ELECTRONIC TELEPHONE ATTENDANCE SYSTEM (SANTRAX)

Partners in Care uses the Electronic Telephone Attendance System for special circumstances only. This system called "SANTRAX", is designed to record Time and Attendance and at the same time allow our Home Health Aides to record the Tasks they have performed for their clients on each and every shift. The system will then transfer this data to the Payroll System and a check will be generated. Data will also be transferred to other systems to be used for billing and eventually to update the VN via her computer for other purposes. All Home Health Aides need to call the 800 # upon arrival in the client's home and again before leaving. During the second call, the HHA needs to enter his/her task codes to document all services provided during that visit.

Accompanying this information sheet is a book that contains the Task Code Sheets which staff will complete and use for dialing in the Task Codes at the end of each shift. After staff have dialed in their codes, they can keep the sheets for their records. (See attached task codes sheet).

HOW THE SYSTEM WORKS
1. All assignments have a start time with authorized hours.
2. Home Health Aides call a toll-free 800 telephone number from the client's telephone to clock in and clock out daily.
3. SANTRAX records the HHAs identification number, the time of their call, and the actual location of the call (the phone number from where the call is made).
4. SANTRAX compares time of the call with the client's scheduled hours by checking against its records:
    -   Who is expected to make the call
    -   The phone number from where the call came.
5. If no match is shown in any of these items, the supervisor will investigate and resolve the problem before the payroll is approved for that day.

GENERAL INSTRUCTIONS:
1. HHAs must follow the schedule of work and the client's care plan at all times.
2. On arriving at a client's home, HHAs must dial the toll-free 800 number immediately to log in.
3. The HHA provides an identification number (social security #) by using either the touch-tone keypad or their voice.
4. When a HHA shift ends, the same number is again dialed to log out. At this time the codes that represent the tasks that he/she performed on the shift are entered accurately into the telephone.

SPECIAL CASES

SLEEP-IN Assignments
HHAs on a sleep-in (24 hour) assignment should log in only once each day. Log-in at the start time given by the agency (usually at 8 or 9 a.m.)

If a HHA must leave during a 24-hours shift for an emergency, the HHA must get permission from their supervisor, wait for a replacement and then call the toll-free number before leaving the client to log out.

SPLIT-SHIFT ASSIGNMENTS

Split-shift assignments are around-the-clock cases where each assigned HHA works a 12-hour shift. Log-in on arrival and departure at the beginning and end of the 12-hour shift, DAY or NIGHT.

1. If the same Home Health Aide works the evening and the day shift, the Home Health Aide should call (3) times.
   The Home Health Aide should call in these three times:
   1. Log-in on the first shift
   2. Log-out on the first shift
   3. Log-out on the second shift
   The log-out from the first shift will be posted as the log-in for the second shift when the Home Health Aide is scheduled for both shifts.

CLUSTER ASSIGNMENTS (see page A-29)

HHAs assigned to cluster assignments log in on arrival at each cluster client only once. Log out at the end of the day from the last client before leaving the last client at the end of the day. Cluster HHAs must complete a paper Duty Sheet each day.

MUTUAL ASSIGNMENTS (see page A-28)

Mutual assignments are those of which multiple clients share the same phone number and are cared for by the same HHA. For example, a husband and wife living together and sharing the same phone number.

PLEASE NOTE:

Clients with no phone

- **Only when instructed by the Supervisor** will the HHA clock in to SANTRAX from his/her Cell Phone or any other available phone upon arrival at the Client's home, and then clock out from the same phone number, if this is possible. The HHA must also complete a paper duty sheet which must be signed by the patient each day.

M.D. appointment/going out with client and not returning to client's home

- Aide must clock in at the clients home then notify the Supervisor that he/she will not be able to clock out from the client's home. HHA will then clock out from another available phone or their cell phone. HHA must complete a paper duty sheet which must be signed by the patient.

LATENESS/LEAVING EARLY:

HHAs will only be paid for hours worked.

<u>*NO CALL*</u>:
1. If a HHA has not called in and the agency calls to check, **the HHA MUST** log in from the client's phone immediately.
2. The agency will verify the arrival time claimed by the HHA.

CALLING SANTRAX

This section describes how a HHA calls into SANTRAX to record an ID number, offers some Hints if the call does not go through.

HHAs call in to SANTRAX and register their arrival and departure times by dialing a toll free (800-number). HHAs give their Social Security number to SANTRAX in one of two ways:

- TOUCH-TONE, using the keys on the telephone to record their SS#.
- VOICE, saying their SS number clearly and in English into the telephone receiver.

WHEN CALLING FROM A TOUCH-TONE PHONE (you hear tones when pushing buttons):

1) Dial the correct phone number.
2) The system will ask you: **"WELCOME. PLEASE ENTER YOUR SANTRAX ID. (THIS MEANS YOUR SOCIAL SECURITY NUMBER)"**
3) You can press the 9 numbers on the touch-tone phone that corresponds to your Social Security Number as soon as the phone greeting begins.
4) If too few numbers were pressed, the system says:

"SORRY, INVALID NUMBER.
WELCOME. PLEASE ENTER YOUR SANTRAX ID."

Repeat Step 3

5) Once you give your Social Security Number, the system says "Thank you. Your call has been received at...", and gives the time of day.

ENTERING TASKS

6) After providing the time of your call, SANTRAX asks, "Enter number of Tasks."
7) Press the number of tasks you will enter.
8) The system asks you to enter the 2-digit Task ID number. After you enter the Task ID number, the system provides the task name. For example, if you enter [1] [5], SANTRAX responds with "Tub Bath."

> **To start over at any time, press [0] [0]. All tasks are erased and you start over. If you hang up at any time during the call, all your entries are recorded. Should you re-dial to add entries after the successful call, just enter the new entries; the tasks from your first call have been recorded.**

9) Some tasks, such as temperature and other vital signs, require additional input. Be sure to enter 3 or 4 digits for the additional input for each of these items. For example, a temperature reading of 98.6 would be entered by pressing [0] [9] [8] [6].
10) Repeat steps 7 and 8 until all tasks are recorded.
11) When you have entered all your tasks, SANTRAX confirms the number of tasks you entered.

Task Codes Instructions for Entering Specific Data

A. Vital Signs

VITAL SIGNS		EXAMPLE
[ ]30 ORAL TEMPERATURE	(SPECIFY 98.6F)	0986
[ ]31 RECTAL TEMPERATURE	(SPECIFY 99.7F)	0997
[ ]32 AXILLARY TEMPERATURE	(SPECIFY 98.4F)	0984
[ ]33 PULSE	(SPECIFY 72)	072
[ ]34 RESPIRATIONS	(SPECIFY 18)	018
[ ]35 BLOOD PRESSURE	(SPECIFY 120/80)	120080
[ ]36 WEIGHT	(SPECIFY 132 lbs)	132

B. Treatments

[ ] 69 INTAKE	(SPECIFY 90cc)	090
[ ] 70 OUTPUT	(SPECIFY 100cc	0100

C. Expenses

[ ] 95 TRAVEL EXPENSES	$5.00	0500
[ ] 96 TELEPHONE EXPENSES	$1.50	150

(**NOTE:** For travel expenses use four digits but, telephone expenses use three digits.)

SANTRAX FACT SHEET

1. Partners has two <u>1-800-telephone numbers</u>. It is 1-800-300-9020 or 1-800-375-6325.

2. Please use the SANTRAX number 1-800-300-9020 first. However, if there is
    a problem and you cannot get through to access SANTRAX please use the alternative
    number 1-800-375-6325. This is another phone line to SANTRAX.

3. This 1-800 number is <u>Free </u>to all <u>clients</u> and all <u>HHAs </u>who use it. Partners pays for
    all calls that are made to these numbers.

4. You must make one call at the beginning of the <u>Shift</u>, and one call at the end of your shift and enter
    your tasks so that you can be paid for the work you do.

5. If you have problems calling in or out, you must call your supervisor immediately to
    resolve the situation.

6. If you do not call in and call out and enter your <u>tasks you will not be paid until your tasks have been received
    manually by your supervisor</u> and entered into the SANTRAX system.

7. All calls to SANTRAX <u>must be made from the client's home</u> except when it is impossible to do so. You will
    then get instructions from your Supervisor.

8. Do not place calls from **your cell phone unless instructed by the Supervisor.**

9. The ## procedure must only be used by Home Health Aides who:
    (a) work on Mutual Cases.
    (b) work in an Adult Home or the Congregate Care Setting.

10. The ## Procedure **MUST NOT BE USED** by any HHA who is calling SANTRAX <u>from the client's phone.</u>

11. When you use the   ## procedure you will be prompted to enter the last six digits of your client's ID number.
    These six digits must be entered from left to right.
    EXAMPLE: Client's ID #   H3123456. You must only enter 123456

12. For Touch Tone phones all SANTRAX information is keyed into the system by hitting the buttons on the
    telephone key pad.

13. Only one telephone number is registered with SANTRAX for your client. Be sure that you are calling
    SANTRAX from that number or have your Supervisor correct the number to reflect the one that is accessible
    to you in the client's home.

14. If the information you are attempting to enter into SANTRAX is considered to be invalid, you will be allowed to correct it before the SANTRAX program kicks you out completely.

15. If the information you have entered into SANTRAX is inaccurate you must call your supervisor immediately to have it corrected manually.

16. All information entered into SANTRAX can legally be used in any Court of Law.

17. The SANTRAX **program is designed to prompt you** to enter certain relevant information in relation to the service you provide for your client. **Wait for the prompt** then enter the information quickly and accurately.

   For Tasks codes relating to:
   - Vital Signs
   - Intake and Output
   - Travel expenses
   - Telephone expenses.

The readings or the dollar amount must be entered immediately after the system tells you the name of the task that corresponds to the code that you have entered.

18. The SANTRAX program has an established **start time and an end time for each shift** that you work with your client. If you call at any time that is different from these times and you need to be paid for your full scheduled hours, you must call your supervisor for her/him to correct the system to reflect your true hours.

19. **Special Instructions for Code 99**

Code 99 is used for all Client Refusal tasks which will be identified by the respective codes. After Code 99 is entered, the system will say not performed per client request. At this time, you enter the 2 digit task ID for the task refused. Code 99 can be entered multiple times until all refusal tasks have been reported.

   Example I:

The HHA has done 3 tasks with her client on this shift and the client refused her Bed bath (Code 18). She then has 4 codes to enter, the last one being Code 99. When she enters Code 99 and the systems says not performed per client request, she will then enter Code18.

   Example II:

The HHA did 5 tasks with her client and the client refused to have her meals prepared by the HHA (Code 58) and she didn't want any Hot Application (Code 75). She then has seven (7) codes to enter, the last two (2) being 99 and 99. When she enters the first 99 and the system says not performed per client request, she will enter Code 58 and when she enters the second 99 she will then enter code 75. The system will then say you entered 7 tasks.

20. Special Instructions for Codes 71 and 91

Code 71 is used to identify that a Special Circumstance task was completed. Code 91 is used to identify that the Special Circumstance required task was refused. The particular Special Circumstance task will then be selected from the list of 20 Special Circumstance tasks that may be completed by Home Health Aides. For a list of the Special Circumstance Tasks, please refer to Code 71 of the Task Code Sheet.

A. After Code 71 is entered to identify that a Special Circumstance Task has been completed, the HHA will then be required to enter the code that represents the particular Special Circumstance task that has been completed.

Example: Enter 71 then you enter 05 immediately after that to show that you "Applied Hot Application".

B. After Code 91 is entered, the System will say "Special Circumstance Refused". At this time, you enter the 2-digit task ID for the particular "Special Circumstance Task" that has been refused. Note: code 91 can be entered multiple times until all "Refused" tasks have been entered.

As a reminder call SANTRAX when you arrive at the client's home as soon as you can. Work hard and perform your tasks then call SANTRAX at the end of your Shift and enter the Tasks Codes.

HHA's are Required to use the automated call in system. A task code sheet will only be accepted if the client has no telephone and will NOT be accepted for any other reason.

Date: _____   Name of Supervisor: _____

HHA Name:_____   Patient Name:_____

HHA Sig.:_____   Patient ID#:_____

HHA ID#:_____   Patient Tele. #:_____

Start Time:_____   End Time:_____   No. of Hrs.:_____

Patient Signature: _____   Date:_____

Codes Tasks

PERSONAL CARE o 15 TUB BATH o 16 SHOWER o 17 SPONGE BATH
o 18 BED BATH
o 19 MOUTH CARE
o 20 FOOT CARE o 21 SHAMPOO
o 23 SKIN CARE
o 24 NAIL CARE
o 25 TOILETING o 26 INCONTINENT CARE
o 27 DRESSING o 28 INFANT CARE

VITAL SIGNS o 30 ORAL TEMPERATURE
            (SPECIFY_____
o 31 RECTAL TEMPERATURE   (SPECIFY_____
o 32 AUXILLARY TEMPERATURE (SPECIFY_____
o 33 PULSE   (SPECIFY_____
o 34 RESPIRATIONS   (SPECIFY_____
o 35 BLOOD PRESSURE   (SPECIFY_____
o 36 WEIGHT   (SPECIFY_____Lbs)

ACTIVITIES/EXERCISES o 40 WALKING o 41
WALKING/GUARDING o 42 WALKING WITH DEVICE
o 43 TRANSFER 1 PERSON
o 45 TRANSFER: 2 PERSON o 46 TRANSFER: SLIDE BOARD o 47
TRANSFER: MECHANICAL LIFT o 48 TURNING AND POSITIONING o
49 EXERCISES o 50 ACTIVE RANGE OF MOTION o 51 PASSIVE RANGE
OF MOTION o 52 ASSIST WITH APPLICATION OF MEDICAL DEVICE

Codes Tasks

NUTRITION
o 55 REINFORCE DIET INSTRUCTION
o 56 FEED PATIENT
o 57 ASSIST WITH FEEDING
o 58 MEAL PREPARATION

TREATMENT
o 60 MEDICATIONS ASSIST \REMIND
o 61 CATHETER CARE
o 62 CHANGE EXTERNAL \TEXAS CATHETER
o 63 ASSIST CLEAN DRESSING CHANGE
o 64 OSTOMY CARE
o 65 TRACHEOSTOMY CARE
o 66 SET-UP TUBE FEEDING
o 67 ASSIST NEBULIZER
o 69 INTAKE (SPECIFY cc)
o 70 OUTPUT (SPECIFY cc)
o 71 SPECIAL CIRCUMSTANCES PATIENT MUST BE SELF-DIRECTING

01. Administer SC Insulin Prefill	11. Apical Pulse
02. Finger Stick for Blood Monitoring	12. Oxy Set and/or Regulate a Specific Flow Rate
03. Assist Nebulizer w/Prescribed Meds	13. Oral Suctioning with Bulb Syringe
04. Administer Tube Feeding via GT (mature/stable ostomy)	14. Irrigate Indwelling Catheter
05. Apply Hot Application	15. Ureterostomy Care
06. Apply Cold Application	16. Apply TENS Unit
07. Administer Fleets Enema	17. Apply ACE Bandages
08. Postural Drainage	18. Administer Douches
09. Mechanical Ventilators/Respirators/IPPB (must be CPR certified) observe,	19. Administer medications (Includes the following: Remove proper amount from container; Place med in patient's hand / mouth; record, report)
10. CPAP	20. Assist with remote patient monitor (Telehealth)

ENVIRONMENTAL/NON-PERSONAL CARE

o 80 CLEAN	o 83 ACCOMPANY PATIENT TO MD/CLINIC
o 81 GROCERY SHOPPING	o 84 ACCOMPANY PATIENT TO OTHER LOCATION
o 82 LAUNDRY	o 85 NOT ADMITTED: TRAVEL TIME

SAFETY/OTHER
o 91 SPECIAL CIRCUMSTANCES REFUSED
o 92 NURSE NOTIFIED OF PATIENT CARE CONCERN
o 93 SUPERVISOR NOTIFIED OF PATIENT CARE CONCERN
o 94 TIME SPENT WITH PATIENT
o 95 TRAVEL
o 96 TELEPHONE EXPENSES CARE
o 97 BATH SERVICE (PRIVATE CARE USE ONLY)
o 98 ESCORT SERVICE (PRIVATE CARE USE ONLY)
o 99 NOT PERFORMED

LIVE-IN ONLY CASES:
o 910 "Did you take your 3 breaks. Enter 1 for yes or 2 for no"
o 911 "I did receive 5 hours of uninterrupted sleep time. Enter 1 for yes or 2 for no"

MUTUAL CASES CLOCK IN / OUT PROCEDURE(ask Joe Perry)

Mutual cases consist of two or more clients who may or may not live in the same household but share the same phone number. These clients must therefore be identified in SANTRAX by their individual ID numbers. Please remember to enter your information if you are using a touch-tome phone but say it if you are using a Rotary phone.

Below is the SANTRAX call flow for multiple clients sharing the same phone number. For each call placed, you must enter or say your SANTRAX ID, the Client ID, total # of Tasks, each task ID number, and the reading for the tasks.

Call	CLIENT	CALL
Arrival Call	Client 1	Call toll free number, enter SANTRAX ID. When you hear "enter number of tasks", hang up the phone.
Departure for Client 1/ Arrival for Client 2.	Client 1 & 2	Call toll free number, enter SANTRAX ID. When you hear "enter number of tasks", Press # twice quickly or say "zero." Then, enter or say Client 1 ID number. Enter or say total number of tasks. Enter or say task codes. Enter or say reading (if any). Then enter or say Client 2 ID number. Then, hang up the phone.
Departure Call for Client #2	Client 2	Call toll free number, enter SANTRAX ID. When you here "enter number of tasks", Enter or say total number of tasks. Enter or say task codes. Enter or say reading (if any). Then hang up the phone.

CLUSTER ASSIGNMENT PROCEDURE (ask Joe)

A cluster is a number of clients who are grouped together and are serviced by a single Home Health Aide usually, eight to ten clients in each cluster. There can be any number of clusters in a facility or geographic area. Below is the SANTRAX call flow for cluster assignments.

Call	ACTION
Arrival Call For Cluster	Call toll-free number, enter SANTRAX ID. After the SANTRAX time press "#" "#" or Say "zero" Enter or Say Client ID number Hang-up the phone.
Departure Call for all cluster clients (at end of shift).	1. Call toll-free number, enter SANTRAX ID. 2. After SANTRAX time Press "#" "#" or Say "zero" 3. Then. enter or say first client ID. Enter or say total number of tasks... Enter or say reading (if any)/ 4. Repeat "Step 2 "for all clients. 5. Hang up the phone.