

# Family Portal – What You Can Access

## Introduction

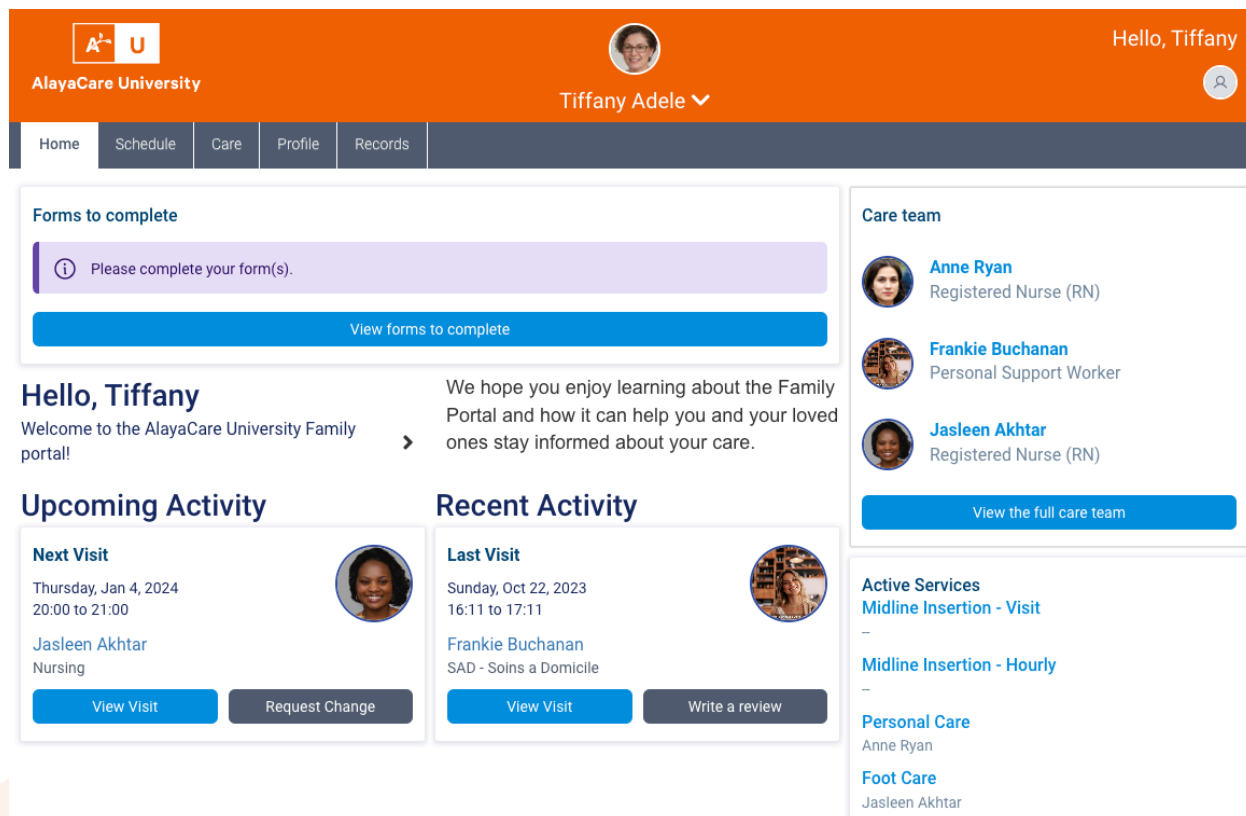
Use the following document to understand the different tabs within the family portal and what you can access within each. *Please adjust the points as needed based on your agency's specific Family Portal configuration and access you provide to users. Be aware of spacing changes, due to any edits you make.*

## Home Tab - Family Portal Dashboard

When logged on to the Family Portal users will be greeted with a dashboard outlining pertinent details on yours or your loved one's care.

This includes information on:

- ✓ Past, Current, or Upcoming visits
- ✓ Care Team
- ✓ Active Services
- ✓ Forms to Complete



The screenshot shows the AlayaCare University Family Portal dashboard for user Tiffany Adele. The header is orange with the AlayaCare logo, user profile, and name. Below the header is a navigation bar with tabs: Home, Schedule, Care, Profile, and Records. The main content area is divided into several sections:

- Forms to complete:** A purple box with an information icon and the text "Please complete your form(s)." and a blue button labeled "View forms to complete".
- Hello, Tiffany:** A welcome message: "Welcome to the AlayaCare University Family portal!" followed by a right arrow.
- We hope you enjoy learning about the Family Portal and how it can help you and your loved ones stay informed about your care.**
- Care team:** A list of team members: Anne Ryan (Registered Nurse (RN)), Frankie Buchanan (Personal Support Worker), and Jasleen Akhtar (Registered Nurse (RN)). A blue button labeled "View the full care team" is at the bottom.
- Upcoming Activity:** A section titled "Next Visit" showing a visit on Thursday, Jan 4, 2024, from 20:00 to 21:00, by Jasleen Akhtar (Nursing). It includes a "View Visit" button and a "Request Change" button.
- Recent Activity:** A section titled "Last Visit" showing a visit on Sunday, Oct 22, 2023, from 16:11 to 17:11, by Frankie Buchanan (SAD - Soins a Domicile). It includes a "View Visit" button and a "Write a review" button.
- Active Services:** A list of services: "Midline Insertion - Visit", "Midline Insertion - Hourly", "Personal Care" (by Anne Ryan), and "Foot Care" (by Jasleen Akhtar).

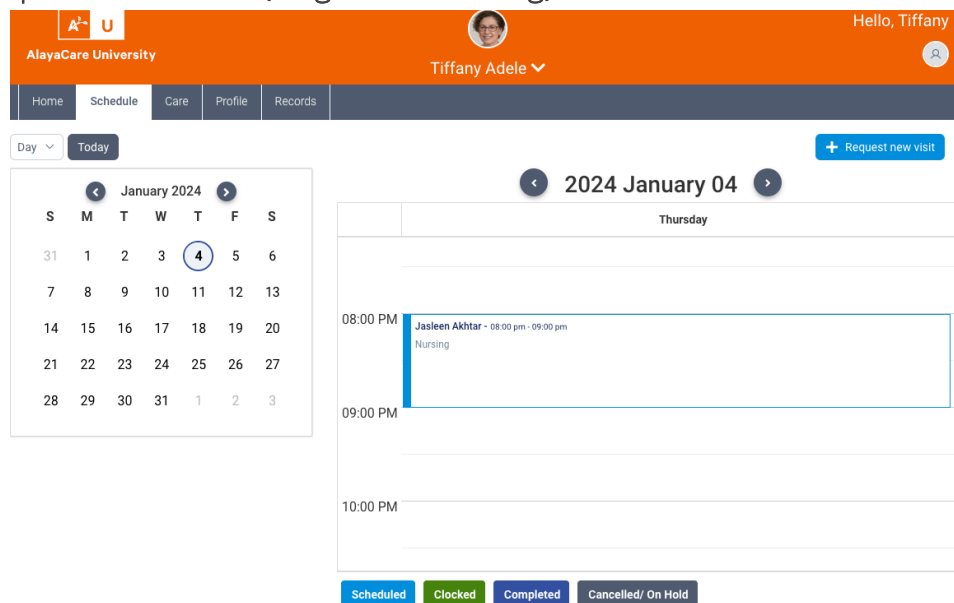
From this screen you can also do the following:

- ✓ View Visit Details
- ✓ Request a Change or Cancellation to an Upcoming Visit
- ✓ Request a New Service
- ✓ View the Full Care Team
- ✓ Write a Review for an Employee on the Care Team
- ✓ View which Forms can be Completed

## Schedule Tab

Clicking on the **Schedule tab** brings you to a view of the care you or your loved ones are receiving. You can:

- ✓ View upcoming or previous scheduled visits
- ✓ View information on the tasks to be completed for an upcoming or previous visit by clicking on the visit
- ✓ Request a new visit (single or recurring)



The screenshot shows the AlayaCare University interface. At the top, there's a header with the AlayaCare logo, a user profile for Tiffany Adele, and a greeting "Hello, Tiffany". Below the header is a navigation bar with tabs: Home, Schedule (selected), Care, Profile, and Records. A "Day" dropdown menu is set to "Today". To the right of the dropdown is a "Request new visit" button. The main content area displays a calendar for January 2024. The date "4" (Thursday) is selected and highlighted. To the right of the calendar is a detailed view for Thursday, January 04. It shows a schedule with a visit from 08:00 PM to 09:00 PM by Jasleen Akhtar, with the task "Nursing". At the bottom of the schedule view are four buttons: "Scheduled" (blue), "Clocked" (green), "Completed" (blue), and "Cancelled/ On Hold" (grey).

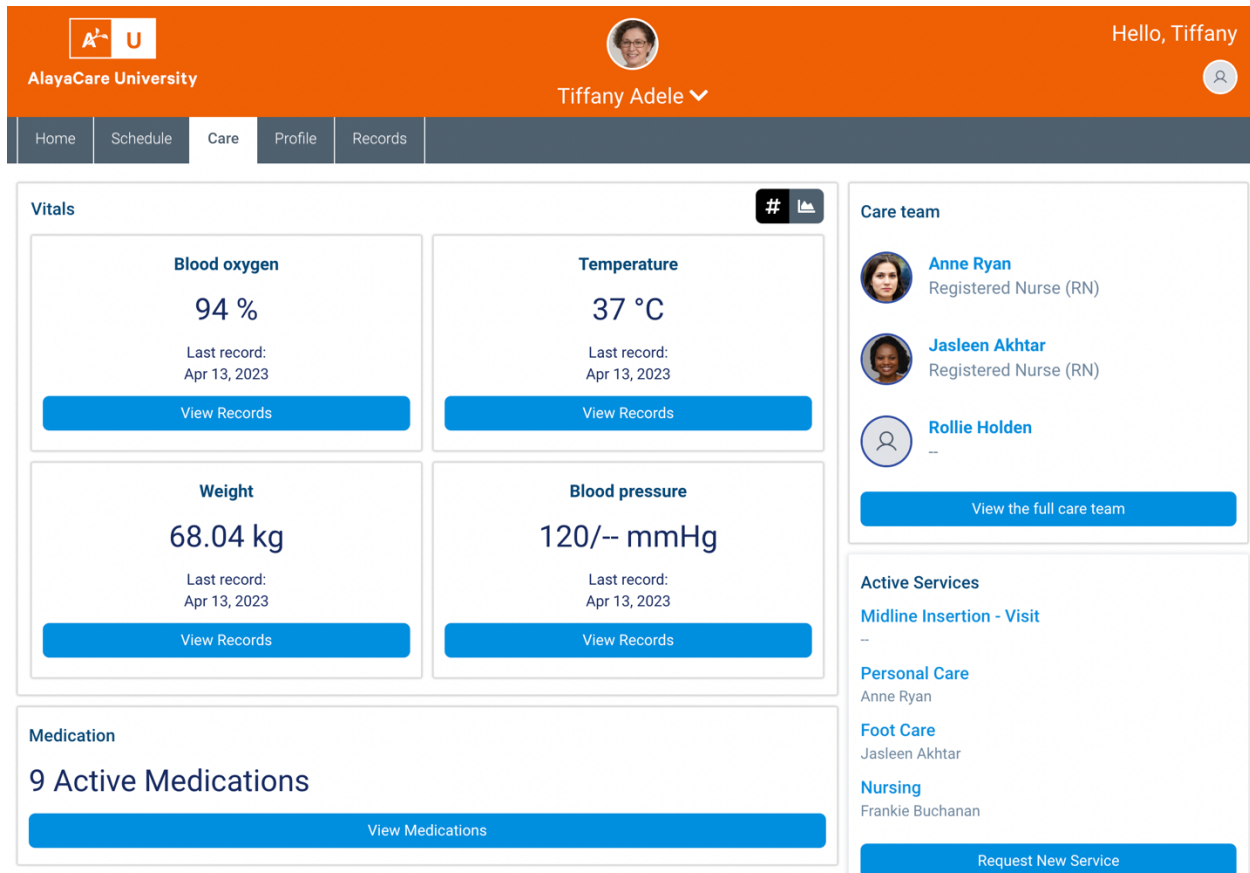
## Care Tab

In the **Care tab** you can view information on:

- ✓ Vital readings
- ✓ Medications
- ✓ Care Team
- ✓ Active Services

You can view recordings of vitals, as well as view medication details by clicking into each section.

As we saw on previous tabs you can view the full care team, as well as request a new service from the care tab.



The screenshot shows the AlayaCare patient portal interface. At the top, there's an orange header with the AlayaCare University logo on the left, a user profile for Tiffany Adele in the center, and a greeting 'Hello, Tiffany' on the right. Below the header is a navigation bar with tabs: Home, Schedule, Care (selected), Profile, and Records. The main content area is divided into several sections:

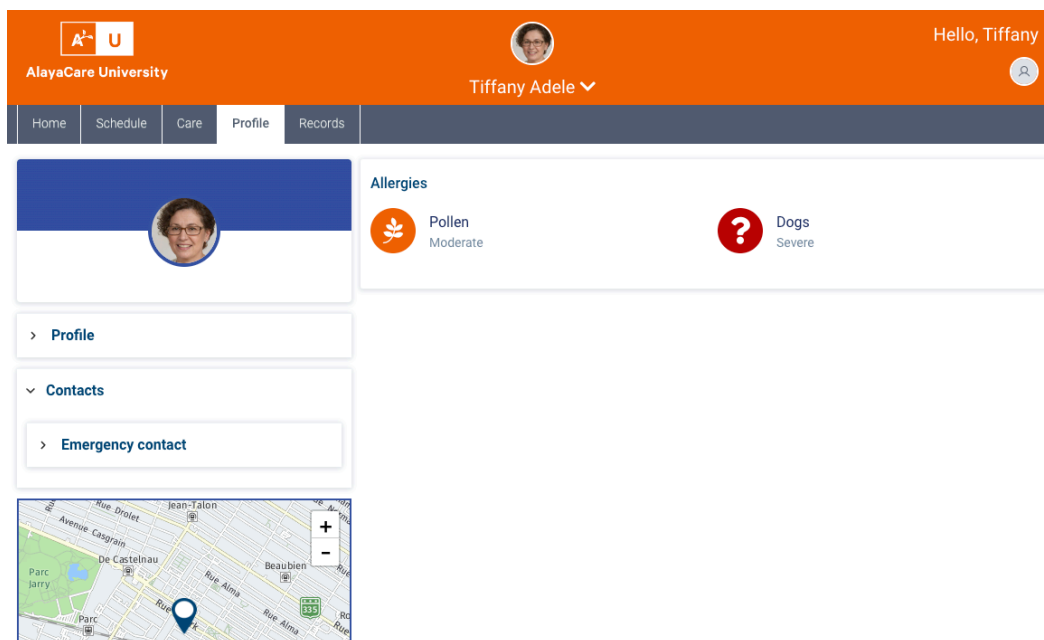
- Vitals:** A grid of four cards showing vital signs:
  - Blood oxygen:** 94 %, Last record: Apr 13, 2023, with a 'View Records' button.
  - Temperature:** 37 °C, Last record: Apr 13, 2023, with a 'View Records' button.
  - Weight:** 68.04 kg, Last record: Apr 13, 2023, with a 'View Records' button.
  - Blood pressure:** 120/-- mmHg, Last record: Apr 13, 2023, with a 'View Records' button.
- Medication:** A section titled '9 Active Medications' with a 'View Medications' button.
- Care team:** A list of healthcare providers:
  - Anne Ryan, Registered Nurse (RN)
  - Jasleen Akhtar, Registered Nurse (RN)
  - Rollie Holden
 Below the list is a 'View the full care team' button.
- Active Services:** A list of services:
  - Midline Insertion - Visit
  - Personal Care (Anne Ryan)
  - Foot Care (Jasleen Akhtar)
  - Nursing (Frankie Buchanan)
 At the bottom is a 'Request New Service' button.

## Profile Tab

On the Profile tab you will find the following information:

- ✓ Allergies
- ✓ Client Profile Information (such as address, phone number, etc.)
- ✓ Emergency Contact information

You can click on the Profile and Emergency Contact dropdown arrows to view the details for each section.



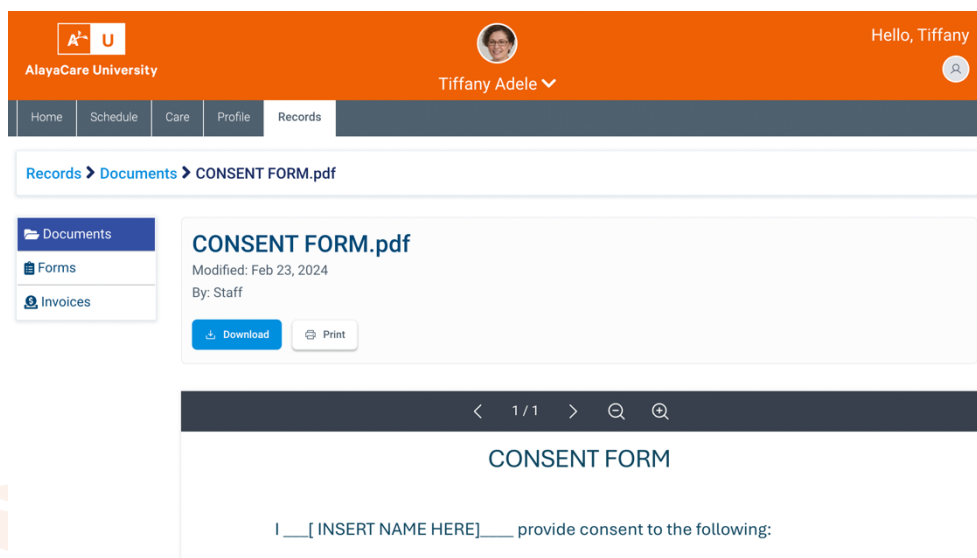
The screenshot shows the 'Profile' tab in the AlayaCare University interface. The header includes the AlayaCare University logo, the user's name 'Tiffany Adele', and a 'Hello, Tiffany' greeting. The navigation bar has tabs for Home, Schedule, Care, Profile, and Records. The Profile section displays a user profile card with a photo and a dropdown arrow. Below it, there are sections for 'Allergies' (Pollen Moderate, Dogs Severe) and 'Emergency contact' (with a dropdown arrow). A map of the user's location is also visible.

## Records Tab

In the Records tab you will find the following information:

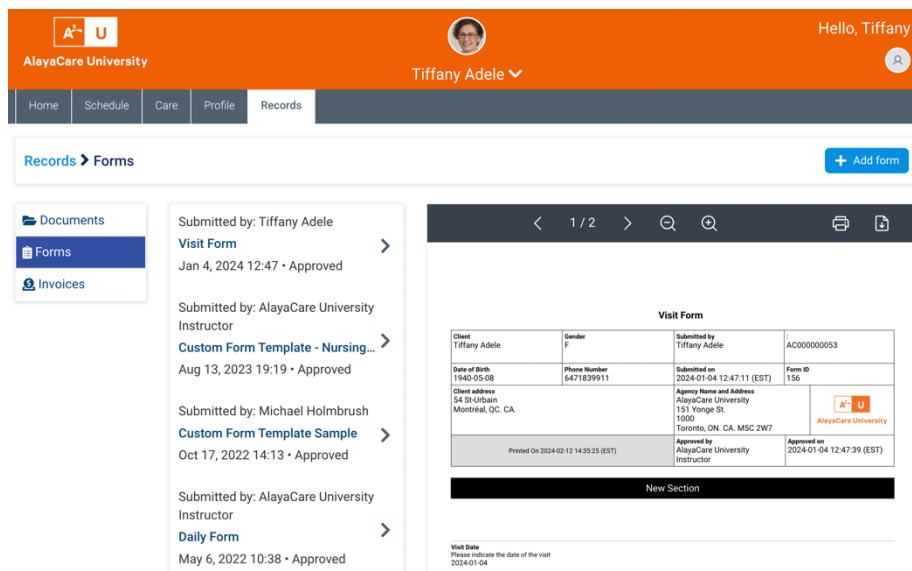
- ✓ View Documents
- ✓ View and Submit Forms
- ✓ View Invoices

You can view, download and print documents that are attached to your client profile.



The screenshot shows the 'Records' tab in the AlayaCare University interface. The header includes the AlayaCare University logo, the user's name 'Tiffany Adele', and a 'Hello, Tiffany' greeting. The navigation bar has tabs for Home, Schedule, Care, Profile, and Records. The Records section displays a list of documents, including 'CONSENT FORM.pdf'. Below the list, there are buttons for 'Download' and 'Print'. The document preview shows the title 'CONSENT FORM' and a form with a line for the user's name to provide consent.

From the **forms** tab, you can **view, complete and submit forms** directly from the family portal.



AlayaCare University

Hello, Tiffany

Tiffany Adele

Home Schedule Care Profile Records

Records > Forms

+ Add form

Documents

Forms

Invoices

Submitted by: Tiffany Adele

**Visit Form**

Jan 4, 2024 12:47 • Approved

Submitted by: AlayaCare University Instructor

**Custom Form Template - Nursing...**

Aug 13, 2023 19:19 • Approved

Submitted by: Michael Holmbrush

**Custom Form Template Sample**

Oct 17, 2022 14:13 • Approved

Submitted by: AlayaCare University Instructor

**Daily Form**

May 6, 2022 10:38 • Approved

Visit Form

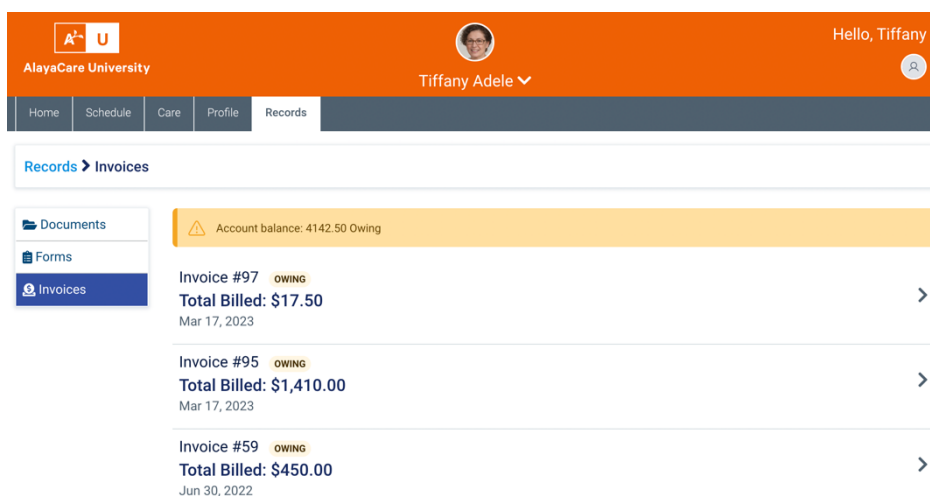
Client Tiffany Adele	Gender F	Submitted By Tiffany Adele	Form ID AC000000053
Date of Birth 1940-05-08	Phone Number 5471839911	Submitted on 2024-01-04 12:47:11 (EST)	Form ID 156
Client address 54 St Urbain Montreal, QC CA	Agency Name and Address AlayaCare University 151 Yonge St. 1000 Toronto, ON, CA M5C 2W7	Approved By AlayaCare University Instructor	Approved on 2024-01-04 12:47:39 (EST)

Printed On: 2024-01-12 14:35:23 (EST)

New Section

Visit Date  
Please indicate the date of the visit  
2024-01-04

From the **invoices** tab, you can see your **total account balance** as well as each **individual invoice amount**. Click on an invoice to view the full statement.



AlayaCare University

Hello, Tiffany

Tiffany Adele

Home Schedule Care Profile Records

Records > Invoices

Documents

Forms

Invoices

Account balance: 4142.50 Owing

Invoice #97 **OWING**

**Total Billed: \$17.50**

Mar 17, 2023

Invoice #95 **OWING**

**Total Billed: \$1,410.00**

Mar 17, 2023

Invoice #59 **OWING**

**Total Billed: \$450.00**

Jun 30, 2022