



Companions &
HOME HELPERS

"Caring Hearts and Helping Hands"

HOURLY AND OVERNIGHT 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

Service Clock In from Client's Phone:

- Call the number above
- Enter your Santrax ID – *last 5 of your SSN* (system will provide you with the time of your call)
- Once your time is confirmed – **HANG UP**

Service Clock Out from Client's Phone:

- Enter your Santrax ID – *last 5 of your SSN* (system will confirm the time called)
- Press # key
- System will ask you to enter the total number of tasks
- Enter the total number of tasks completed
- 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)
 - *If you made a mistake entering tasks, press "00", the system will then start over and enter the task Code again*
- System will repeat the total number of tasks after last Task Code entry. **HANG UP**

USE ONLY TASK CODES LISTED BELOW ASSOCIATED WITH THE SERVICE YOU PROVIDED

PERSONAL CARE TASKS

- | | |
|---|--------------------------------------|
| 01 Bathing/personal care/grooming | 16 Feeding |
| 02 Dressing/undressing | 17 Medication Reminder |
| 03 Oral care | 18 Laundry |
| 04 Toileting/bowel and bladder care | 19 Light Housework |
| 05 Turning, positioning, & transferring | 20 Heavy Cleaning |
| 06 Assist with ambulation & mobility | 21 Yard Work |
| 07 Monitor skin condition | 22 Make Bed |
| 08 Skin Care / Observation | 23 Grocery Shopping |
| 09 Skin Care / Treatment | 24 Errands |
| 10 Catheter Care (excluding insertion or removal) | 25 Personal Business (Paying Bills) |
| 11 Ostomy Care | 26 Socialization |
| 13 Assist tube feeding | 27 Accompany to medical appointments |
| 14 Passive and Active ROM exercises | 28 Accompany to other locations |
| 15 Diet monitoring / Meal preparation | |

HOMEMAKER TASKS

- 50 Medication Reminder / Cueing
- 51 Laundry
- 52 Housekeeping
- 53 Outdoor Work (Watering Plants)
- 54 Make Bed
- 55 Grocery Shopping
- 56 Errands
- 57 Personal Business (Paying Bills)
- 58 Accompany to other location

COMPANION TASKS

- 90 Safety/Monitoring
- 91 Socialization
- 92 Accompany on Walks
- 93 Accompany to medical appointments
- 94 Accompany to other location
- 95 Shopping
- 96 Assist with phone calls