



How do I get Help?

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

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

User Guide for Whanau Tahi portal

Your Whanau Tahi portal activation

- Once your portal is activated by your health team member, an activation email will be sent to the email address you gave to them. This is an example of the email you will receive.
- The email will contain, the web address of the portal, your username to use when you log in, your temporary password (which you will need to change when you log in for the first time), and the contact details of the helpdesk if you need any technical help.
- If you have questions or need help in regards to what to add to your Shared Care or Advance Care plan, you will need to contact a member of your health team.

From: no-reply@whanautahi.com <no-reply@whanautahi.com>
Sent: Monday, 08 June 2020 12:44 p.m.
To: Mickey Mouse
Subject: Your Whanau Tahi Healthcare Portal (for Shared Care and Advance Care Planning)

Notification about your Whanau Tahi Healthcare portal (for Shared Care and Advance Care Planning)

Hi Mickey Mouse,

Welcome to your Whānau Tahi Healthcare portal. You are receiving this email because your portal has been activated. This was likely done by a member of your health care team or because you have requested access.

Here are your details for you to log into your portal:

Click on this link to go to your portal website: <https://mycareplan.sharedcareplan.co.nz/>
Then login with these details: User Id: [Mickey Mouse](#)
Password: Ra72FIK

During your first login, you will be asked to update your password. Follow the online prompts to do this.

If you have any technical issues, please contact the helpdesk at 0800 268 626 or email them at sharedcare@healthalliance.co.nz.

If you have any questions about Shared Care or Advance Care Planning, please contact your health team.

Thank you,
Whanau Tahi Support

NOTE: There is a time limit of [to add time limit] for you to log in before your access will expire. If you miss this time period, please contact the helpdesk at the contact details above. Please do not reply to this message which was sent from an unmonitored email address.

Logging in for the first time

- Once you click on the link for the portal, add in the username and temporary password from your activation email.
- If you know your NHI number, you could also use that to log into the portal.
- Then click on the green LOGIN button.



Your healthcare portal

The easy way to manage your healthcare information.
For more assistance phone 0800 268 626 (during business hours) or email sharedcare@healthalliance.co.nz
[FAQ](#) [About](#)



Changing your password

- When you log in for the first time, this is the first screen you will see.
- Add in the temporary password from your email and then the password you want to use.
- After typing in your new password again to confirm it, click on UPDATE to save your new password.
- You will use your new password the next time you log in.

This page provides you with the information relating to your Account. If you have any questions

MOUSE, MICKEY

Email: anthony.poutu@northlanddhhb.org.nz
Alias: MickeyMouseTest

Change password

Minimum password length required is undefined with at least undefined non alphanumeric characters

Current password

.....

New password

.....

Confirm new password

.....

Update

Your Whanau Tahī portal dashboard

- Once logged on, the first screen you will see is your portal dashboard. This displays a range of information including the members of your care team who are registered in Whanau Tahī, any Allergies, Medications and Diagnosis (which comes from your GP Practice). Your dashboard will also show any messages and also has links to your plans (which will be covered below).
- If you find that your medications or diagnosis looks incorrect, please contact your GP Practice to update their information. This will then be uploaded into Whanau Tahī which will update your dashboard.

Whānau Tahī

MOUSE, Baby

This is your plan and it is about what matters to you. Whatever you write here is private and accessible only to you and members of your health care team. You can also choose to have someone close to you, like a family/whanau member, able to look at it. There is also a place in the plan where you can message your health care team members. Talk to them about this.

My inbox
No unread messages in your Inbox.

My tasks
No pending tasks

My details
NHI: HLX0660
DOB: 01 Jan 2015

Care team

- Joanne Lian
Care Team Member
- Amanda Brown
Care Team Member
- Tracy Ann Donker
Care Team Member
- Maree Sharp
Care Team Member
- Evelyn Kennedy
Care Team Member
- Jaime Courtney
Care Team Member
- Iris Albo
Care Team Member
- Helen Morrish
Care Team Member
- Dana Kay Crowe
Care Team Member
- Diana Ruth Nicholson
Care Team Member

Allergies

Hypoglycaemia
Severity: Severe | Type: Allergy
Comments: Treat with Ilocream

Autonomic Dysreflexia
Severity: Moderate | Type: Allergy
Comments: Treat with balloons

Contact details

838 1555
Contact

11 Disney St, Toonto, Auckland, New Zealand
Address

My medications

Aspec 75 (aspirin 75 mg) tablet: enteric-coated, 1 tablet
Discontinued - 3 Pills



Whānau Tahī User Guide

The left side menu/navigation bar

- One the top left of the screen are three short horizontal bars
- Click on these bars to display the menu/navigation bar down the left side of the screen.
- From this menu bar, you can access most of the functions of the portal as is on the dashboard as well as additional functions.

The screenshot shows the Whānau Tahī dashboard. On the left is a navigation menu with items: Dashboard, My tasks, My inbox, My care plan, My advance care plan, My medications, My measurements, My resources, Family member access, FAQ, and About. The main content area includes a 'My tasks' section with 'No pending tasks', an 'Allergies' section with entries for 'Hypoglycaemia' and 'Autonomic Dysreflexia', and 'Contact details' for 'Care Team Member' with the phone number 838 1555.

Where to find your Shared Care and Advance Care plans

- At the bottom left of your dashboard screen, you will find the Documents section. This is where the links to your Shared and Advance Care plans are.
- If you already have a plan, you can click on the 'View' or 'Edit' button to access them.
- If you do not have a plan – click on the 'Create' button to start one. You can only have one Shared Care plan and one Advance Care plan.
- If you wish to view any previous changes to your plan, click on the 'Show Change History' button (described below).
- You can also check on who has accessed your Whānau Tahī record by clicking on the 'Who's accessed my record?' button.

This screenshot shows the 'Current conditions' and 'Documents' sections. The 'Current conditions' section lists several medical conditions with their diagnosis dates and notes: 'Never smoked tobacco (I371.00)', 'Malign neop prostate (B46.00)', '[D]Prediabetes (R102.11)', 'Current smoker (I37R.00)', and 'Obesity (C380.00)'. The 'Documents' section lists 'My care plan.', 'My advance care plan.', 'My health summary.', and 'Who's accessed my record?' with corresponding 'View', 'Edit', 'Show Change History', and 'Create' buttons.



Your Shared Care plan

- If you want to view your plan, click on the 'View' button after which your Shared Care or Advance Care plan will display for viewing.
- If you wish to edit your plan click on the "Edit" button after which your Shared Care or Advance Care plan will open ready for you to edit.
- Make sure to save once you have finished editing.
- If you are doing lots of edits, it is better to periodically save instead of waiting until you have finished all your additions/changes.
- The screen shot shows a Shared Care plan open for editing.

Your Advance Care plan

- This screen shot shows an Advance Care plan open for editing.
- Make sure to save once you have finished editing.
- If you are doing lots of edits, it is better to periodically save instead of waiting until you have finished all your additions/changes.



Viewing previous changes made to your plan

- This is the screen that displays if you click on the 'Show Change History' button.
- There is a separate entry for each change.
- Click on 'Show Changes' to see in detail what the changes were.

My advance care plan

02 Nov 2021 13:57:35

Updated By: Lodder, Kees (Palliative Care-NDHB)
Reason For Update: More info

Show Changes

05 Oct 2021 10:08:10

Updated By: Sharp, Maree (Nursing and Midwifery Directorate)
Reason For Update: update

Hide Changes

Section 2 - What matters to me

New Entry:

This is what I want my whanau and loved ones and healthcare team to know about who I am and what matters to me

My family matters to me , first and foremost. As well as the welfare of my horses.
I do not like hospital smells , please have some essential oils handy.

Old Entry:

This is what I want my whanau and loved ones and healthcare team to know about who I am and what matters to me

My family matters to me , first and foremost. As well as the welfare of my horses.
I do not like hospital smells , please have some essential oils handy.

27 Jul 2021 14:13:18

Updated By: Sharp, Maree (Nursing and Midwifery Directorate)
Reason For Update: updating

Show Changes

27 Jul 2021 11:45:51

Updated By: Sharp, Maree (Nursing and Midwifery Directorate)
Reason For Update: updated

Show Changes

Viewing your messages

- From the portal dashboard screen or from the left side menu/navigation bar, click on 'My Inbox' to see any messages in your portal.
- These will usually be messages between health providers.
- Whānau Tahī does have the ability for you to communicate with your health team via the portal, but individual health team members need to activate this in their login before you will be able to communicate with them using your portal.



Creating a new message

- If you want to create a new message, with your inbox open, click on the 'New message' button.
- You will be asked if this is an emergency, to send a message, click on the green 'No' button.
- **If it is an emergency call 111 instead.**
- The 'Create a new message' screen will be displayed.
- In the 'Recipient' box, select the person you are sending a message to from the drop down list. You will only be able to select from the members of your Care Team.
- Add in the message 'Subject'.
- Add in your message.
- Click on the green 'Send' button.

This is where you can send or receive messages from your health care provider. Remember to talk with each member of your care team. Here are your latest messages. Just click on them to read the details. If you have any questions, please contact your care team.

My inbox

[New message](#)

healthAlliance System Admin-TW
Test Message - November 26, 2016 9:34 AM

Create a new message

Recipient:*

Select from your Care team

Subject:*

Message:*

B I U 14

Type your message here...

Maximum 500 characters

My Measurements

- You can keep a track of some vital health information in Whānau Tahī Measurements.
- From the left side menu/navigation bar, click on 'My measurements' to open the 'My measurements' screen.
- From this screen, you can record over time your temperature, blood pressure, weight, heart rate, peak expiratory flow and/or blood sugar levels.
- Select the measure you want to add from the row of measurement options.
- Click on 'Add new' to add a new entry for that measurement.
- Click on 'Save'.

This is where you can enter your measurements and results. Talk to your care team member if you have any questions.

My measurements

Temperature | Blood pressure | Weight | Heart Rate | Peak Expiratory Flow (PEF) | Blood Sugar (As read on a glucometer)

Temperature

[+ Add new](#)

Date	Time	Temperature (degrees celsius)
No records to display		

Temperature

Show 10 most recent measurements
 Or use date range below

From:
 To:



My Library of Resources

- When the health worker activates your portal access, they can also enable access to health information from the <http://www.healthnavigator.org.nz> website.
- Any subjects they selected will be listed here in your resources tab.
- From the left side menu/navigation bar, click on 'My resources' to open this screen.
- Click on your links to access more information on the listed subject.
- If there are no subjects listed, the health worker did not select any subjects when your portal was activated.

This is the library of resources assigned by your care giver. For better

My library of resources

- ▶ Alzheimer's Disease
- ▶ Anxiety
- ▶ Asthma
- ▶ Atrial Fibrillation
- ▶ Back Pain
- ▶ Bipolar Disorder
- ▶ Bowel Cancer
- ▶ Bronchiectasis
- ▶ Depression
- ▶ Diabetes

Giving others access to your portal

- Since the information in the portal is your information, you have the option of sharing this information with who you want.
- From the left side menu/navigation bar, click on 'Family member access' to open this screen.
- From this screen you can see who you have given access to and whether they have accepted your invitation. You can also see if they have not.
- From here, you can send invitations for others of your choice to be able to access your portal.
- If you want to do this, click on the 'Invite new family member' button.

You may wish for other people to be able to SEE your Whānau Tahī record. They may be a family member, or support person. All you need is their email address. Add them below. Members cannot update your plans.

Family members access settings

It is recommended you only nominate someone with a private email address. Remember if it is a shared email, others who use the email account may be able to view your record.

[Invite new family member](#)

First Name	Last Name	Email Address	Access Granted Until	Status	
Jan	Donovan	rjwdon@gmail.com	04 Jul 2017	InvitationExpired	Resend Invitation Remove
Anthony	Poutu	anthony.poutu@northlanddhb.org.nz	29 Jul 2022	Accepted	Edit Remove



Giving others access to your portal

- A screen will be displayed which will enable you to add in their details.
- You can also set a time limit for their access to the portal, this is added into the 'Access Granted Until' field.
- Once finished, click on the 'Save' button. You will be returned to the 'Family members access settings' screen.

Invite new family member

First Name *

Last Name *

Email *

Access Granted Until

Save

Cancel