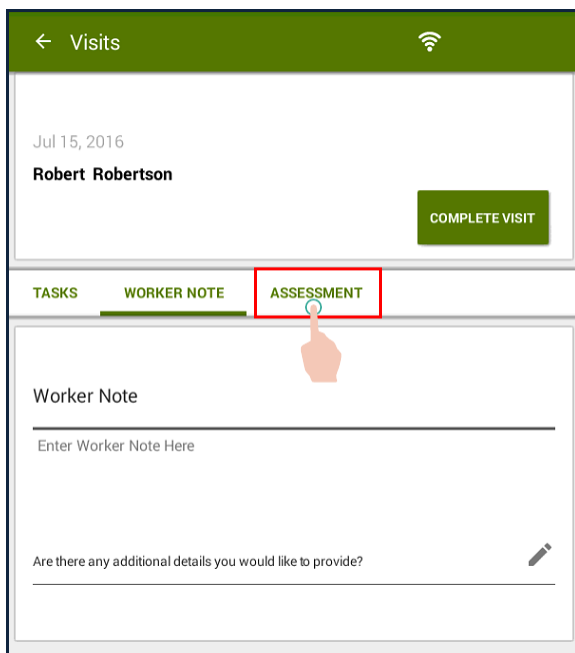
3. Use the tablet keyboard to enter a worker note.

Answer Health Assessment Questions

1. Tap the **Assessment** tab.

2. Answer the questions by tapping the answer. Some answers lead to follow up questions which also must be answered.

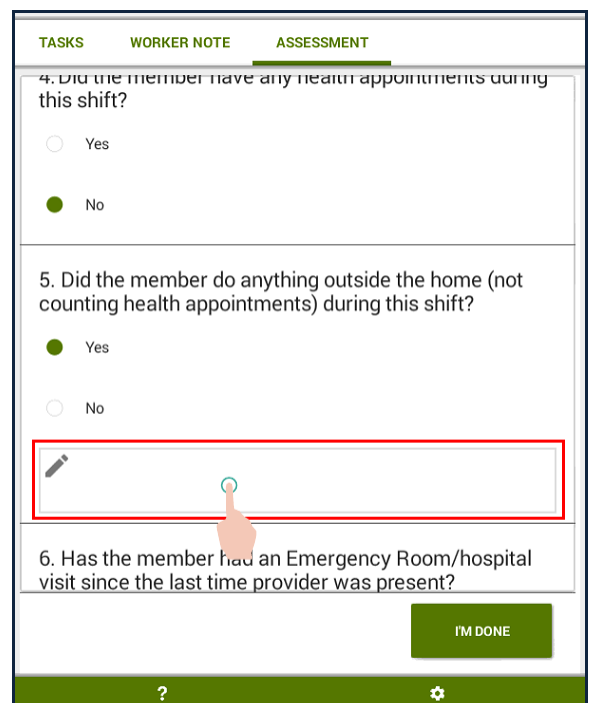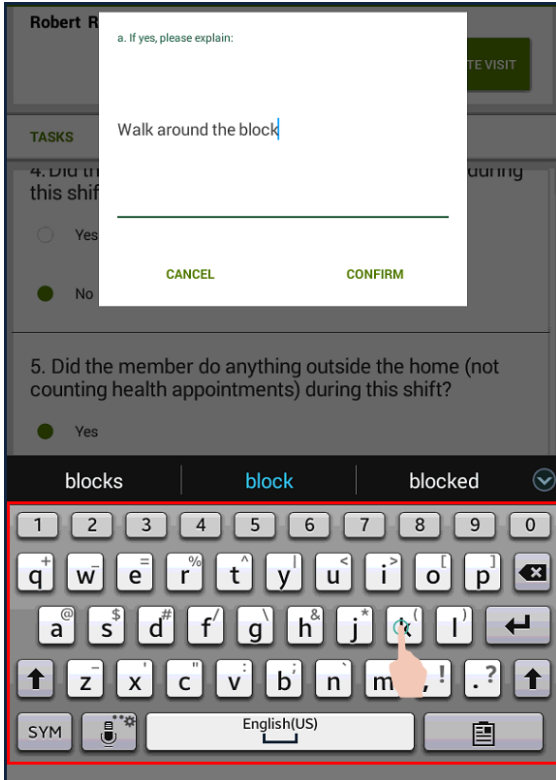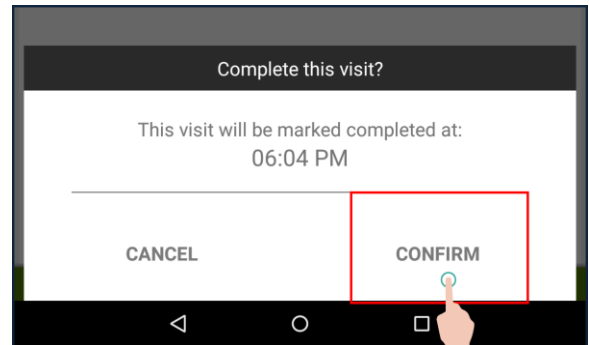3. Some questions require an additional comment. Tab within the comment field.

4. Use the tablet keyboard to enter a comment, and then tap confirm.

Complete the visit

1. Tap the **Complete Visit** button.
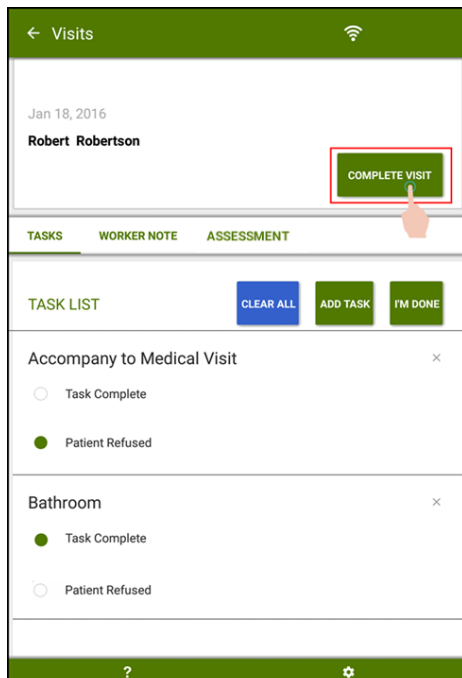

2. Tap **Confirm** to end the visit.

3. If the GPS Signal is weak, MVV will ask you to tap **Ignore** if you wish to continue with the weak signal, or tap **OK** to cancel the ending of the visit and find a better GPS signal.
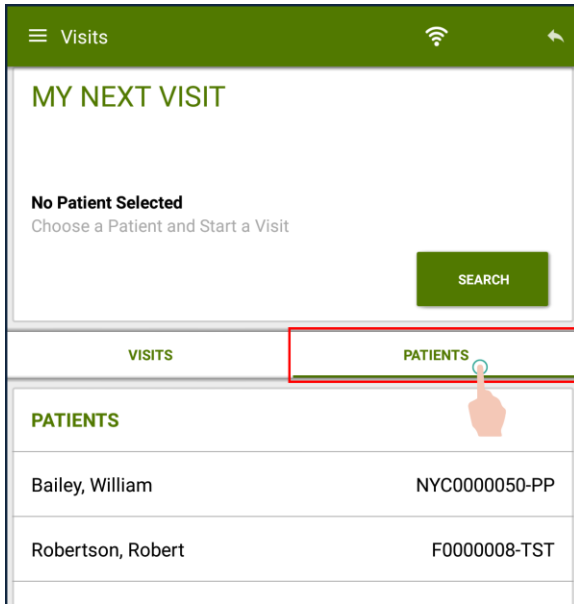
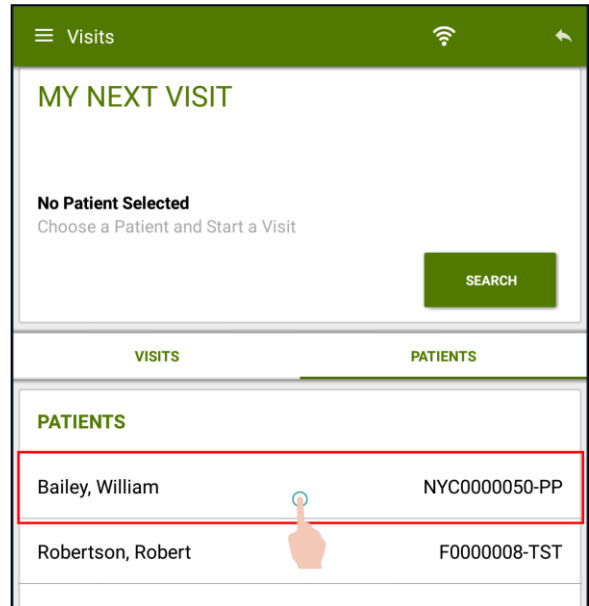## How to Start & End an Unscheduled Visit

Starting the visit

1. Log In.

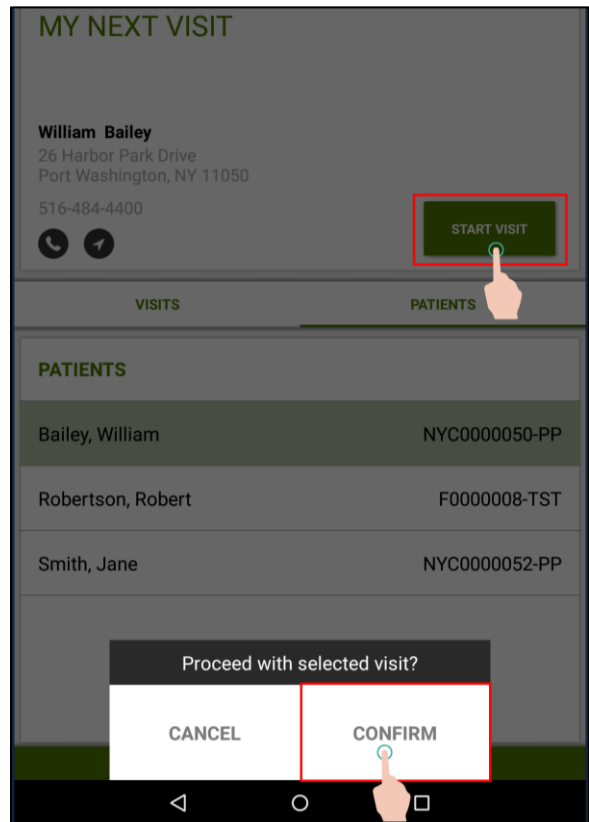2. Tap the **Patients** tab.

3. If the client you are visiting is in the **Patients** list, follow the "Select a Patient" steps. If the client you are visiting is not in the list, follow the "Search for a New Patient" steps.

Select a Patient
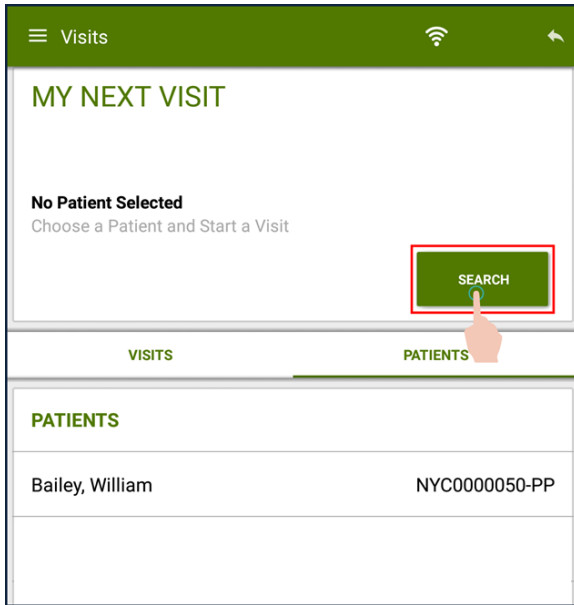
1. Tap the Client's name.

2. Tap the **Start Visit** button, and then tap **Confirm** to start the visit.
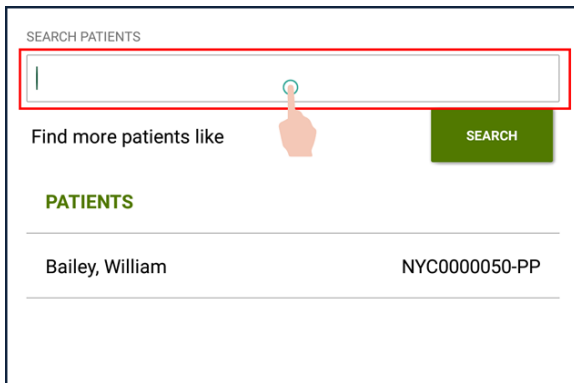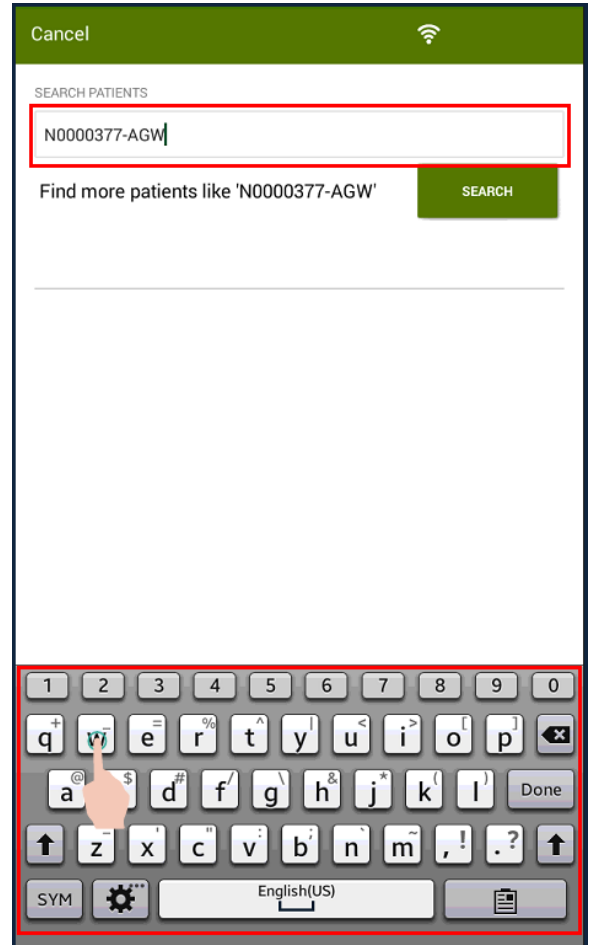
Search for a New Patient

1. Tap the **Search** button.
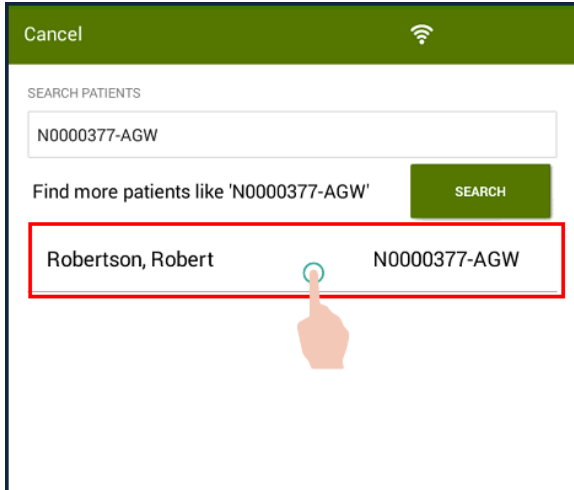

2. Tap the **Search Patients** field.

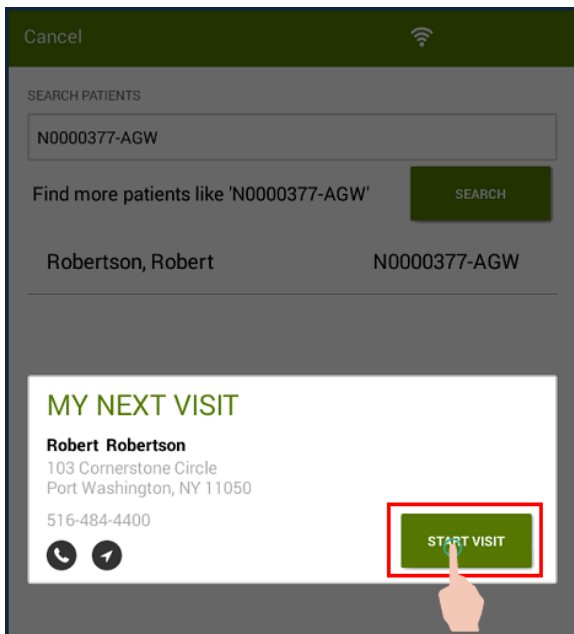3. Enter the patient's ID in its entirety, and then tap **Search**.

For Santrax Payer Management users, Enter the Client ID including the starting letter, and the last hyphen/dash (-).
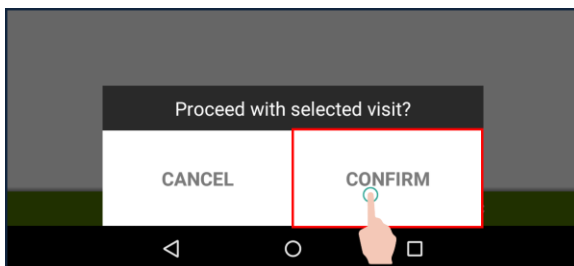
4. From the **Patients** list, tap the client's name. The **My Next Visit** popup will open.

5. Tap the **Start Visit** button.

6. Tap **Confirm**.

Ending the Visit

Ending an Unplanned Visit is the done the exact same way as ending a Scheduled Visit