





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).


1.  **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.  **Hang 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.**


 The Santrax system 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 two (2) key to "Call Out".**

 Santrax will say, **“Enter number of tasks”**

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

 Santrax will say, **“Enter task ID”**

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	
10	Household Tasks	23	Iron and Mend Clothing
11	Personal Care	24	Correspondence
12	Clean Bathroom	25	Assist patient in and out of shower
13	Change and Make Bed	26	Partial Body Bath
14	Clean Living Area	27	Assist with hair care
15	Clean Appliances	28	Asst with Shaving
16	Dishes	29	Assist with Mobility
17	Meal Prep/Clean-up	30	Assist with Dressing
18	Laundry	31	Assist with Transfer
19	Dusting	32	Assist with Light Housekeeping
20	Sweep/Mop/ Vacuum	33	Elimination - BSC
21	Empty Trash	34	Medical Appointments
22	Shopping/Errands	35	Medication Reminder

What to do if there is a Problem:

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

- ⚡ Busy Signal
- ⚡ No Answer

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 IL 8380

Write your Santrax ID number above for easy reference.

Dial:
1-855-821-9354
Or
1-855-836-4914