

Tellus EVV Notes Regarding GPS and Visit Location Background

The Tellus EVV mobile app uses your caregiver/rendering provider smart device (phone, tablet) location services to verify that you are at your scheduled location for visit check-in and check-out--this is called geolocation. When you start your first visit, the Tellus app will ask you for access to your device's location services. If you do not grant this permission, then the app won't operate for electronic visit verification (EVV).

If the mobile app is unable to find your location when you check-in or out because your device is unable to provide your location, then your administrator will be required to verify that the visit was completed. It is important that your visit location is gathered from the device whenever possible. This document is provided to help to address issues that you may have regarding geolocation.

It is important to note that the Tellus mobile app does not attempt to gather your location at any time except for the location of your home visit.

How Do Mobile Device Location Services Work?

Smart device location Services uses Global Positioning Satellites (GPS), cell tower locations, Bluetooth (where those are available) along with Wifi hotspot locations to determine your geolocation.

The first and most accurate method is by using the Global Positioning System (GPS) built into the phone. The GPS hardware in the phone is capable of communicating with the 30 GPS satellites that orbit Earth. Using three satellites at one time, the GPS is able to pinpoint the user's exact location. Additionally, users have the ability to capture turn-by-turn directions, map routes and find other points of interest nearby.

Location may also be provided by the cell tower that the phone was connecting to. By gauging the direction of the signal and the distance from the tower, the user's location could be loosely estimated. Adding data from a second tower increased accuracy and a third tower allowed the location to be triangulated better. While not nearly as accurate as GPS, tower triangulation did give a good estimate of where a person's phone was positioned on a map.

Finally, your mobile device may use nearby Wifi networks with known locations to better identify your location.

How Can I Improve the Accuracy of my Location Services?

If you're having trouble with your mobile app accurately capturing your location on check-in or check-out, then take these steps:

If you have an iOS Phone:

1. Try checking in and out while still outside immediately before you enter and after you exit. Some buildings can provide interference to the signals that your phone uses for geolocation.
2. Turn on WiFi
 - a. Your phone will use nearby geo-tagged wifi networks to better locate your phone where available. To make use of this feature:
 - b. From your Home screen, go to Settings > Wi-Fi.
 - c. Turn on Wi-Fi.
 - d. Note: You don't need to connect to a WiFi network for this to work.
3. Check your location:
 - a. Start your mobile device.
 - b. Start Google maps or other mapping app.
 - c. If you're using Google Maps you can tell how strong the signal is by seeing how well the app is able to pinpoint your location.
 - d. If Google Maps isn't sure about where you are exactly, there will be a light blue circle around your blue 'current location' dot.
 - e. A completely grey dot means Google Maps is unable to find your current location, and is showing your last known location instead.
4. Use a compass app to recalibrate your location services:
 - a. You may need to recalibrate your GPS to make things work better. To do this, you'll need to use a compass app – your smartphone may already have one, in which case open it. If not, you can easily download one for free from your app store, search for "compass."
 - b. Once the app has downloaded, open it and start the compass.
 - c. Pick up your phone and rotate it vertically three times, while keeping the phone flat as shown below. Make sure you do so slowly.
 - d. And finally, flip your phone horizontally three times from front to back.

If you have an Android Phone:

1. Try checking in and out while still outside immediately before you enter and after you exit. Some buildings can provide interference to the signals that your phone uses for geolocation.
2. Check your location.
 - a. Start your mobile device.
 - b. Start Google maps or other mapping app.
 - c. If you're using Google Maps you can tell how strong the signal is by seeing how well the app is able to pinpoint your location.
 - d. If Google Maps isn't sure about where you are exactly, there will be a light blue circle around your blue 'current location' dot.
 - e. A completely grey dot means Google Maps is unable to find your current location, and is showing your last known location instead.
3. Turn on high-accuracy mode:
 - a. Most smartphones keep the accuracy at a moderate level to save on battery life. On Android phones, you can turn on high-accuracy mode.
 - b. Open the Settings by swiping down on your screen and clicking the cog icon.
 - c. Tap Security & privacy > Location Services. Depending on your model of smartphone it may be under Security & location.
 - d. Turn on the High Accuracy Mode switch.
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 - a. You may need to recalibrate your GPS to make things work better. To do this, you'll need to use a compass app – your smartphone may already have one, in which case open it. If not, you can easily download one for free from your app store, search for "compass."
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 - c. Pick up your phone and rotate it vertically three times, while keeping the phone flat as shown below. Make sure you do so slowly.
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