

EVV Best Practices

- Clocking in and out CANNOT happen when:
 - The client and/or attendant is out of state.
 - The client is admitted to the hospital.
 - You are not with the client or providing services for the client.
 - The client's services are suspended for any other reason.
- The PAS/HAB schedule is to benefit the client, not the attendant. An attendant changing hours for the following reasons is NOT acceptable:
 - The attendant had a change in schedule for their other job.
 - The attendant has an appointment when PAS/HAB hours are scheduled.
 - The attendant was not available when services were scheduled, for any reason.
- TIME CANNOT BE MOVED FROM ONE DAY TO ANOTHER. You can only move TASKS. You cannot make their bed twice on Tuesday to make up for Monday. Examples of tasks that CAN be moved include weekly talks such as:
 - Shopping
 - Community outings
 - Laundry
 - Weekly exercise activities
- When does the attendant need to report an exception?
 - Every time the attendant clocks hours different from the schedule (even if it's only 15 minutes). Exceptions must be reported through **tocevv.com**.
- What happens if I don't report an exception?
 - Visits cannot be processed for payment.
- Do I still need to turn in timesheets?
 - Timesheets are needed for **Respite** services only. Even though you are clocking in and out, timesheets are still needed to verify approval from the client/LAR since this is an unscheduled service.
- The mobile app sometimes says I need to clock out when I attempt to clock in for the first time of the day.
 - This mobile app issue is due to an error clocking out the day before. When you clock in and do not clock out, Vesta will automatically clock you out at 11:59pm and back in at 12:00am because it thinks you are providing overnight services. Therefore, the next day it will reflect you as clocked in at 12:00am and when you attempt to clock in, it will actually clock you out. If this happens, go ahead and clock out, then clock right back in.

REMINDER: Attendants DO NOT have schedules. Clients have schedules that should be followed, regardless of which attendant does it.

ALERT: Remember that the total time clocked is rounded to the nearest 15 minutes. This means that if you clock in 5 minutes late, then clock out 3 minutes early making your total time 8 minutes less than the scheduled visit it will round down and shorten your visit by 15 minutes.