

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.

-  **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.
 -  Santrax will say: **"Welcome, please enter your Santrax ID."**
-  **Press the numbers of your Santrax ID on the touch tone phone.**
 -  Santrax will say: **"You entered (SANTRAX ID). Press (1) for Yes, (2) for No."**
-  **Press (1) to confirm your Santrax ID or press (2) to retry.**
 -  Santrax will say: **"Is this a group visit? Press (1) for Yes or (2) for No."**
-  **Press (2) for not a group visit.**
 -  Santrax will say: **"Please select (1) to call in or (2) to call out."**
-  **Press the (1) key to "Call In".**
 -  Santrax will say: **"Received at (TIME). Please enter first client ID or hang up if done."**
-  **Press the numbers of the client's ID.**
 -  Santrax will say: **"Received at (TIME). Please enter first client ID or hang up if done."**
-  **Hang up.**

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

- Your Santrax ID.
- The Service ID.
- The Client is available to verify the visit.

- Follow steps ① thru ④ and then continue.**
 -  Santrax will say: **"Please select (1) to call in or (2) to call out."**
-  **Press the (2) key to "Call Out."**
 -  Santrax will say: **"Received at (TIME). Please enter first client ID or hang up if done."**
-  **Press the numbers of the client's ID.**
 -  Santrax will say: **"Please enter the Service ID."**
-  **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."**
-  **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 ⑫-⑬ to enter the next service before continuing. Press (2) for No when all services are complete.
 -  Santrax will say: **"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."**

- 15.  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, Santrax will say, "Thank you, bye."
- 16.  The client should say their first and last name and today's date.
Santrax will say: "In call received at (TIME). Out call received at (TIME). Total visit length (NUMBER) minutes. Press (1) to confirm, (2) to deny, (3) to replay."
- 17.  The client should press the appropriate option.
 Santrax will say: "The service performed was (SERVICE). Press (1) to confirm, (2) to deny, (3) to replay."
- 18.  The client should press the appropriate option.
 Santrax will say: "Thank you, bye."
- 19.  Hang up.

What to do if there is a Problem:

These are some possible problems you may experience when using the telephone.

-  Busy Signal
-  No Answer
 1. Check the number to make sure you have the right phone number.
 2. Try calling again.
 3. Try calling the second toll-free number provided.
 4. If you still cannot complete the call, contact your supervisor or CDS Employer, as applicable.
-  If the system says: "Sorry, Invalid Number"
See if the phone has a T-P (Tone-to-pulse) switch; make sure the switch is on T. If there is no switch, you must say your ID number one digit at a time, into the phone after the tone.



Call Reference Guide:

Agency Account Number: STX

Write your Santrax ID number above for easy reference.

Dial:

Or

Features:

- | | |
|--------------------------------|------------------------------|
| STX ID Verification / Playback | Group Visit – No |
| Call In / Out | Select Service |
| Change Service | Client Voice Recording |
| Client Verification: Visit | Client Verification: Service |