

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 includes the AlayaCare University logo, the user's name 'Tiffany Adele', and a greeting 'Hello, Tiffany'. The navigation menu includes 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)'. Below it is a blue button labeled 'View forms to complete'.
- Hello, Tiffany:** A welcome message: 'Welcome to the AlayaCare University Family portal!' followed by a right-pointing arrow and a message: 'We hope you enjoy learning about the Family Portal and how it can help you and your loved ones stay informed about your care.'
- Upcoming Activity:** A card for 'Next 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 card for 'Last 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.
- Care team:** A list of three team members: Anne Ryan (Registered Nurse (RN)), Frankie Buchanan (Personal Support Worker), and Jasleen Akhtar (Registered Nurse (RN)). Below the list is a blue button labeled 'View the full care team'.
- Active Services:** A list of services: 'Midline Insertion - Visit', 'Midline Insertion - Hourly', 'Personal Care' (by Anne Ryan), and 'Foot Care' (by Jasleen Akhtar).

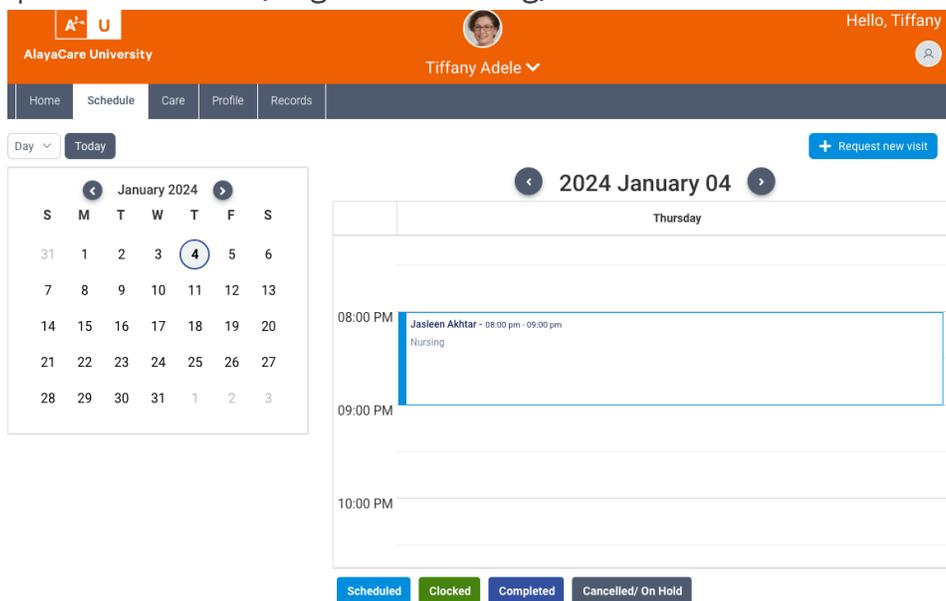
From this screen you can also do the following:

- ✔ 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 is a navigation bar with the AlayaCare logo, the user's name 'Tiffany Adele', and a search icon. Below the navigation bar, there are tabs for 'Home', 'Schedule', 'Care', 'Profile', and 'Records'. The 'Schedule' tab is selected. On the left, there is a calendar for January 2024, with the 4th of January highlighted. On the right, there is a detailed view of the schedule for Thursday, January 4th, 2024. A visit is scheduled from 08:00 PM to 09:00 PM by 'Jasleen Akhtar - 08:00 pm - 09:00 pm' for 'Nursing'. At the bottom, there are buttons for 'Scheduled', 'Clocked', 'Completed', and 'Cancelled/ On Hold'.

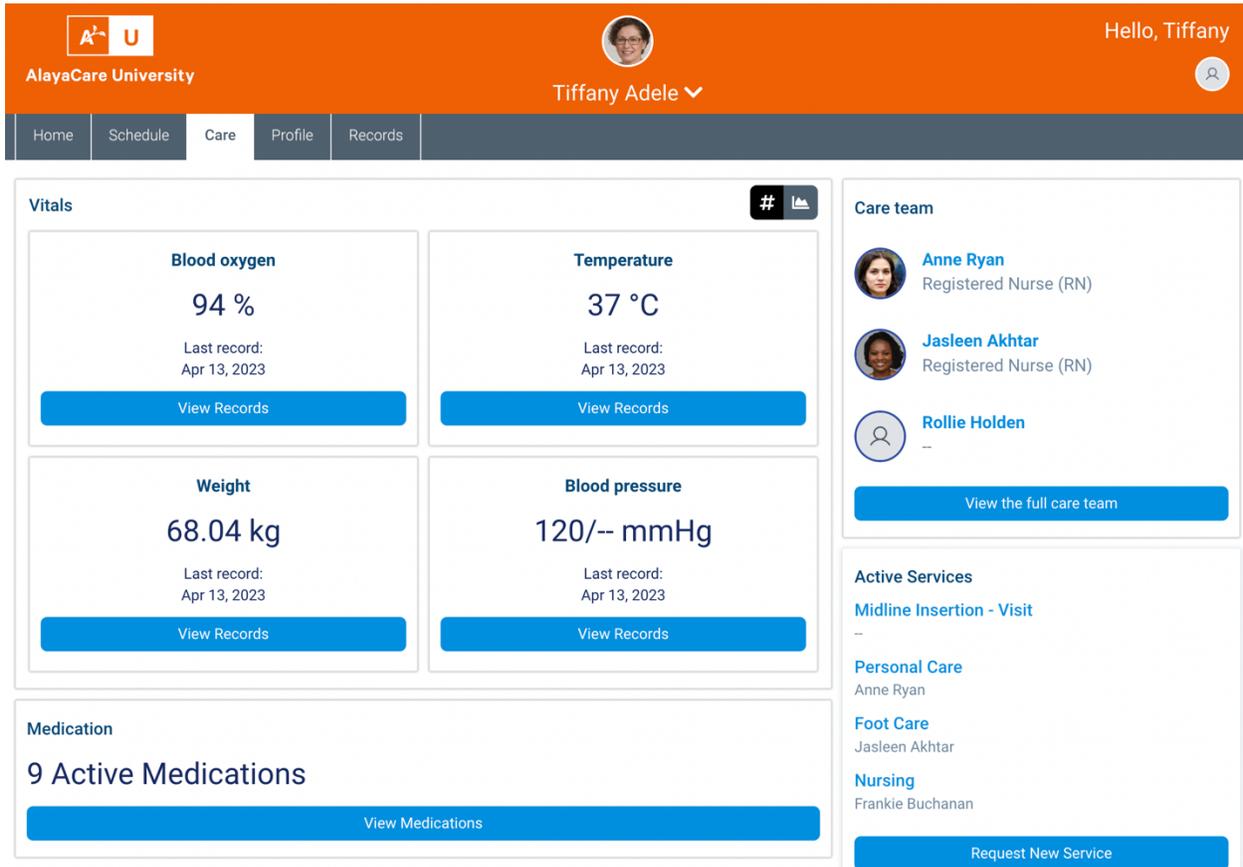
Care Tab

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.



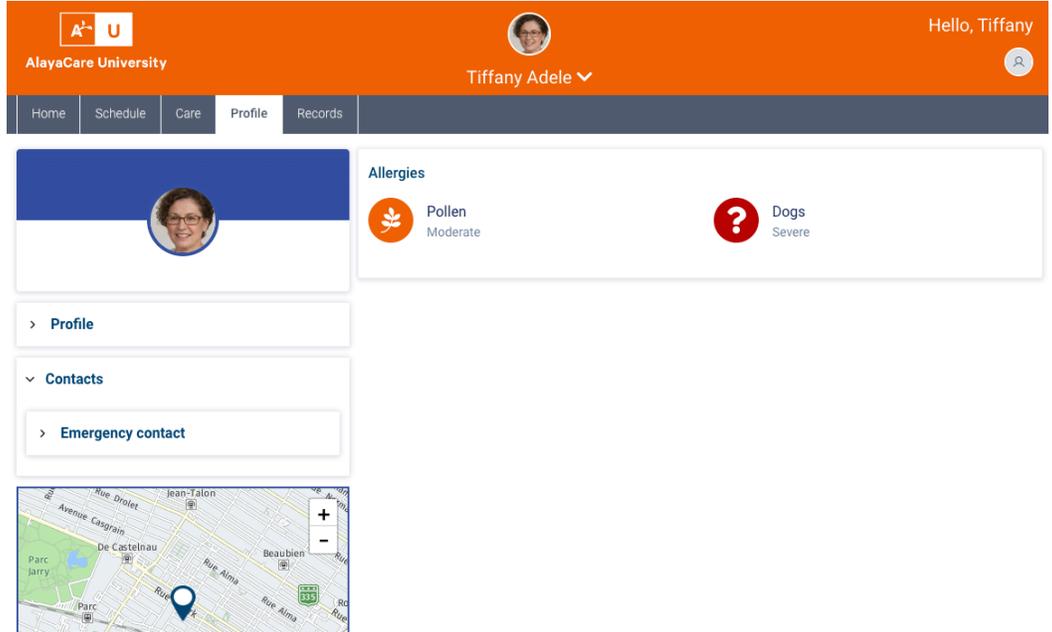
The screenshot shows the AlayaCare University patient portal interface. At the top, there is a navigation bar with the AlayaCare logo, the user's name 'Tiffany Adele', and a greeting 'Hello, Tiffany'. Below the navigation bar are tabs for Home, Schedule, Care, Profile, and Records. The 'Care' tab is selected, displaying a 'Vitals' section with four cards: Blood oxygen (94%), Temperature (37°C), Weight (68.04 kg), and Blood pressure (120/-- mmHg). Each card includes the last record date (Apr 13, 2023) and a 'View Records' button. Below the vitals is a 'Medication' section showing '9 Active Medications' with a 'View Medications' button. On the right side, there is a 'Care team' section listing three members: Anne Ryan (Registered Nurse), Jasleen Akhtar (Registered Nurse), and Rollie Holden. Below the care team is a 'View the full care team' button. Further down is an 'Active Services' section with categories: Midline Insertion - Visit, Personal Care (Anne Ryan), Foot Care (Jasleen Akhtar), and Nursing (Frankie Buchanan). A 'Request New Service' button is located at the bottom right of the active services section.

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.

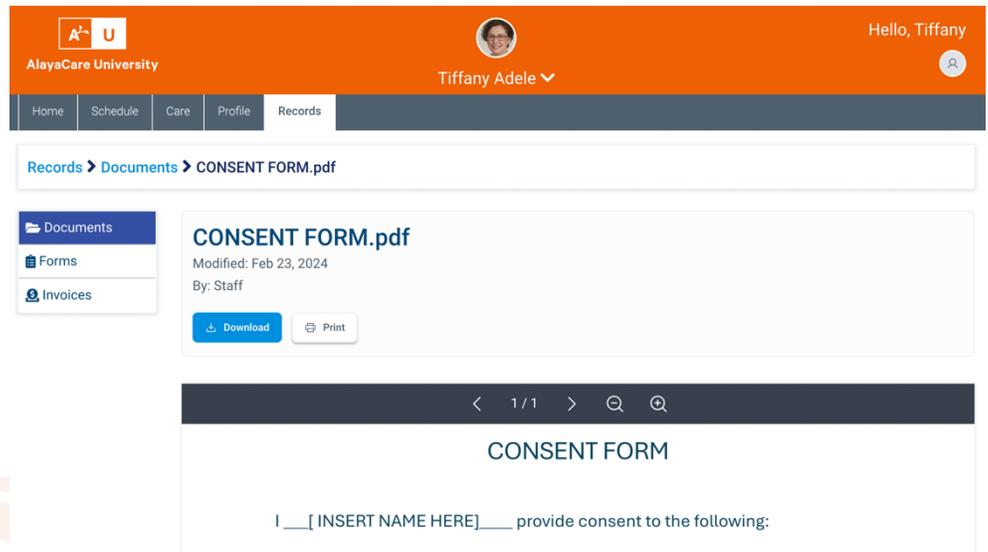


Records Tab

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.



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

Records > Forms + Add form

- 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 | 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 | | |
| Printed On: 2024-02-12 14:35:25 (EST) | | Approved by AlayaCare University Instructor | |
| | | Approved on 2024-01-04 12:47:39 (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.

Records > 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

