

Sandata Group Visit
Call Reference Guide

Agency Account Number:

Santrax ID:










Recipient ID:

LANGUAGE	DIAL
Multi Language	

Call In Instructions





When arriving at the Recipient's home, make sure you have the following information:

- ▶ Your Santrax ID.
- ▶ Your Recipient's ID.
- ▶ The Group Visit Code if available.

	1. Dial the toll-free number. The Santrax system will say: "Welcome to Santrax. For English, please press one (1)."	
	2. Press the number that corresponds to the language you wish to hear. The rest of the call will be in the chosen language. Santrax will say: "Please enter your Santrax ID."	
	3. Press the numbers of your Santrax ID on the touch tone phone. Santrax will say: "You entered (SANTRAX ID). Press one (1) for Yes, two (2) for No."	
	4. Press one (1) for Yes. Santrax will say: "Is this a group visit? Press one (1) for Yes, two (2) for No."	
	5. Press one (1) for group visit. Santrax will say: "Press one (1) to start a new group visit, two (2) to continue to your group visit, three (3) to join a group visit, or four (4) to exit the group visit menu."	
	One (1) to start a new group visit:	Two (2) to continue a group visit:
	6.  Press one (1) to start a new group visit. Santrax will say: "You will start a new group visit with visit code (GROUP CODE)."	6.  Press two (2) to continue your group visit. Santrax will say: "Please enter the Group Visit Code."
	7. Continue to step 8.	7.  Press the numbers of the Group Visit Code. Santrax will say: "You will join the group visit with visit code (GROUP CODE)."
Santrax will say: "Please press one (1) to add a Recipient to the group visit, two (2) to complete a visit for a Recipient, three (3) to hear the Group Visit Code, four (4) to abandon this whole group visit or hang up if you would like to end this call."		

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	8. Press one (1) to add a Recipient. Santrax will say: "Please press one (1) to Call In or two (2) to Call Out."
	9. Press (1) to Call In. Santrax will say: "Received at (TIME). Please enter first Recipient ID or hang up if done."
	10. Press the numbers of the Recipient's ID. Santrax will say: "Please enter next Recipient ID or hang up if done."
	11. Repeat step 10 for each additional Recipient beyond the first. Or
	12. Hang up if done.

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Agency Account Number: _____
 Santrax ID: _____
 Recipient ID: _____

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Call Out Instructions

When completing services, make sure you have the following information:

- ▶ Your Santrax ID.
- ▶ The Service ID.
- ▶ The Group Visit Code.
- ▶ The Recipient is available to verify the visit.

	13. Follow steps 1 through 5 and then continue. Santrax will say: "Press one (1) to start a new group visit, two (2) to continue to your group visit, three (3) to join a group visit, or four (4) to exit group visit menu."
	14. Press two (2) to continue your group visit. Santrax will say: "Please enter the Group Visit Code."
	15. Press the numbers of the Group Visit Code. Santrax will say: "You will continue the group visit with visit code (GROUP CODE). Please press one (1) to add a Recipient to the group visit, two (2) to complete a visit for a Recipient, three (3) to hear the Group Visit Code, four (4) to abandon this whole group visit or hang up if you would like to end this call." NOTE: If you made a mistake and need to discard all data you have previously entered for all visits in this group, press four (4) to abandon the whole group visit.
	16. Press two (2) to complete the visit for a Recipient. Santrax will say: "Please select one (1) to Call In or two (2) to Call Out."
	17. Press two (2) to Call Out. Santrax will say: "Received at (TIME). Please enter first Recipient ID or hang up if done."
	18. Press the numbers of the Recipient's ID. Santrax will say: "Please enter the Service ID."
	19. Press the Service ID number you performed. Refer to your agency's service list.

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	Santrax will say: "You entered (SERVICE). Please press one (1) to accept, two (2) to retry."
	20. Press one (1) to accept or press two (2) to retry. Santrax will say: "Would you like to continue the visit with the new service?"
	21. Press one (1) for Yes or two (2) for No. Note: When switching to a different service for the same Recipient, please press one (1) for Yes and repeat steps 19-20 to enter the next service before continuing. Press two (2) for No when all services are complete. 22. Santrax will say: "Please enter next Recipient ID or hang up if done."
	23. Repeat steps 17 through 22 for each additional Recipient beyond the first. Or
	24. Hang up.