

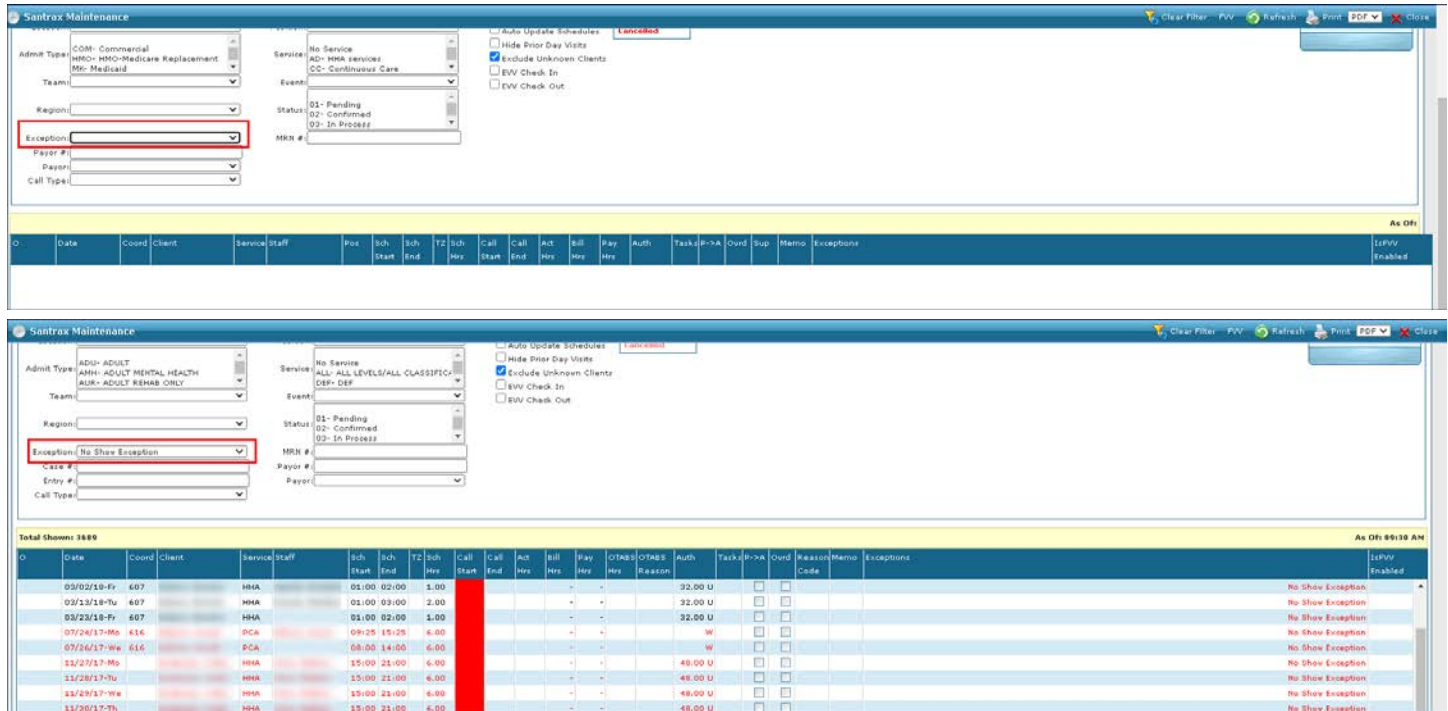


No Show Exception Handling

No Show Exceptions

A 'No Show' exception is an alert which will occur if the direct care staff failed to call in for a client/member as scheduled. There are two ways to access Santrax Maintenance which are detailed in the Santrax Maintenance Overview manual.

This exception appears on your [Santrax Dashboard](#) and can be selected from the Exception filter drop down list in [Santrax Maintenance](#).



The top screenshot shows the Santrax Maintenance filter menu. The 'Exception' dropdown is highlighted with a red box. The bottom screenshot shows the same interface with the 'Exception' dropdown set to 'No Show Exception'. Below the filter menu, a table of visit records is displayed. The table has columns for Date, Coord, Client, Service, Staff, Pos, Sch Start, Sch End, TZ, Sch Hrs, Call Start, Call End, Act Hrs, Bill Hrs, Pay Hrs, Auth, Task, Reason, Ord, Sup, Memo, Exceptions, and LPV. The 'Exceptions' column is highlighted in red, and the 'No Show Exception' is listed for several rows.

Date	Coord	Client	Service	Staff	Pos	Sch Start	Sch End	TZ	Sch Hrs	Call Start	Call End	Act Hrs	Bill Hrs	Pay Hrs	Auth	Task	Reason	Ord	Sup	Memo	Exceptions	LPV	
03/02/18-Fr	607		HHA			01:00	02:00		1.00							32.00	U					No Show Exception	Enabled
03/13/18-Tu	607		HHA			01:00	03:00		2.00							32.00	U					No Show Exception	Enabled
03/23/18-Fr	607		HHA			01:00	02:00		1.00							32.00	U					No Show Exception	Enabled
07/24/17-Mo	616		PCA			09:25	15:25		6.00							W						No Show Exception	Enabled
07/26/17-Wa	616		PCA			08:00	14:00		6.00							W						No Show Exception	Enabled
11/27/17-Mo			HHA			15:00	21:00		6.00							48.00	U					No Show Exception	Enabled
11/28/17-Tu			HHA			15:00	21:00		6.00							48.00	U					No Show Exception	Enabled
11/29/17-Wa			HHA			15:00	21:00		6.00							48.00	U					No Show Exception	Enabled
11/29/17-Th			HHA			15:00	21:00		6.00							48.00	U					No Show Exception	Enabled

What Causes a No Show Exception?

No Show Exceptions can occur when:

1. When a direct care staff does not call in for a visit as scheduled.
2. When a replacement direct care staff is sent for a scheduled visit and the schedule was not updated.
3. When the phone number that the direct care staff called in from does not match the phone number that is on record for the member.
4. If a direct care staff enters an incorrect Santrax ID when calling in for a scheduled visit.

Resolving a No Show Exception

To resolve a no show exception:

1. Contact the direct care staff.
If they failed to call in, instruct them to call in immediately. A late call is better than no call. Educate your direct care staff on the importance of calling in as scheduled.
2. If you are unable to reach the direct care staff, contact the client/member's home to check the status. If the direct care staff has arrived in the interim, have them call in immediately. If they are not there, communicate to the client/member a backup direct care staff is underway.



Note:

An email no show alert is also sent to the coordinator's email address at 5 minutes, 15 minutes and again at 50 minutes after the scheduled time if no call is received. Managers will receive a 3rd level alert at 50 minutes.

Avoiding No Show Exceptions

Taking immediate action on 'No Show Exceptions' ensures that your clients/members are receiving service as scheduled. Avoiding No Show exceptions minimize the administrative activities that would be required for visits that your office staff will need to be manually confirm

1. Login into your Santrax Dashboard and review all upcoming scheduled visits at the top of the hour to make sure that the scheduled direct care staff have called in for their visits.
2. When you are notified that a scheduled direct care staff will not be available for a visit, update the schedule with the replacement direct care staff.
3. Remind your direct care staff that they are expected to call in and out for every visit. Offer training for direct care staff who need additional support on how to create calls.
4. Confirm that the phone number in the client profile for the client/member is accurate. If there are additional phone numbers for the client/member, you can manually add them to the "Work" or "Fax" field in the client record.