


Calling In: When arriving at the client's home, make sure you have the following information:


- 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 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.

-  **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.”**

-  **Press the one (1) key to "Call In".**

 Santrax will say: **“Received at (TIME). Thank you, bye.”**


-  **Hang up.**

Calling Out: When leaving the client's home, make sure you have the following information:

- 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 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.

-  **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.”**

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

 Santrax will say: **“Received at (TIME). Thank you, bye.”**

-  **Hang up.**

What to do if there is a Problem:



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.

Code	Task
115	Meal Preparation
116	Housework/Chore/Light Housekeeping
117	Managing Finances
118	Medication Management
119	Shopping
120	Securing Transportation
122	Hygiene
123	Dressing Upper Body
124	Dressing Lower Body
125	Ambulating
126	Transfers
127	Toileting
129	Eating/Drinking
130	Bladder Incontinence
131	Bowel Incontinence
132	Personal Care
134	Bathing
135	Bathing
137	Lotion/Ointment
138	Laundry
139	Reading/Writing
140	Supervision/Coaching/Supervised Walks
141	Incontinence Care
142	Catheter Care
143	Wound Care
144	G-tube Feeding
901	Social/Leisure Activities
902	Telephone Communication Devices
903	Appointment Scheduling
904	Caring for Personal Possessions
905	Obtaining Seasonal Clothing
906	Using a Prosthetic Device
907	Range of Motion



santrax[®]
ELECTRONIC VISIT VERIFICATION[™]

Call Reference Guide:

Excel Home Care

Agency Account Number: STX 8485

Write your Santrax ID number above for easy reference.

Dial:
1-800-765-7811
Or
1-800-811-3579

Features:

Call In/Out Prompting