

Calling Instructions

STX

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

- Your Santrax ID.
- Your Client's ID.
- First Six-digit visit verification number representing the date and time of arrival (obtained at the beginning of the visit).
- Second Six-digit visit verification number representing the date and time of departure (obtained at the end of the visit).

Once you have this information, you are ready to call into Santrax!

Upon Arrival:

When you arrive at the client's home, press and release either of the buttons on the FVV Device and write down the First six-digit visit verification number displayed on the device's screen, as you will use this number later to make your Santrax call. Note the date and time you pushed the button.

Before Departing:

At the end of the visit, press and release either of the buttons on the FVV Device and write down the Second six-digit visit verification number displayed on the device's screen, as you will use this number later to make your Santrax call. Note the date and time you pushed the button.

NOTE: If you need to see the number again right away, you may press and release the button one more time to display the reading. If you get a different number, that's ok, use the new number.

- Do not call into Santrax until at least 15 minutes after you receive the second six-digit number at the end of your visit.
- You must call into Santrax within seven days of the start of the visit.
- You do not need to wait at the client's location to make the call.
- Both of the six-digit visit verification numbers will be entered on a single Santrax call.

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.

 The Santrax system will say: **"For English, please press one (1). For Spanish, please press two (2). For Russian, please press three (3). For Somali, please press four (4). For Mandarin, please press five (5). For Egyptian Arabic, please press six (6). For Polish, please press seven (7)."** Call prompts are heard in the selected languages.

2.  **Press the number that corresponds to the language you wish to hear.**
All prompts for the remainder of the call will be heard in that language.

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 Santrax will say: **"Welcome, please enter your Santrax ID."**

3.  **Press the numbers of your Santrax ID on the touch-tone phone.**

 Santrax will say: **"To verify your identity, please repeat: At Santrax, my voice is my password."**

NOTE: If you have not been enrolled in Speaker Verification, Santrax will skip this prompt. If this is the case, skip step 4, and then continue.

4.  Say: **"At Santrax, my voice is my password."**
The Santrax system may ask you to repeat the phrase several times before verifying your identity.

 Santrax will say: **"If this is a Fixed Visit Verification visit using the FVV device, press the star (*) key to enter the visit verification numbers. Otherwise, press the pound (#) key to continue."**

5.  **Press the star (*) key to continue.**

 Santrax will say: **"Please enter first Client ID."**

6.  **Enter the Client ID.**
If the Client ID is entered incorrectly, the Santrax system will say: **"No FVV registered, please re-enter the client ID or press the pound (#) key to continue."**

 Once the Client ID is entered correctly, Santrax will say: **"Please enter your first visit verification number or press the pound (#) key to continue."**

7.  **Enter the first visit verification number.**
This is the first six-digit number you obtained from the FVV Device when you arrived at the client's home and will represent your time in.

 When the visit verification number is entered correctly Santrax will confirm it by saying: **"The first visit verification number is (DATE/TIME). If this is incorrect, press 1 to retry or press the pound (#) key to continue."**

NOTE: Listen to check that the date and time provided are the same as the date and time the button on the device was pushed. If they don't match, an incorrect visit verification number has been entered. Press 1 to re-enter the number.

8.  **Press the pound (#) key to continue.**

 Santrax will say: **"Please enter your second visit verification number or press pound (#) to continue."**

9.  Enter the second visit verification number.
 This is the second six-digit number you obtained from the FVV Device at the end of the visit. It will represent your time out.
 When the visit verification number is entered Santrax will confirm it by saying: **"The second visit verification number is (DATE/TIME). If this is incorrect, press 1 to retry or press the pound (#) key to continue."**
10.  Press the pound (#) key to continue.
 Santrax will say: **"Please enter the Service ID."**
11.  Press the Service ID Number you performed.
 Refer to your agency's service list.
 Santrax will say: **"You entered (SERVICE). Please press (1) to accept, (2) to retry."**
12.  Press the one (1) key to accept, or press the two (2) key to retry.
 Santrax will say: **"Enter number of tasks."**
13.  Press the total number of tasks performed for the client.
 Santrax will say: **"Enter task ID."**
14.  Press the Task Number you performed.

NOTES:

-  Refer to your agency's task list.
-  If you performed more than one task, wait for the system to confirm the task and then enter the next task number until you have entered all tasks performed during the visit.
-  If you are performing a task with a reading, Santrax will pause after receiving the Task ID. During the pause, press the appropriate reading for this task using the amount of digits indicated on 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: **"(TASK DESCRIPTION(S)) You entered (NUMBER) task(s). Thank you, bye"**
15.  Hang up.



Call Reference Guide:

Agency Account Number: STX

Write your Santrax ID number above for easy reference.

Home Health #:

Features:

Call In/Out Prompting
 Select Language
 Select Service

Speaker Verification - Emp
 Fixed Visit Verification -Yes
 Task