

How do I get Help?

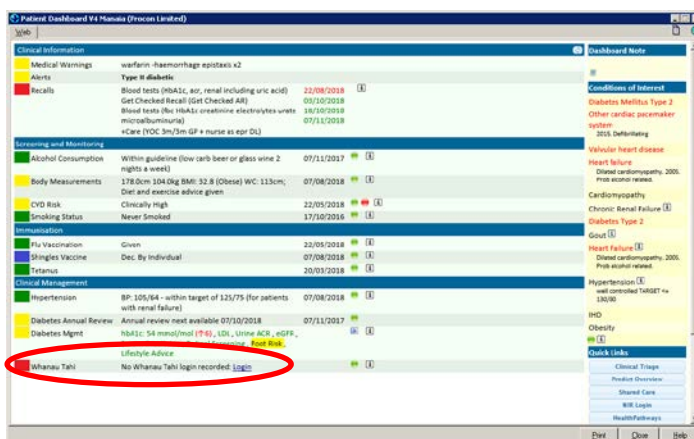
HealthAlliance provides Whanau Tahī Connected Care support during business hours (0800-1700hrs)

They can be contacted on **0800 268 626** or sharedcare@healthalliance.co.nz

How do I View Kia Ora Vision (KOV) Patient Whanau Tahī Care Plans from the Medtech Patient Dashboard

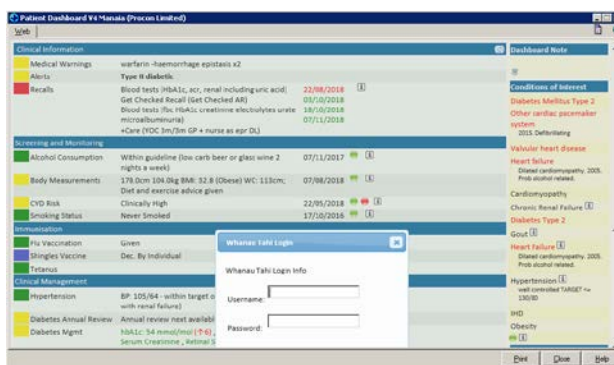
Accessing Whanau Tahī through the Medtech Patient Dashboard for the first time

- In the MedTech program, open the Patient record which will open the Patient Dashboard
- The first time you use this function, it will display the message 'No Whanau Tahī login recorded'. You will need to add your Whanau Tahī username and password.
- Click on 'Login' in the Whanau Tahī Dashboard Row



Adding your Whanau Tahī username and password

- When the login dialogue box is displayed, add your Whanau Tahī username and password
- This is the only time you will need to add your username and password for the dashboard tool to access Whanau Tahī.



Accessing Whānau Tahī link from patient Dashboard

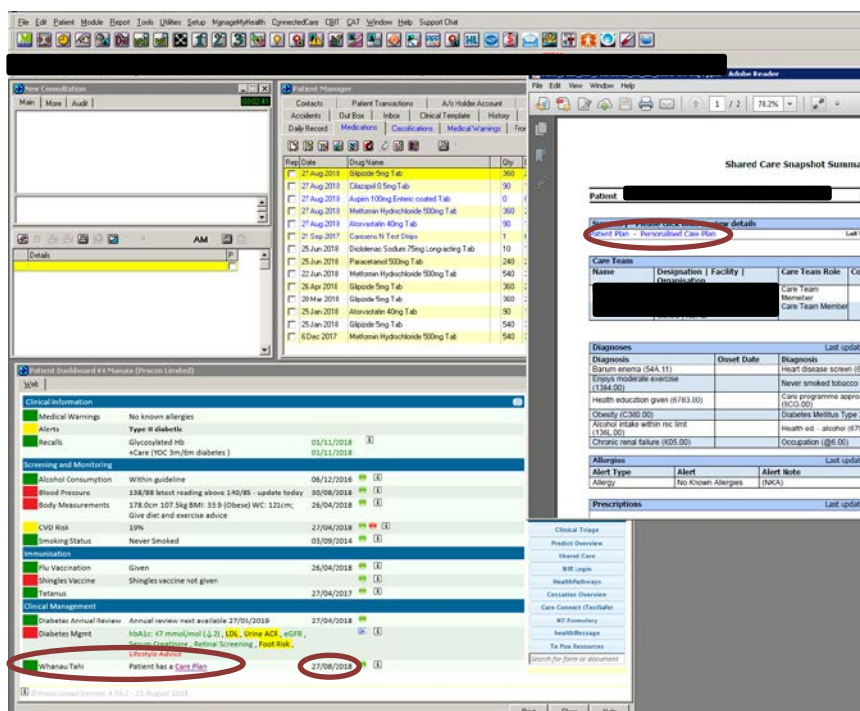
- In the MedTech program, open the KOV patient record and go to the Patient Dashboard
- The Whānau Tahī link will be displayed showing the current status of the patient's Care Plan.
- There are three types of Care Plan status:
 - Green – KOV Patient has a Care Plan (created or updated within the last 12 months)
 - Amber – KOV Patient has a Care Plan but it has not been updated in the previous 12 months
 - Red – KOV Patient has no Care Plan



This record shows that the KOV patient has a care plan.

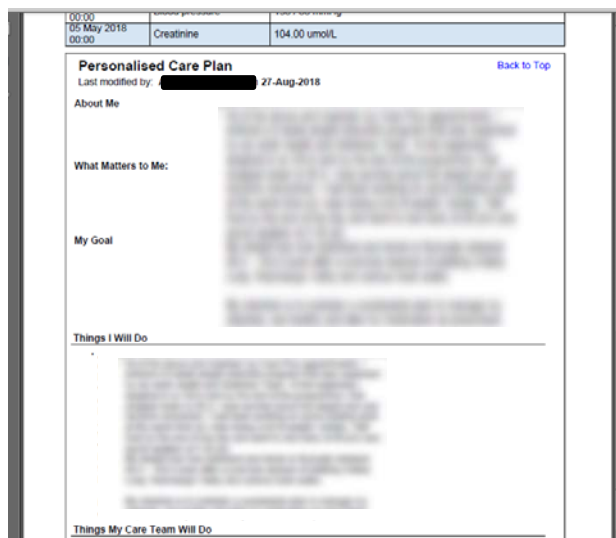
Viewing the Care Plan

- Click on the Care Plan hyperlink in the Whānau Tahī Dashboard Row, this will display the patient Shared Care Snapshot Summary
- The date in this same row is the date the plan was last updated
- The summary can also show you who is in the patient Care Team
- FYI- this is the same view that the DHB can access via the Concerto Shared Care Summary Snapshot
- Click on the **Patient Plan – Personalised Care Plan** hyperlink to go directly to the patient Care Plan in the Snapshot Summary



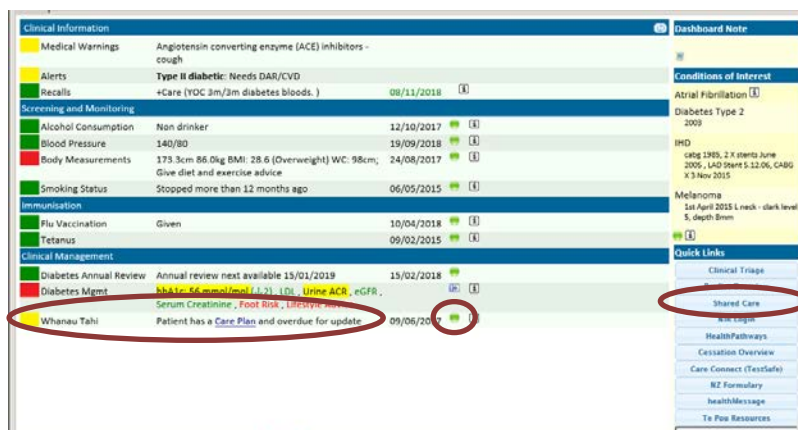
The Personalised Care Plan

- This is the patient Personalised Care Plan
- This can be printed and given to patients to hold onto or for them to review prior to a KOV visit.
- When finished, click on the 'x' in the top right of the Snapshot Summary Window to close



KOV Care Plan – for update

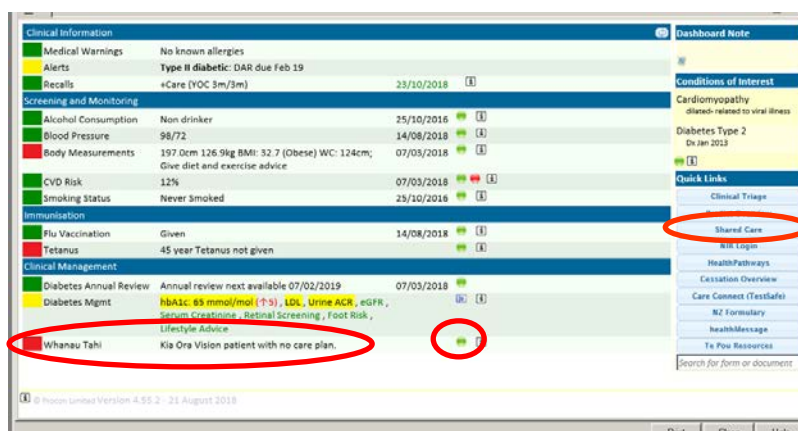
- For those patients whose Care Plan needs updating, (was last updated more than 12 months ago) it will display as an amber colour.
- The date in the Whanau Tahī Dashboard Row is the date the plan was last updated
- You can still view the Care Plan by clicking on the Care Plan hyperlink
- Or you can edit the Care Plan by either clicking on the green button or clicking on Shared Care on Dashboard Quick Links
- This will open the Whanau Tahī login screen



This record shows that the KOV patient has a care plan that needs updating.

KOV Patients with no Care Plan

- For those KOV patients who do not have a Care Plan, it will display as a red colour.
- You can create the Care Plan by either clicking on the green button or clicking on Shared Care on Dashboard Quick Links
- This will open the Whanau Tahī login screen



This record shows that the KOV patient has no care plan.

Dashboard Whanau Tahī Help

- Clicking on the **i** button at the end of the Whanau Tahī Dashboard row will display the help screen.



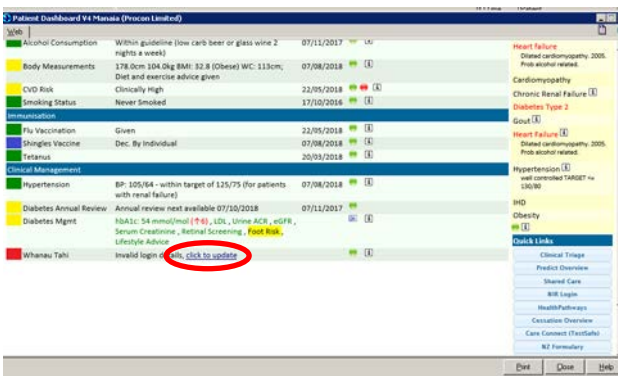
Error Messages

- There are a variety of reasons why the 'Error in accessing Care Plan' message may display including the staff member has not been set up to use Whanau Tahī
- If you have this error, contact the NPHOS IT Team at 09 972 7010



Error Messages – Invalid login details

- If the Whanau Tahī Dashboard Row is displaying 'Invalid login details', the Patient Dashboard tool cannot access Whanau Tahī because your username or password is incorrect
- Click on the 'click to update' link



Error Messages – Update username and password

- When the login dialogue box is displayed, update your Whanau Tahī username and password

