

Telephony Instructions

START VISIT

Dial: 1-800-471-2077 Then Enter your 6 digit ID then Enter 1 to Start a visit then hang up when you hear "CALL COMPLETE" If you don't hear "CALL COMPLETE" that mean the call didn't go through.

END VISIT

Dial: 1-800-471-2077 Then Enter your 6 digit ID then Enter 2 to End a visit then Enter Call type then Enter Task Code then press # to end and hang up when you hear "CALL COMPLETE" Remember if you don't hear "CALL COMPLETE" that means the call didn't go through.

Enter Call Type (4 Digits)

Homemaker 6880

PCA Hourly 6920

Companion 6890

PCA 12 Hours 6921

Chore 6892

PCA 24 Hours 6922

Enter Task Codes(4 Digits)

Homemaker 9055 Vacuuming/Sweep Floors, Dusting, Wet mop Floors, Care of Bathroom, Making Beds, Changing Linens, Clean Kitchen, Wash Dishes, Meal Planning & Preparation and Empty Trash. **Homemaker 9056** Clean Refrigerator, Laundry, Marketing/ Shopping, Money Management (Bills, Deposit) & Other.

Companion 9066 Supervision/Monitor of Activities, Remainder for Self-Administered Med. Assist with Phone calls/ communication, Read and Socialization. **Companion 9067** Escort to Recreational Activity, Accompany to Appt. (Medical, Business), Accompany to Walk & Other.

Chore 9088 Moving Furniture, Organize/Take Out Garbage, Cleaning Out And Packing.

All PCA 9077 Bathing, Dressing, Eating/Feeding, Grooming, Toileting/ Bowel & Bladder Care, Transferring, Cueing/Reminder For Self Medication, Meal Preparation/Planning, Conversation and Telephone Use. **All PCA 9078** Mobility/Walking, Housekeeping, Laundry, shopping, Accompany to Appt, Errands & Mail Correspondence.