**Calling In:** When arriving at the client's home, make sure you have your Santrax ID.

**Remember:** When speaking to Santrax on any toll-free line, speak in English, slowly and clearly one digit at a time (1075 = one, zero, seven, five).

- Dial any of the toll-free numbers assigned to your provider agency.
  - Santrax will say: "Welcome, please enter your Santrax ID."

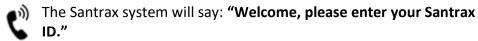
    If you are experiencing difficulties with the first toll-free number, please use the second toll-free number.
- 2. Press the numbers of your Santrax ID on the touch tone phone.
  - You also have the option to speak your Santrax ID in English, slowly and clearly one digit at a time.

Santrax will say: "Please select "1" to call in or "2" to call out."

- 3. Press the one (1) key to "Call In".
  - Santrax will say: "Received at (TIME). Thank you, bye."
- 4. Thang up.

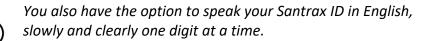
**Calling Out:** When leaving the client's home, make sure you have your Santrax ID.

1. Dial any of the toll-free numbers assigned to your agency.



If you are experiencing difficulties with the first toll- free number, please use the second toll-free number.



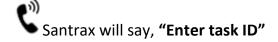


Santrax will say: "Please select "1" to call in or "2" to call out."

3. Press the two (2) key to "Call Out".

Santrax will say, "Enter number of tasks"

4. 3 Press the total number of tasks performed for the client.



- 5. Press the Task Number you performed from the task list
  - If you made a mistake entering Tasks, press "00", the system will confirm by saying: "Starting Over, Enter number of tasks". Enter all task ID's again.
  - Santrax will say: "You entered (NUMBER) task(s). Thank you, bye."
- 6. Hang up.

Task ID	Description	Task ID	Description
	Section Name		Section Name
100	Meals/Wash Dishes	120	Toileting Assistance
101	Clean Kitchen	121	Self-Admin of Medications
102	Bathroom Cleaning	122	Medically Related HC Task
103	Clean Living Area	124	Ostomy Hygiene
104	Make Bed/Change Linens	125	Catheter Hygiene
105	Laundry In-home	126	Bowel Program
106	Iron and Mend Clothing	127	Aseptic Dressings
107	Wash Windows/Blinds	128	Non-Injectable Medications
108	Empty Trash	129	Passive ROM
109	Shopping/Errands	130	Assist Transfer Device
110	Essential Correspond	131	Colostomy Care
111	Eating	132	Bowel/Bladder Routine
112	Medical Appointments	133	Turning and Positioning
113	Clean Floors	134	Medication
114	Tidy and Dust	135	Clean/Maintain Equipment
115	Laundry off site	136	Make Bed
116	Dietary	137	Wash Dishes
117	Dressing/Grooming	138	Essential Transportation
118	Bathing /Pers. Hygiene	139	Meal Prep / Eating
119	Mobility/Transfer	140	Basic Respite

## What to do if there is a Problem:

These are some possible problems you may experience when using the telephone.

- 1. Check the number to make sure you have the right phone number.
- 2. Try calling again.
- 3. Try calling the second toll-free number provided.
- 4. If you still cannot complete the call, contact your supervisor or CDS Employer, as applicable.
- If the system says: "Sorry, Invalid Number"

See if the phone has a **T-P** (Tone-to-pulse) switch; make sure the switch is on **T**. If there is no switch, you must say your ID number one digit at a time, into the phone after the tone.



## **Call Reference Guide**

## Help at Home MO 8463

Write your Santrax ID number above for easy reference.

Dial:

1-844-556-9928

Or

1-844-762-8198