



Companions &
HOME HELPERS

"Caring Hearts and Helping Hands"

LIVE IN CLOCK IN AND OUT INSTRUCTIONS

FOR ENGLISH –

CALL 1-844-799-3926 or 1-855-265-1173

FOR SPANISH –

CALL 1-844-799-3927 or 1-855-265-1802

LIVE IN CAREGIVER WILL CALL ONCE DAILY AT 12 PM FROM CLIENT'S PHONE:

1. Call the number above
2. Enter your Santrax ID (*last 5 of SSN*)
3. After you hear the time of day, press the # key
4. Enter total number of tasks performed from previous day (including 1 additional task to enter total time worked)
5. System will then ask you to enter each Task Code (wait for the system to confirm the task by repeating it back to you, and then enter the next Task Code)
6. Enter the last task code: 999
7. System will ask you to enter 4-digit number to represent the total time worked in hours and minutes (*the first two digits represent the hour(s) and the last two digits are for the minute(s); example: 2245 = 22 Hours and 45 Minutes*)
8. System will repeat the total number of tasks entered and task number 999
9. **HANG UP**

TASK CODES

ID#	TASK	ID#	TASK
01	Bathing / Personal Care / Grooming	15	Diet monitoring / Meal Preparation
02	Dressing / Undressing	16	Feeding
03	Oral Care	17	Medication Reminder
04	Toileting / Bowel & Bladder Care	18	Laundry
05	Turning, Positioning & Transferring	19	Light Housework
06	Assist with ambulation, mobility, & transferring	22	Make Bed
07	Monitor Skin Condition	23	Grocery Shopping
08	Skin Care / Observation	25	Personal Business (Paying Bills)
09	Skin Care / Treatment	26	Socialization
10	Catheter Care (excluding insertion or removal)	27	Accompany to medical appointments
11	Ostomy Care	28	Accompany to other locations
13	Assist tube feeding	29	Snacks / Light Meal
14	Passive and Active Range of Motion Exercise	999	Hours Worked (4 Digits: HHMM)

IF YOU HAVE ISSUES CLOCKING IN AND OUT, PLEASE CALL (860) 216-0496