



Placing Phone EVV Calls: Instructions



Nursing Personnel Homecare



Dial

English
646-518-4503
347-772-1179

Spanish
646-668-5989
718-705-8446

Russian
646-668-5988
718-705-8445

Chinese
646-668-5990
718-705-8447

French
646-668-5991
718-705-8449

What to do if there is a Problem

Complete the following troubleshooting steps if you are unable to complete an EVV.

Table with 2 columns: Step, Action. Contains 3 rows of troubleshooting steps.

Manager Name

Empty text box for Manager Name

Manager Phone Number

Empty text box for Manager Phone Number

Calling Instructions

To Clock In:

Step	Action
1	To place EVV, dial the number provided on the front of this pamphlet from the Member's home phone. Note: <i>If you are unable to use the Member's home phone, contact your Manager to see if there are other approved EVV phone numbers on record for the Member.</i>
2	Press 1 to Clock In when prompted.
3	Enter the Assignment ID (provided by your Agency).
4	Confirm the entry. Note: <i>If you enter your Assignment ID incorrectly, the system prompts you to reenter your credentials. If you fail to enter your Assignment ID after several attempts, the system stops you from placing an EVV and you must contact your Manager.</i>
5	If the EVV is placed successfully, then the following automated message is heard: "Your call has been successfully registered"

Assignment ID

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Calling Instructions

To Clock Out:

Step	Action
1	To place EVV, dial the number provided on the front of this pamphlet from the Member's home phone.
2	Press 2 to Clock Out when prompted.
3	Enter your Assignment ID .
4	Confirm the entry. Note: <i>Refer to the Clock In instructions if you are having trouble placing an EVV or entering the Assignment ID.</i>
5	If the EVV is successfully placed, then the following automated message is heard: "Enter the 2-digit ID number for the first duty performed on the patient." Note: <i>A Duty ID may be either 2 or 3 digits, depending on the Agency,</i>
6	Enter each Duty ID . <ul style="list-style-type: none"> If an invalid Duty ID is entered, then you are alerted and asked to enter the next Duty ID. If a valid Duty ID is entered, then you are asked to enter the next Duty ID. If the Member refused a Duty, then enter star (*) followed by the Duty ID to log a Refused Duty.
7	When all Duties have been entered, dial 00 (or 000) to complete the EVV. Upon completion, the following is heard: "Your Call-Out has been registered successfully. Goodbye."

Special Scenarios

Mutual Cases:

For a successful EVV, complete the following steps when providing service for two Members at once:

Step	Action
1	Follow the call instructions outlined in the Clock In/Out sections.
2	Clock In and Out only ONCE for the Visit.
3	When Clocking Out , enter the Primary Member's Duties first, and then dial 00
4	Then enter the Secondary Member's Duties and then dial 000 .
5	The system will then complete the EVV and Clock out. Note: <i>Please contact your Manager if you are unsure of who the Primary Member is. Entering the wrong Member first results in a bad EVV.</i>

Live-in Cases:

Step	Action
1	Follow the call instructions outlined in the Clock In/Out sections.
2	Clock In when you first arrive at the Member's residence.
3	Each morning, Clock Out at the time designated by the Agency.
4	When Clocking Out , you are prompted to enter the Duties for the day. Once completed, the system automatically places a new EVV for the following shift.
5	Worked During Sleep: 555 Worked During Meal: 444

Duty Number	Duty	Category
100	Bath-Tub	Personal Care
101	Bath-Shower	Personal Care
102	Bath-Bed	Personal Care
103	Patient requires Total Care	Personal Care
106	Mouth Care/Denture Care	Personal Care
107	Hair Care-Comb	Personal Care
108	Hair Care-Shampoo	Personal Care
109	Grooming-Shave	Personal Care
110	Grooming-Nails	Personal Care
111	Dressing	Personal Care
112	Skin Care	Personal Care
113	Foot Care	Personal Care
114	Toileting-Diaper	Personal Care
115	Toileting-Commode	Personal Care
116	Toileting-Bedpan/Urinal	Personal Care
117	Toileting-Toilet	Personal Care
118	Bath-Sponge	Personal Care
201	Patient is on a prescribed diet	Nutrition
202	Prepare-Breakfast	Nutrition
203	Prepare-Lunch	Nutrition
204	Prepare-Dinner	Nutrition
205	Prepare Snack	Nutrition
206	Assist with feeding	Nutrition
207	Record intake - Food	Nutrition
208	Record intake - Fluid	Nutrition
300	Transferring	Activity
301	Assist with walking	Activity
302	Patient walks with assistive devices	Activity
305	Assist with home exercise program	Activity
306	Range of Motion Exercises	Activity
311	Turning and positioning (At least Q2)	Activity
400	Take Temperature	Treatment / Special Needs
403	Take Pulse	Treatment / Special Needs
405	Take Blood Pressure	Treatment / Special Needs
406	Weigh Patient	Treatment / Special Needs
407	Record Output (Urine/BM)	Treatment / Special Needs
408	Assist with catheter care	Treatment / Special Needs
409	Empty foley bag	Treatment / Special Needs
410	Assist with ostomy care	Treatment / Special Needs
411	Remind to take medication	Treatment / Special Needs
412	Assist with Treatment	Treatment / Special Needs
404	Take respirations	Treatment / Special Needs
500	Change bed linen	Patient Support Activities
501	Patient Laundry	Patient Support Activities
502	Light Housekeeping	Patient Support Activities
505	Clean Patient Care Equipment	Patient Support Activities
506	Do Patient shopping and errands	Patient Support Activities
508	Accompany Patient to medical appointment	Patient Support Activities
509	Diversional Activities-Speak/Read	Patient Support Activities
511	Monitor Patient Safety	Patient Support Activities
555	Worked During Sleep	For Live-in Cases
444	Worked during Meal	For Live-in Cases