

FIXED VISIT VERIFICATION DEVICE



Companions
& Homemakers™

DEVICE VERIFICATION INSTRUCTIONS

Start of Visit

- Press and release either button on the device
- Write down the six-digit Visit Verification # (This represents the call-in time on log sheet). Do not make any phone calls at this time

End of Visit

- Press and release either button on the device
- Write down the six-digit Visit Verification # (This represents the call-out time on log sheet). Wait at least 15 minutes *before* calling one of the toll-free numbers
 - ***Note:** *If you need to see the number again, within one minute press and release any button again to display the reading. If pressed again within the same minute, the number will be the same. The reading changes every minute. If pressed again after a minute has passed, a new number will display. Write down this new number instead of the previous number. The new number will be used as the end time of the visit.*

Call Process

- Wait at least 15 minutes after obtaining the second device number *before* calling the toll-free number. Please call in to one of the toll-free numbers before the end of the day
 - Before calling, the caregiver should have the following information:
 - Caregiver's Santrax ID number (5-digit)
 - Completed Log Sheet with:
 - Client's ID number provided by the office (4-digit)
 - First six-digit Visit Verification #, date and time of arrival (obtained at the beginning of the visit).
 - Second six-digit Visit Verification #, date and time of departure (obtained at the end of the visit).
 - List of Tasks completed as listed on your log sheet
1. Call the toll-free number
 2. Enter your 5-digit Santrax ID number; wait for system to announce time
 3. Press the star (*) key; follow all prompts, entering numbers as requested
 4. Enter the 4-digit Client ID number (the client receiving services)
 5. Enter the first 6-digit Visit Verification #
 6. Press the pound (#) key to continue
 7. Enter the second 6-digit Visit Verification #
 8. Press the pound (#) key to continue
 9. System will ask for total number of tasks completed; enter the task numbers performed, one at a time waiting for system to confirm each task; if you enter an incorrect task, press 00; you will have to start entering all of your tasks over again.
 10. Hang up after confirmation of last task

If you encounter any issues, contact: C&H HELPLINE 1-(888) 844-4442, #, Ext. 4000