PRO HEALTH CARE SERVICES LTd

Sandata

Sandata Telephone Visit Verification (TVV)

Call Reference Guide

Agency Account Number:	23106
Santrax ID:	
Recipient ID:	

LANGUAGE	DIAL
Multi Language	1-833-882-0169

Call In Instructions

When arriving at the Recipient's home, make sure you have the following information:

- ⟐ Your Santrax ID.
- ⟐ Your Recipient's ID.

📞	1.	**Dial the toll-free number assigned to your agency.** The Santrax system will say: "Welcome to Santrax. For English, please press one (1)."
☝	2.	**Press the number that corresponds to the language you wish to hear.** The rest of the call will be in the chosen language. Santrax will say: "Please enter your Santrax ID."
☝	3.	**Press the numbers of your Santrax ID on the touch-tone phone.** Santrax will say: "You entered (SANTRAX ID). Press one (1) for Yes, two (2) for No."
☝	4.	**Press one (1) for Yes.** Santrax will say: "Is this a group visit? Press one (1) for Yes, two (2) for No."
☝	5.	**Press two (2) for No.** Santrax will say: "Please select one (1) to call in or two (2) to call out."
☝	6.	**Press one (1) to call in.** Santrax will say: "Please choose your location of service. Press one (1) for Home, press two (2) for Community, press three (3) for replay."
☝	7.	**Press one (1) for home, press two (2) for community, press three (3) for replay.** Santrax will say "Received at (TIME). Please enter first Recipient ID or hang up if done."
☝	8.	**Press the numbers of the Recipient's ID.** Santrax will say "Received at (TIME). Please enter first Recipient ID or hang up if done."
📞	9.	**Hang up.**

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Call Out Instructions

When completing services, make sure you have the following information:

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

⚠️	**10.**	**Follow steps 1 through 5 and then continue.** Santrax will say: "Please select one (1) to call in or two (2) to call out."
👆	**11.**	**Press two (2) to Call Out.** Santrax will say: "Received at (TIME). Please enter the Service ID."
👆	**12.**	**Press the Service ID number for the service you performed.** Refer to your agency's service list. Santrax will say: "You entered (SERVICE). Please press one (1) to accept, two (2) to retry."
👆	**13.**	**Press the one (1) to accept or press the two (2) keys to retry.** Santrax will say: "Would you like to continue the visit with the new service?" **To continue with a new service:** ▶ Repeat Step 10 and Step 11 for the new service. ▶ Continue to Step 14. **For the final service:** ▶ Continue to step 14 to complete the visit for the service performed. Santrax will say: Santrax will say: "Please enter second Recipient ID or hang up if done."
📞	**14.**	**Hang up.**