

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 and Group visit code if available.

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 Tagalog, please press three (3). For Navajo, please press four (4). For Mandarin, please press five (5). For Korean, please press six (6), For Japanese; please press seven (7). For Vietnamese, please press eight (8). For French, please press nine (9). For Egyptian Arabic, please press ten (10). For Persian/Farsi, please press eleven (11), For Russian, please press twelve (12).”**

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.

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: **“Is this a group visit? Press (1) for Yes or (2) for No.”**

5. Press (1) for group visit.

Santrax will say: **“Press (1) to start a new group visit, (2) to continue to your group visit, (3) to join a group visit, or (4) to exit group visit menu.”**

(1) To start a new group visit:

(3) To join an existing group visit:

6. Press (1) to start a new group visit.

Santrax will say: **“You will start a new group visit with visit code (GROUP CODE).”**

7. Continue to step 8.

6. Press (3) to join an existing group visit.

Santrax will say: **“Please enter the group visit code.”**

7. Press the numbers of the group visit code.

Santrax will say: **“You will join the group visit with visit code (GROUP CODE).”**

8. Press (1) to add a client to the group visit, (2) to complete a visit for a client, (3) to hear the group visit code, (4) to abandon this whole group visit or hang up if you

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would like to end this call.

Santrax will say: **“Please choose your location of service. Press (1) one for Home, Press (2) for Community”.**

9. Press (1) to select home or (2) to community.

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.”**

If this is an FVV Call, press the star (*) key and refer to the FVV Call Reference Guide for detailed instruction for the FVV call process. If this is not an FVV call, press pound (#) and continue.

10. Press the pound (#) key to continue.

Santrax will say: **“Please select (1) to call in or (2) to call out.”**

11. Press the (1) key to “Call In”.

Santrax will say: **“Received at (TIME).”**

12. Hang up.

Calling Out: When leaving the client's home, make sure you have the following information:

- Your Santrax ID, the Service ID, and the Client, if available to verify the visit.

13. Follow steps 1 thru 5 and then continue.

Santrax will say: **“Press (1) to start a new group visit, (2) to continue to your group visit, (3) to join a group visit, or (4) to exit group visit menu.”**

Press (2) to continue your group visit.

Santrax will say: **“Please enter the group visit code.”**

14. Press the numbers of the group visit code.

Santrax will say: **“You will continue group visit with visit code (GROUP CODE). Please press (1) to add a client to the group visit, (2) to complete a visit for a client, (3) to hear the group visit code, (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 (4) to abandon the whole group visit.

15. Press the (2) key to complete the visit for a client.

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.”**

If this is an FVV Call, press the star (*) key and refer to the FVV Call Reference Guide for detailed instruction for the FVV call process. If this is not an FVV call, press pound (#) and continue.

16. Press the pound (#) key to continue.

Santrax will say: **“Please select (1) to call in or (2) to call out.”**

17. Press the (2) key to “Call Out.”



Call Reference Guide:

- 18. Santrax will say: "Received at (TIME). Please enter first client ID or hang up if done."
 - 19. Press the numbers of the client's ID.
 Santrax will say: "Please enter the Service ID."
 - 20. 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."
 - 21. Press the one (1) key to accept, or press the two (2) key to retry.
 Santrax will say: "Would you like to continue the visit with the new service?"
 Press the (1) for Yes or to (2) for No
Note: When switching to a different service for the same client please press (1) for Yes and repeat steps 19 - 21 to enter the next service before continuing. Press (2) for No when all services are complete.
 Santrax will say: "Enter number of tasks."
 - 22. Press the total number of tasks performed for the client.
 Santrax will say: "Enter task ID."
 - 23. 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.
- 24. Santrax will say: (TASK DESCRIPTION(S)) You entered (NUMBER) task(s). To record the client's voice please press (1) and hand the phone to the client, or press (2) if the client is unable to participate."
 Press '1' to record the client's voice or Press '2' if the client is unable to participate. If the client is unable to participate, skip to step 27.
 - 25. Hand the phone to the client and the client will be asked to state their name and today's date.
 Santrax will say: "Please say your first and last name and today's date."
 - 26. The client should say their first and last name and today's date.
 Santrax will say: "Thank you, bye."
 - 27. Hang up.

Agency Account Number: STX

Write your Santrax ID number above for easy reference.

Dial:

Or

Features:

- | | |
|---------------------------|------------------------------|
| Select Language | STX ID Verification |
| Speaker Verification -Emp | Select Location |
| Group Visit – Yes | Fixed Visit Verification- No |
| Select Service | Change Service |
| Task | Client Voice Record |