

HOURLY TIMEKEEPING INSTRUCTIONS



Companions
& Homemakers™

PLEASE CALL... FOR ENGLISH
1-(844) 887-5709 OR 1-(855) 743-3215

FOR SPANISH
1-(844) 887-5710

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

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**