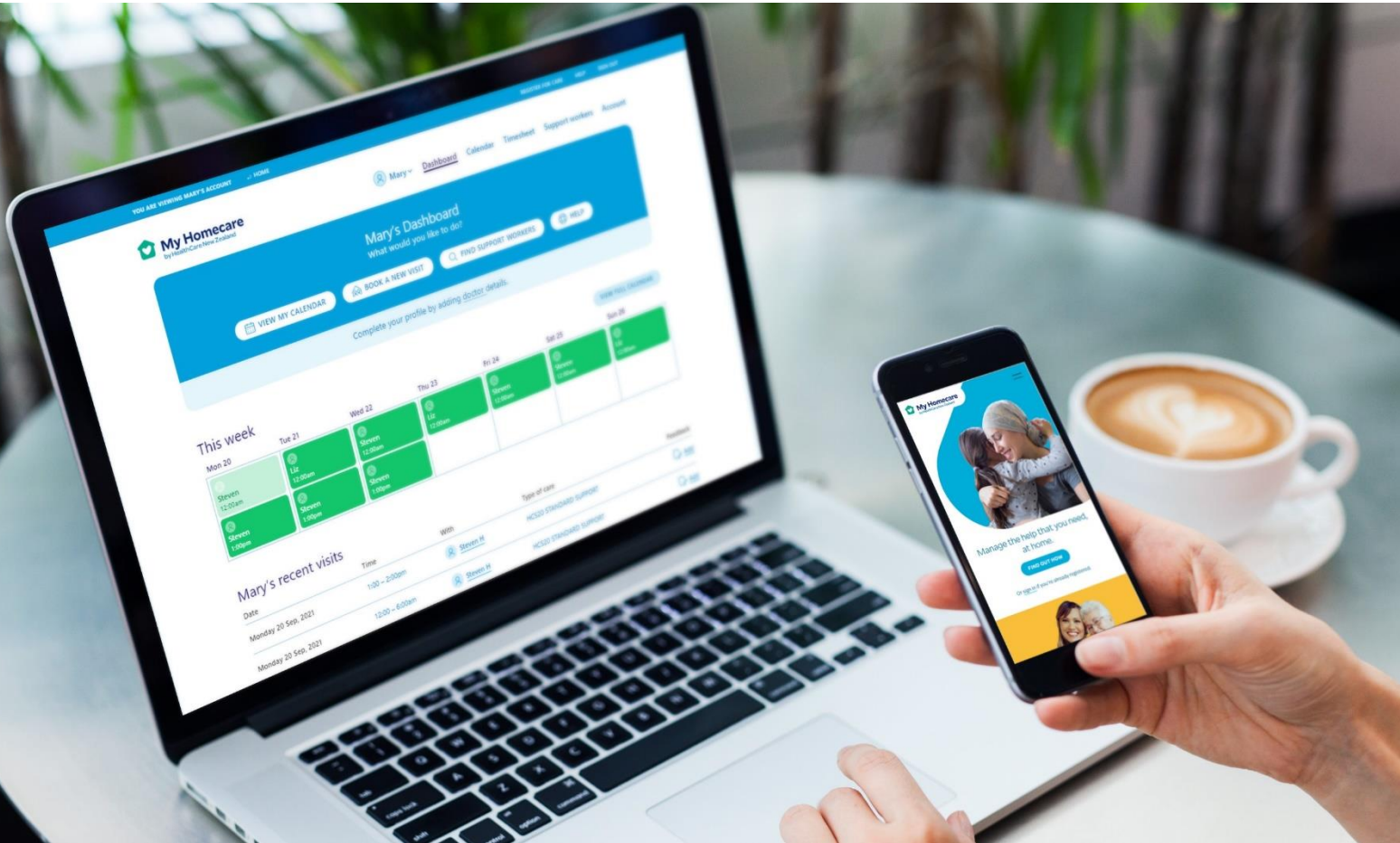




My Homecare

by HealthCare New Zealand



User Guide Nov-21

HealthCare NZ My Homecare Guide



search & book
services online



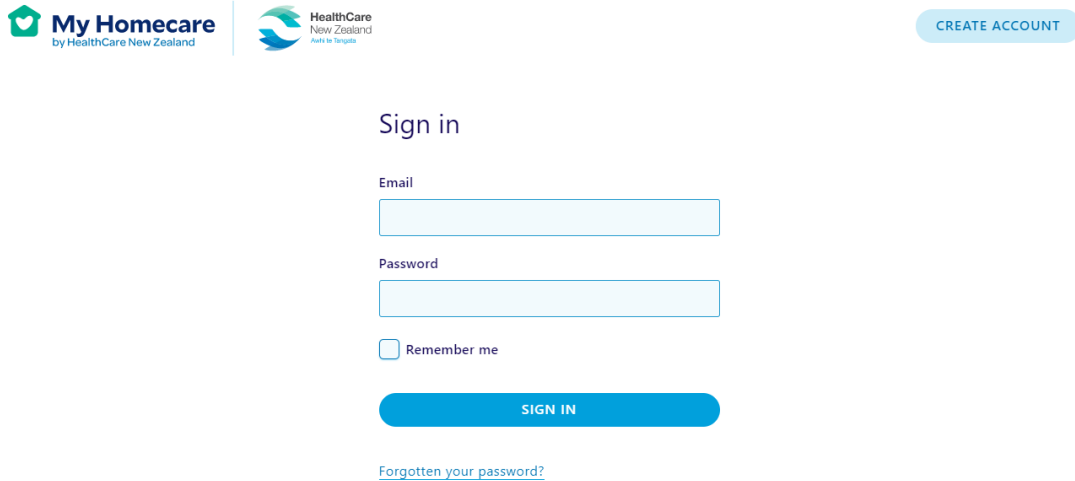
schedule & track
your bookings



choose your own
Support Workers

How do I sign into my account?

Visit <https://myhomecare.healthcarenz.co.nz/app/sign-in> and click on the “SIGN IN” button at the top right-hand side of the home page. You will now find yourself on the Sign In page, where you may enter your email address and password to sign into your account.



My Homecare
by HealthCare New Zealand

HealthCare
New Zealand
Awhi te Tangata

CREATE ACCOUNT

Sign in

Email

Password

Remember me

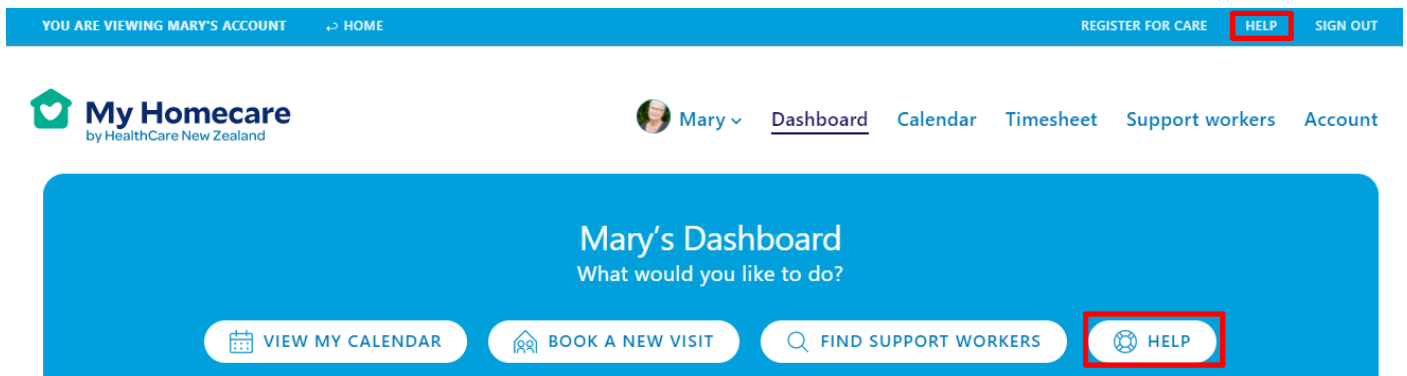
SIGN IN

[Forgotten your password?](#)

If you are not yet registered and provided your My Homecare logins, please click on ‘Create Account’.

In the event of forgetting your password, click the ‘Forgotten your password?’ link on this page.

If at any stage, you need further support, click on the help button:



YOU ARE VIEWING MARY'S ACCOUNT HOME REGISTER FOR CARE **HELP** SIGN OUT

My Homecare
by HealthCare New Zealand

Mary ▾ Dashboard Calendar Timesheet Support workers Account

Mary's Dashboard

What would you like to do?

VIEW MY CALENDAR BOOK A NEW VISIT FIND SUPPORT WORKERS **HELP**

Or contact us directly:

- Call **0800 002 722**
- Email Myhomecare@healthcarenz.co.nz

What is the 'Dashboard'?

The dashboard is the first page you land on when you login and gives you a summary of your details. From here you have a range of options:

- View my calendar
- Book a new visit
- Find support workers
- Move to the help pages

You will also get a snapshot of your prior arranged appointments for the week.

The screenshot shows the My Homecare dashboard for Mary's account. At the top, there is a navigation bar with links for 'YOU ARE VIEWING MARY'S ACCOUNT', 'HOME', 'REGISTER FOR CARE', 'HELP', and 'SIGN OUT'. Below this is the My Homecare logo and a user profile section for Mary with a dropdown menu. The main dashboard area has a blue header with the text 'Mary's Dashboard' and 'What would you like to do?'. Below this are four buttons: 'VIEW MY CALENDAR', 'BOOK A NEW VISIT', 'FIND SUPPORT WORKERS', and 'HELP'. A message below the buttons says 'Complete your profile by adding doctor details.' The 'This week' section shows a calendar grid with appointments for Steven and Liz on various days and times. A 'VIEW FULL CALENDAR' button is also present.

Additionally, if you move down the page you can view:

- Recent visits
 - o Also provide any feedback about that visit
- Get an overview of your funding (when applicable)
- View your support worker favourites

Mary's recent visits

Date	Time	With	Type of care	Feedback
Monday 22 Nov, 2021	1:00 – 2:00pm	Steven H	HCS20 STANDARD SUPPORT	Add
Monday 22 Nov, 2021	12:00 – 6:00am	Steven H	HCS20 STANDARD SUPPORT	Add
Sunday 21 Nov, 2021	12:00 – 2:00am	Elisabeth Y	HCS20 STANDARD SUPPORT	Add
Saturday 20 Nov, 2021	12:00 – 8:00am	N	HCS20 STANDARD SUPPORT	Add
Friday 19 Nov, 2021	12:00 – 5:00am	Steven H	HCS20 STANDARD SUPPORT	Add

Mary's funding

Mary has qualified for funding from ACC IHCS Standard Support for 60 hours per week.

HCS20 STANDARD SUPPORT

60 hours per week funded (40 hours allocated this week)

If you need further care but have used all the funded hours, you can pay for additional private care.

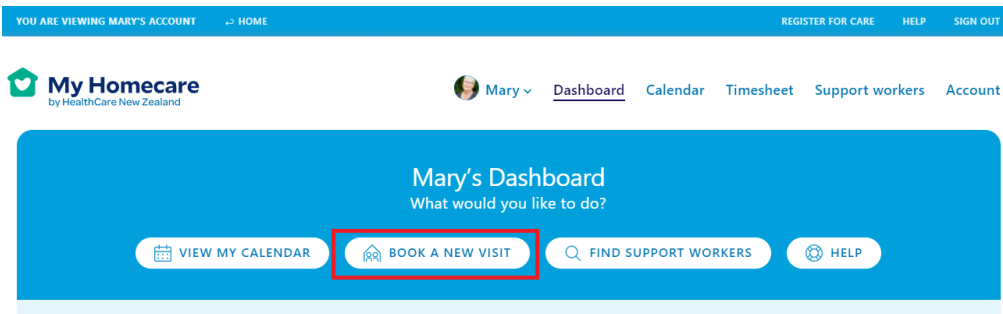
Mary's favourites

Support Workers that Mary has added to their favourites list, or has had visits with before. You can also [browse to find more support workers in your area.](#)

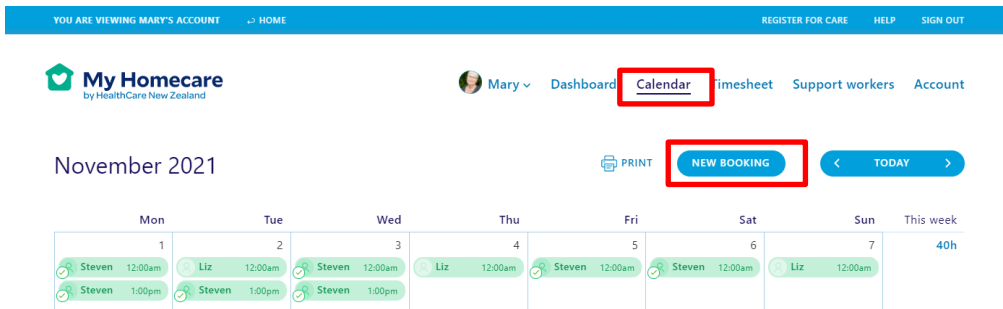
- Tina S
- Fiona S
- Stephanie P

How do I book a new visit?

From dashboard view you can select the below option:



Or you can select new booking from the calendar page:



Now you will see the 'new booking' page. Enter the relevant details for your new booking request:

The screenshot shows the 'New booking' page in My Homecare. The page has a sidebar with 'New booking' and a sub-menu with 'Booking details', 'Support workers', and 'Summary'. The main content area is titled 'Booking details' and contains the following information:

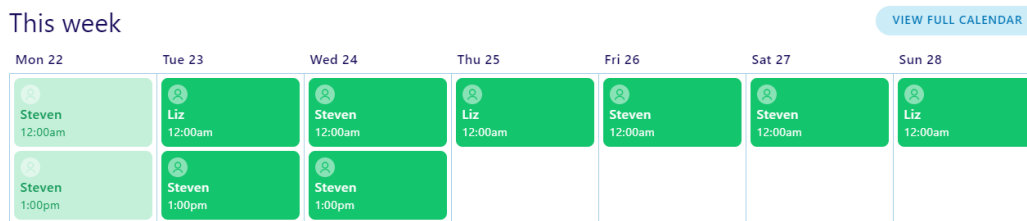
- A message: "You currently have funding covering 60 hours of HCS20 STANDARD SUPPORT per week. Will this booking be for private (paid) care in addition to those hours?"
- Two radio button options:
 - No, I will use my funded hours
 - Yes, I wish to pay for additional hours
- A question: "Which days and times do you need us to come?"
- A table for booking details:

Day	Start time	Duration	Repeat	Services required
22 Nov 2021	Flexible	Unsure	None	
- A button: "+ Add another booking"
- A text area for "Additional notes" with the placeholder text: "Please provide any additional details about your requirements or special equipment (e.g. Must be able to operate a hoist)"
- A question: "Would you like to choose your support worker(s) or let our coordinators find the best match based on your requirements?"
- Two radio button options:
 - I'd like to choose my own support worker(s)
 - Please find the best match for me
- Buttons: "CANCEL" and "CONTINUE"

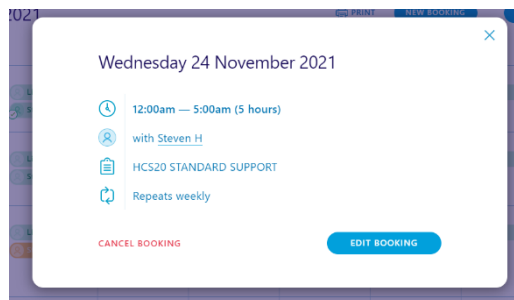
You can click on 'add another booking' to add multiple new bookings in one go.

How do I reschedule my visit?

From the Dashboard view, select the visit you wish you reschedule by clicking on the green rectangle.

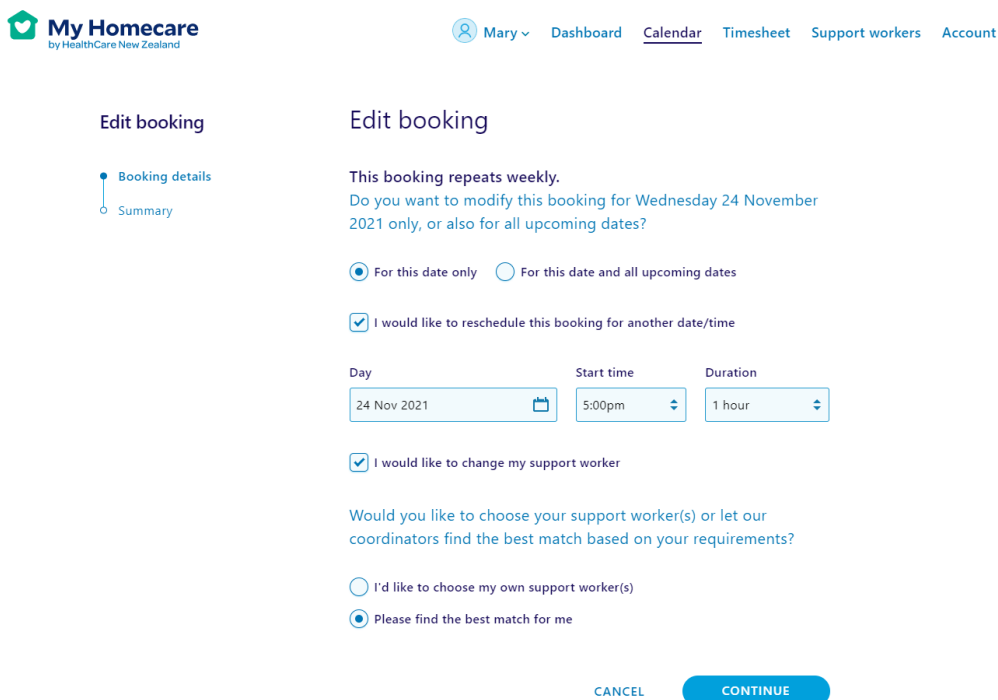


The visit details will become visible and from here, click on the blue “Edit Booking” button.



Now you will see the new “Edit Booking” page. Here you may choose from several editing options:

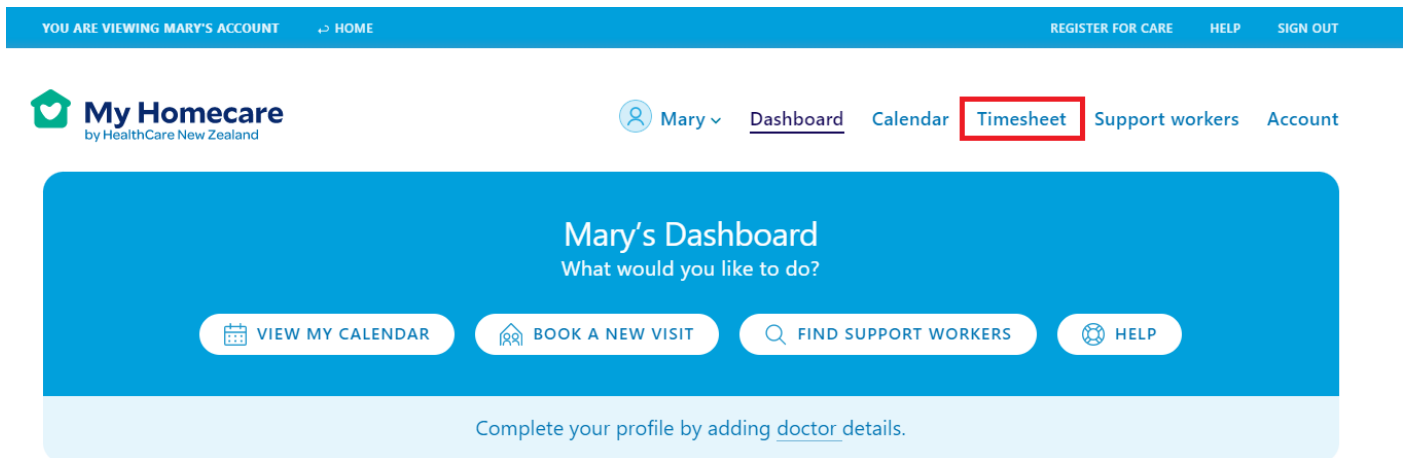
- For this date only – a one-off change
- For this date and all upcoming dates – a recurring change
- I would like to reschedule this booking for another date/time – you are given the option to choose the new date/time/duration.



- I would like to change my Support Worker – you are given the option to choose your own Support Worker or let our coordinators find the best match for you.

How do I submit a timesheet?

Once logged in you will see your client Dashboard view – from here select ‘Timesheet’ from the menu items near the top of the page:



Now you will see the Timesheet screen. This is where you will need to use the “This Week” button arrows to move to the previous week you have worked.

To change the details of a shift

Click on the relevant date and you will be shown a summary.

From here, you can change your carer from the drop-down list of your registered carers, change the date, or alter the start time and duration of the shift.

This is where you may also delete a shift if it was not worked.

When you have finished your modifications, click on Save Changes to return to your Timesheet.

You can also add new shifts and build your own roster.

Click on 'New Entry' to open a pop-up where you can enter the details for the shift. This is done in the same way for editing a shift:

- Support Worker
- Start date
- Start time & Duration
- Funding type

When you're happy with the addition, click on 'Confirm Booking' and the new shift will be added to your timesheet.

New timesheet entry

Support worker
Stephanie W

Start date
Wed 24 Nov

Start time
16:00

Duration
00:30

Funding
ACC IHCS Standard Support — HCS20 STAND...

CONFIRM BOOKING

Then simply click 'Submit Timesheet' and that's it! You've sent your e-timesheet to us for processing.



My timesheet 1 Nov — 7 Nov 2021

NEW ENTRY THIS WEEK



Total hours 28h

RECALL TIMESHEET TIMESHEET SUBMITTED ✓

Totals for this week

Hours per person

Name	Type	Allocated
Steven	HCS20 STANDARD SUPPORT	28h

Hours by type

Funder	Type	Funded	Allocated
ACC IHCS Standard Support	HCS20 STANDARD SUPPORT	60h	28h

To navigate to previous or future weeks simply click the arrows on the 'this week' button shown above.

Please ensure you review your timesheet information is correct prior to submitting. At the bottom of this screen, you get a summary of the hours per person and service relating to this timesheet week.

If you have made a mistake, you can simply recall the timesheet by hitting the 'Recall Timesheet' button above.

How do I update my details?

When you've signed in, you will see your Dashboard which shows your weekly calendar. Select 'My Account' from the top right of the page, and you will be taken to your personal and contact details, which can be easily updated.

My personal details

My doctor details

My next of kin

My support network

My documents

Personal details for Mary



Profile image

Upload an image of yourself. This will not be displayed publicly, but helps our support workers recognise you.

REPLACE

REMOVE

Salutation

Mrs ▾

Given name

Mary

Family name

Caldwell Homecare

Known as (optional)

Mary

Date of birth

24/12/1927

Gender

Female ▾

Email address [\(change or edit\)](#)

nicktest123@gmail.com

Phone number

6442979185

Mobile

Language

English ▾

We highly recommend adding your e-health passport and advance care plan via the 'My Documents' option.

My personal details

My doctor details

My next of kin

My support network

My documents

e-Health passport

Advance care plan

e-Health Passport



What is an e-Health Passport?

An e-Health Passport is a booklet, sourced from the Health and Disability Commissioner website, that you can carry with you when attending hospitals or other providers of health and disability services. Your Passport contains information that you want people to know about how to support and communicate with you. It helps health professionals make appropriate and safe decisions about your care. The Health and Disability Commissioner (HDC) is working with District Health Boards throughout New Zealand to introduce the Health Passport initiative into our hospitals.

[Read more on the HDC's website...](#)

Published: 01 July 2019

Your e-Health Passport

START PASSPORT

For more information visit <https://www.hdc.org.nz/disability/my-health-passport/>

How do I add additional support to my network?

In your account menu select 'My Support Network'.


To invite someone new, click 'Invite Someone To Join'.

- My personal details
- My doctor details
- My next of kin
- My support network**
- My documents

Mary's support network

You are a member of Mary's support network.

LEAVE

Name	Role / access
 Steven Homecare YOU	Manager LEAVE

INVITE SOMEONE TO JOIN

Enter the email of this support person and the access level you would wish them to have.

Send an invitation

Enter the email address for the person you'd like to invite.

Email address

What level of access would you like them to have?
(Note: you can edit this later)

Full Access

Calendar

Client information

Timesheets

CANCEL SEND INVITATION

Once the new supporter is set up, they will be emailed the details on how to complete their registration.

How do I choose my own Support Worker?

You may decide that you would like to search from the available Support Workers in your area to cover a shift for you if your regular carer is away. By selecting 'I'd like to choose my own support worker(s)' and then continue, you will be shown a range of profiles.

Once you click on the Support Worker, you will see a profile description, a list of skills, languages, licence status and availability during the week.

If you have a favourite Support Worker, you can save them as a favourite as above. They will now appear on your Dashboard favourite list. Alternatively, you can hide Support Workers from future searches.

To provide feedback on a Support Worker, click on the 'Report or give feedback about...' text.