SERVICE START CALL FROM CLIENT’S PHONE:
• Have your 5-digit Santrax ID available
• Enter your ID | system will provide you with the time of your call
• Wait for system to confirm time of call and then HANG UP phone

SERVICE END CALL FROM CLIENT’S PHONE:
• Enter your 5-digit Santrax ID | Wait for system to confirm time of call (pause)
• System will instruct you to press * for an FVV client or # to continue; press # key
• System will prompt you to enter total number of tasks performed
• Enter total number of tasks completed during your visit
• When prompted, enter the code for each task | Wait for system to repeat back the name of the task you just entered
  • If you enter an incorrect task, press 00 to start over
• System will acknowledge the total number of tasks after you’ve entered your last task | HANG UP phone

MULTIPLE SERVICES IN SAME VISIT:
Example: Caregiver scheduled for 3 hours for Homemaker and 2 hours of Companion in same visit
• At start of visit enter your ID | the system will provide you the time of your call
• Call at end of visit, enter ID, wait for confirmation, then enter tasks as stated above for all services provided

USE ONLY TASKS LISTED BELOW ASSOCIATED WITH THE SERVICE YOU PROVIDED

PCA TASKS
01 Bathing/personal care/grooming
02 Dressing/undressing
03 Oral care
04 Toileting/bowel and bladder care
05 Turning, positioning & transferring
06 Assist with ambulation/mobility
07 Monitor skin condition
08 Skin care/observation
09 Skin care/treatment
10 Catheter care
11 Ostomy care
13 Assist tube feeding
14 Passive & active exercises
15 Diet monitoring/meal prep/education
16 Feeding
17 Medication reminder/cueing
18 Laundry
19 Light housework
22 Make bed
23 Grocery shop/errands
25 Personal Business
26 Socialization/hobbies
27 Accompany/medical appointment.
28 Accompany/other
29 Snacks/light meals

HOMEMAKER TASKS
50 Medication reminder/cueing
51 Laundry
52 Housekeeping
54 Make bed
55 Grocery shop/errands
57 Personal business
bill pays/communications
58 Meal prep/planning
59 Meal prep/ planning

COMPANION TASKS
88 Light meal prep
89 Medication reminder
90 Safety/monitoring
91 Socialization/hobbies
93 Accompany/medical appointment
94 Accompany/other
95 Shopping/errands
96 Assist with phone calls

If you encounter any issues, do not recall the Santrax toll-free number.
Please call C&H HELPLINE 1-(888) 844-4442, #, Ext.4000