

TASK Calling

Calling in: when arriving at patient location, follow steps 1 - 2

Calling out: when leaving patient location follow steps 1 - 4

1. Dial: (888) 229-6674 or (888) 243-2476

The SANTRAX system will say: “Welcome, PLEASE ENTER YOUR Santrax ID.”

2. In Response:



Press the numbers of your Santrax ID on the touch tone phone.

OR



SAY the numbers of your Santrax ID, one number at a time after the tone.

Write your ID number above for easy reference.

If numbers were not pressed or spoken, SANTRAX will say: “Sorry invalid number. Welcome, please enter your Santrax ID.”

SANTRAX will confirm digits were entered by saying: “Received (TIME)”

*** When calling in upon arrival, hang up after the system gives you the call (TIME). ***

SANTRAX will say: “Enter Number of Tasks”

3. In Response:



Press the total number of tasks performed for the client ____.

OR



SAY the total number of tasks performed for the client ____.

SANTRAX will ask you to: “Enter Task ID”

4. In Response:



Press the Task Number you performed.

** *If you performed more than one task wait for the system to confirm the task and then enter the next task number.*



SAY the Task Number you performed.

** *If you performed more than one task wait for the system to confirm the task and then SAY the next task number.*

REPEAT step 4 until you have completed entering all tasks.

SANTRAX will say: “You entered # # of Tasks” Hang up.

Note: If you made a mistake entering Tasks, Press “Zero, Zero” or Say “Zero, Zero”, the system will confirm by saying: “Starting Over, Enter Task ID”. Enter all Tasks ID’s again.

What to do if there is a Problem:

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

- ◆ Busy Signal
- ◆ No Answer
- ◆ System does not understand your Identification Number.

1. Check the number to make sure you have the right phone number.
2. Try Calling Again.
3. If you still can not complete the call, contact your supervisor.

- ◆ 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.



Task Id	Description	Task Id	Description
10	Mouth care	33	Remain in bed
11	Bath/shower	34	Bathroom Assist
12	Perineal care	35	Up in bed
13	Shampoo	36	Wheelchair
14	Hair care	37	Walker
15	Nail care	38	Cane
16	Assist with dressing	39	Transfer bed
17	Shave	40	AROM
18	Foot care	41	PROM
19	Safety Precautions	42	Meal preparation
20	Prepare for bed	43	Feed Patient
21	Assist with toileting	44	Limit Fluid/Encourage Fluid
22	Skin care	45	Housekeeping
23	Wound care	46	Laundry
24	Turning and positioning	47	Clean Dining/Living area/Bedroom
25	Elastic Stocking	48	Clean kitchen
26	Intake	49	Clean bathroom
27	Output	50	Change linen
28	Assist dressing change	51	Errands
29	Catheter care	52	Trash removed
30	Assist Drainage Bag	53	Transfers mechanical lift
31	Assist Drainage Bag	54	Transfers: slide board
32	Medications-assist	55	Remain in bed

Cypress Homecare
Solutions
Stx7012

Dial:
(888) 229-6674
or
(888) 243-2476

**Call & Tasks
Reference Guide**