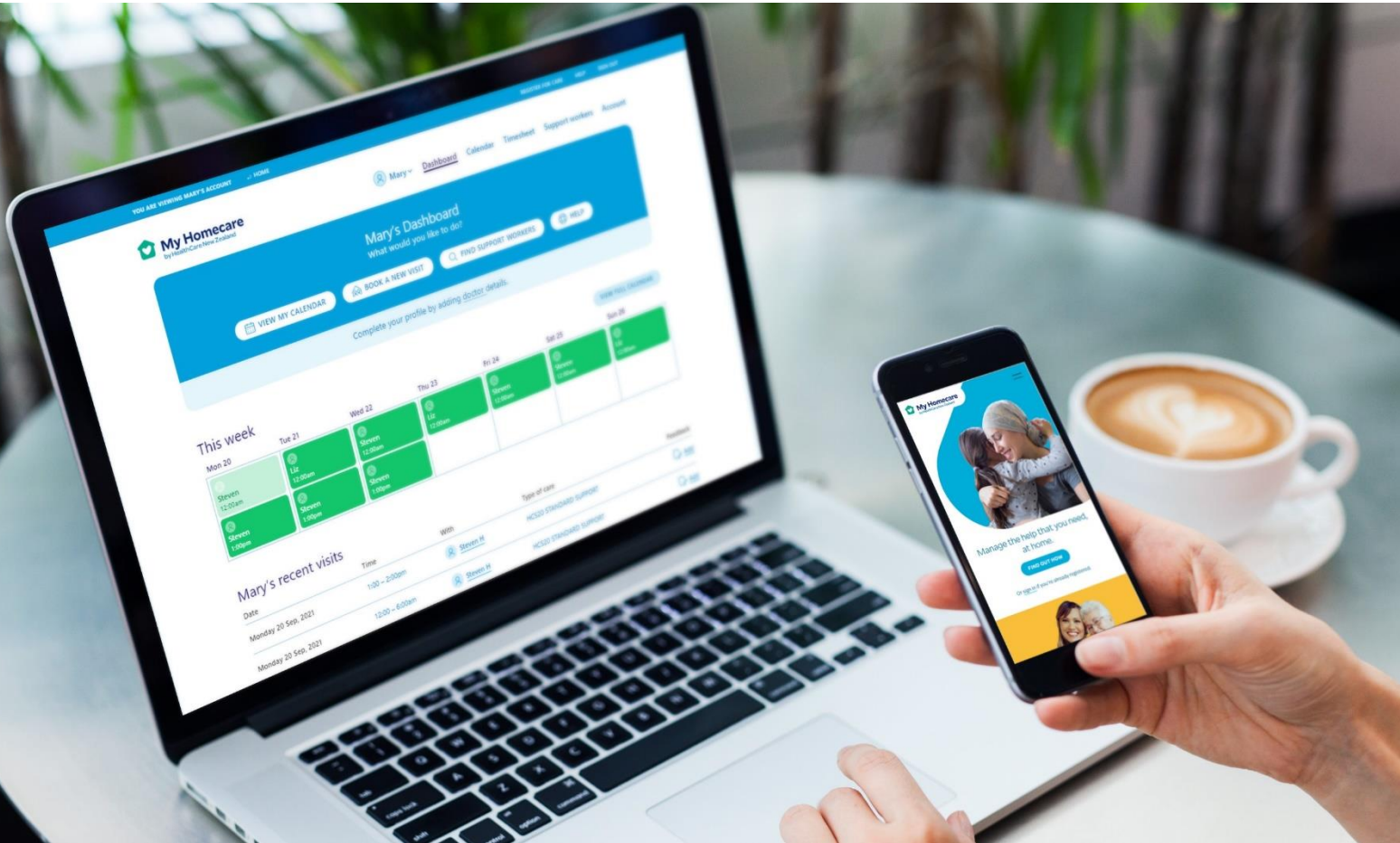**My Homecare**
by HealthCare New Zealand

User Guide Nov-21

HealthCare NZ My Homecare Guide

search & book services online
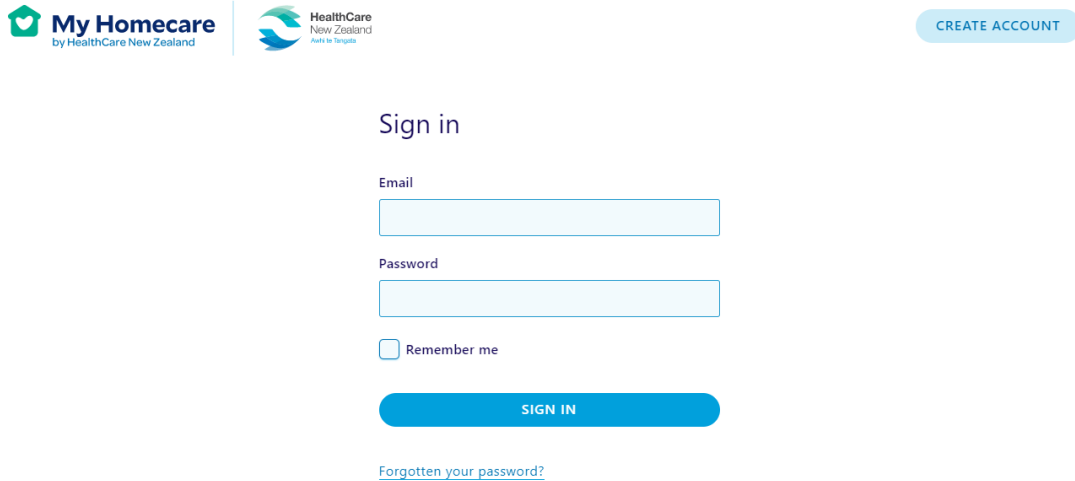
schedule & track your bookings

choose your own Support Workers

1

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.
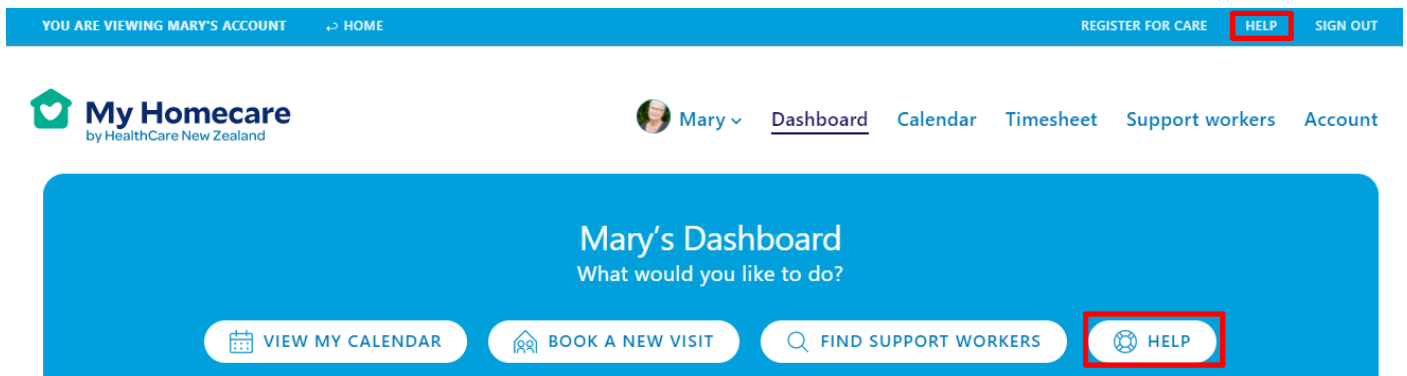

If you are not yet registered and provided your My Homecare logins, please click on 'Create Account'.

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:

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.

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

How do I book a new visit?

From dashboard view you can select the below option:
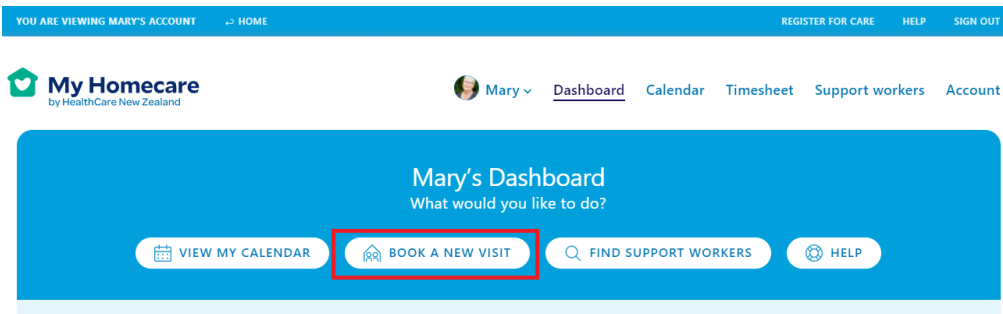
Or you can select new booking from the calendar page:

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

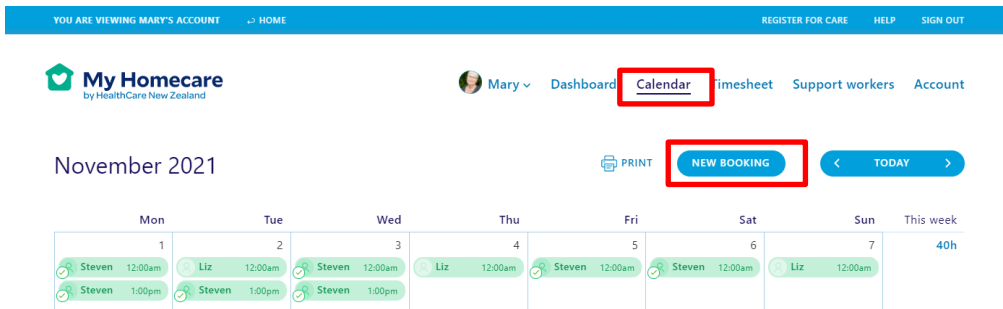You can click on 'add another booking' to add multiple new bookings in one go.

How do I reschedule my visit?

From the Dashboard view, select the visit you wish you reschedule by clicking on the green rectangle.
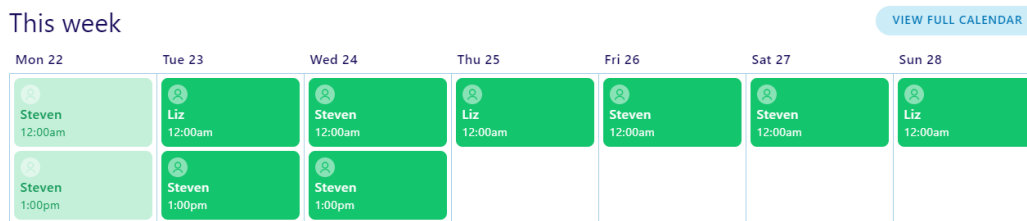
The visit details will become visible and from here, click on the blue "Edit Booking" button.
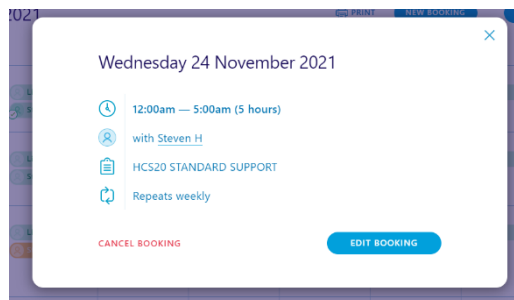
Now you will see the new "Edit Booking" page. Here you may choose from several editing options:

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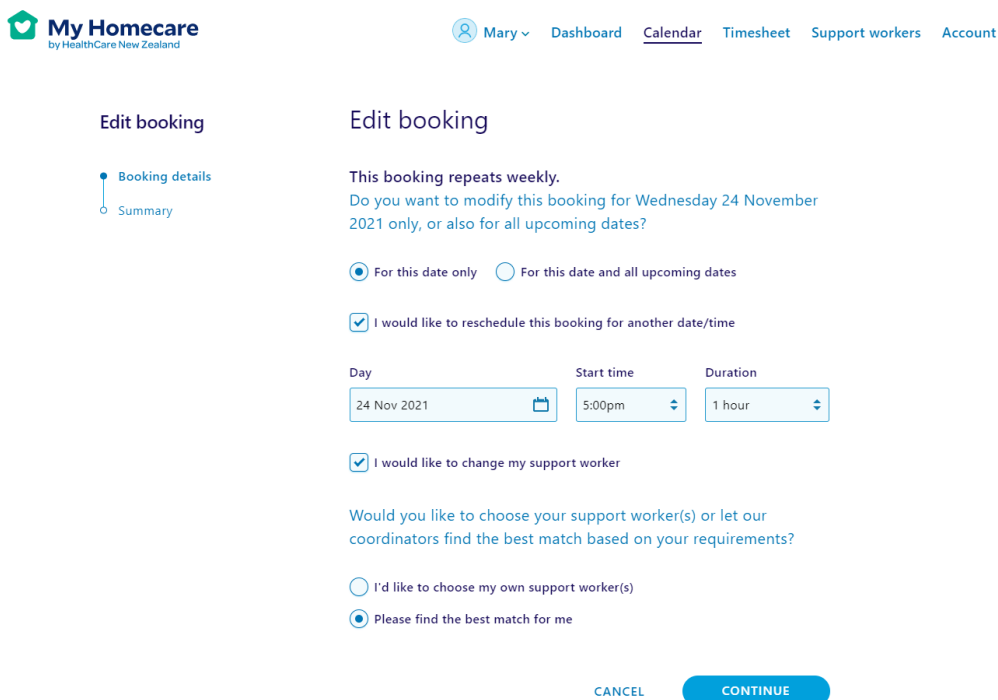
- I would like to change my Support Worker – you are given the option to choose your own Support Worker or let our coordinators find the best match for you.

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.

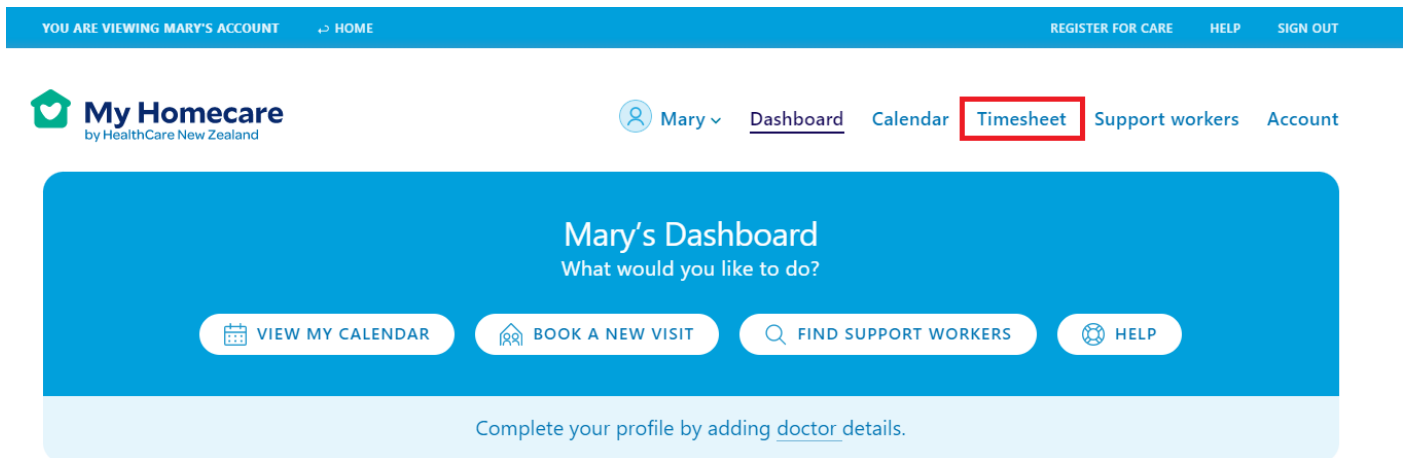<u>To change the details of a shift</u>

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.

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

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.

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

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'.

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

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.