

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.

Home – Family Portal Dashboard

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

This includes information on:

1. Past, Current, or Upcoming visits
2. Care Team
3. Active Services
4. Forms to Complete

The screenshot shows the Whiddon Family Portal dashboard for a client named Betty Boop. The interface includes a dark teal sidebar with navigation options: Home, Schedule, Care, Records, and Profile. The main content area is divided into several sections:

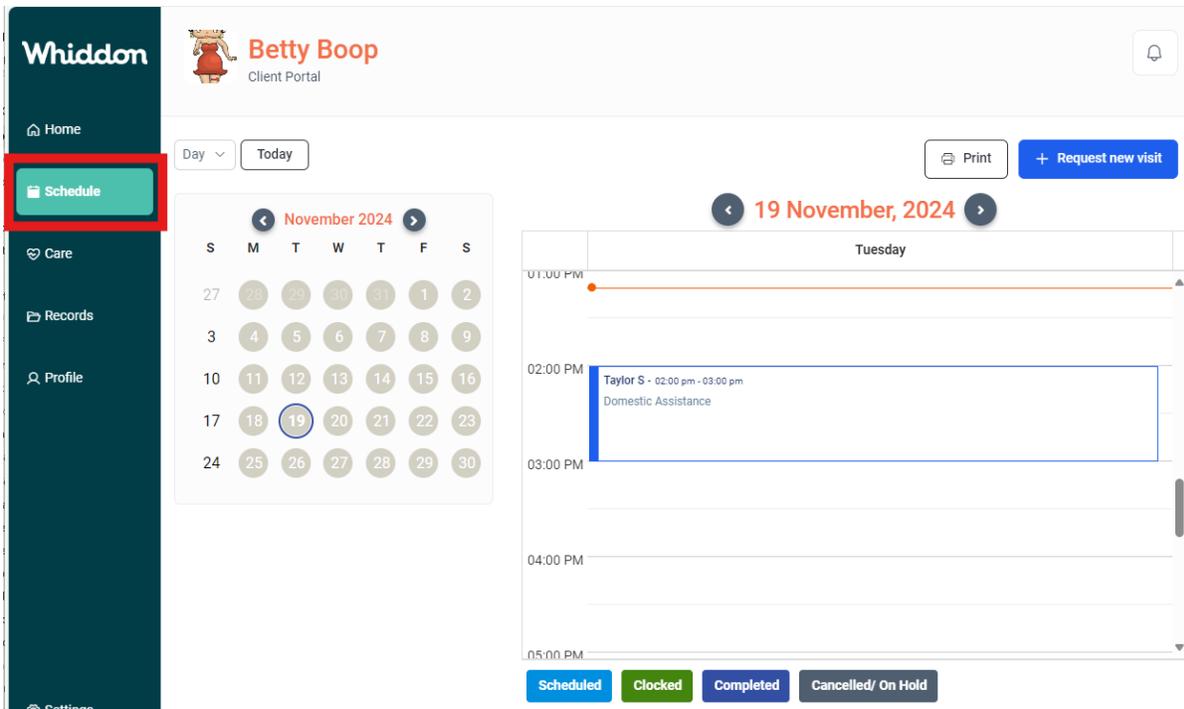
- Notifications:** An 'Upcoming Visit' on Nov. 20, 10:00 AM - 11:00 AM, with 'View All' and 'Get Alerts' buttons.
- Last Visit:** A visit on Monday, Nov 18, 2024, from 10:05 to 11:05, performed by Audrey H. Services include Personal Care at Home. Includes 'Write a review' and 'View Visit' buttons.
- Next Visit:** A visit on Tuesday, Nov 19, 2024, from 14:00 to 15:00, performed by Taylor S. Services include Domestic Assistance at Home. Includes 'Requ Change' and 'View Visit' buttons.
- Care team (4):** Lists Audrey H (Home Care Employee), Tom H (Community Care Coordinator), and Taylor S (Home Care Employee). Includes a 'View Full Care Team' button.
- Active Services (3):** Lists Personal Care, Personal Care, and Domestic Assistance.

From the Home screen you can do the following:

1. View Notifications and change Notification Alert preferences
2. View Last and Next Visit Details
3. Request a Change or Cancellation to an Upcoming Visit.
(N.B Visit must be scheduled more that 3 days in the future. If less than 3 days, please phone the Scheduling Team)
4. View the Full Care Team
5. Write a Review for an Employee on the Care Team

Schedule Tab

Click on **Schedule** to view the care visits that you or your loved one is receiving.



On this page you can:

6. Change the view to show the schedule for the current day, week or month
7. View upcoming or previous scheduled visits
8. View information on the tasks to be completed for an upcoming or previous visit by clicking on the visit
9. Request a new visit (single or recurring)
(NB Requested date/s must be at least 3 days in the future. If less than 3 days, please phone the Scheduling team)
10. Request a change to an existing visit, such as schedule time or date, or cancel the visit.
 - Go to the required date and click on the scheduled visit
 - Click on **Request Visit Change** and complete the details

The screenshot shows the Whiddon Client Portal interface for a client named Betty Boop. The main navigation menu on the left includes Home, Schedule, Care, Records, Profile, and Settings. The top right corner features a notification bell icon. The main content area displays a calendar for November 2024, with the date 30 November, 2024 selected. A modal window titled "Visit Details" is open, showing the following information:

Visit details		Interventions
Scheduled visit time Saturday, Nov 30, 2024 10:00 to 11:00		Location Home
Caregiver -		Address 125 Crown Street Grafton NSW 2460
Service Personal Care		Phone number 0421141525

At the bottom of the modal, there is a blue button labeled "Request Visit Change" which is highlighted with a red rectangular box. Below the modal, there are four status buttons: "Scheduled" (blue), "Clocked" (green), "Completed" (dark blue), and "Cancelled/ On Hold" (grey).

NB Requests for New Visits or Visit Changes can only be actioned on the Family Portal if the date/s are 3 or more days in the future. If the visit date is less than 3 days in the future, please phone the Scheduling Team directly.

Care Tab

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

1. **Vital readings**
2. **Medications**
3. **Care Team**
4. **Active Services**

If these are setup for recording, you can view **recordings of vitals**, as well as view **medication** details by **clicking into each section**.

As shown on previous tabs, you can also view the **full care team**.

Whiddon Betty Boop Client Portal

Care (highlighted in sidebar)

Vitals (2)

Vitals	
Blood oxygen 94 % Last record: Apr 13, 2023 View Records	Temperature 37 °C Last record: Apr 13, 2023 View Records
Weight 68.04 kg Last record: Apr 13, 2023 View Records	Blood pressure 120/-- mmHg Last record: Apr 13, 2023 View Records

Medication
9 Active Medications
[View Medications](#)

Care team (4)

- Audrey H** Home Care Employee
- Tom H** Community Care Coordinator
- Taylor S** Home Care Employee

[View Full Care Team](#)

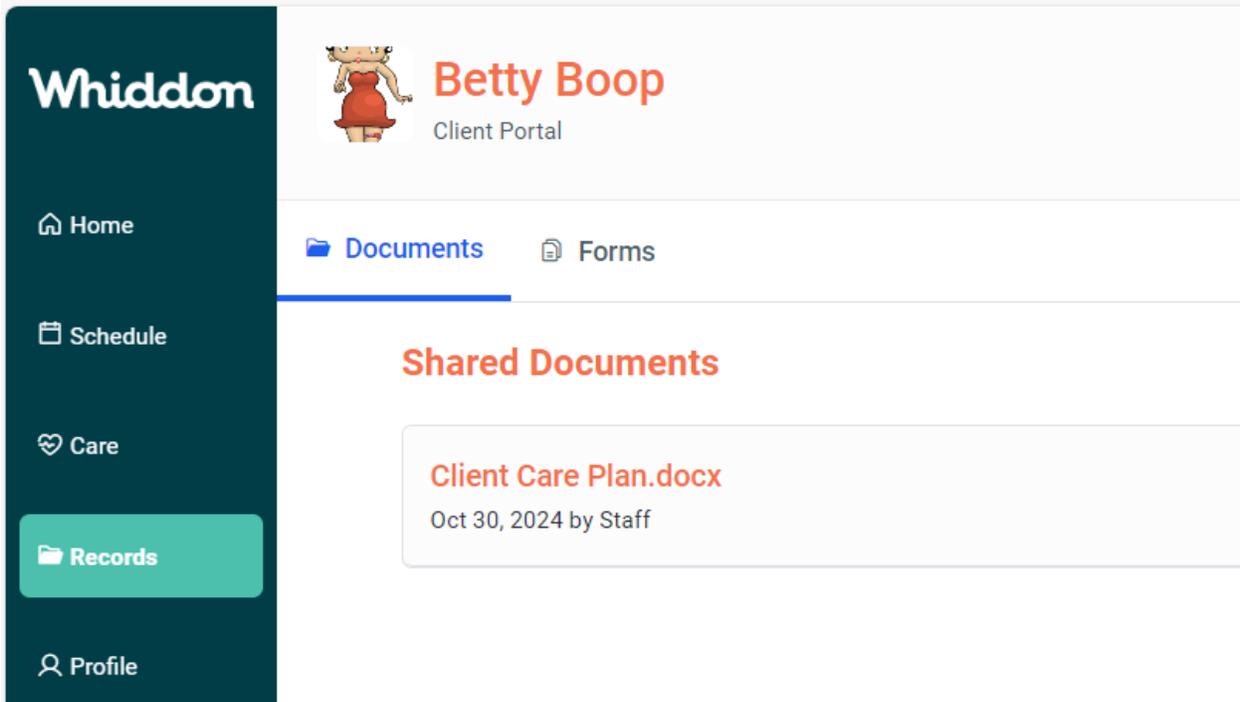
Active Services (3)

- Personal Care
- Personal Care
- Domestic Assistance

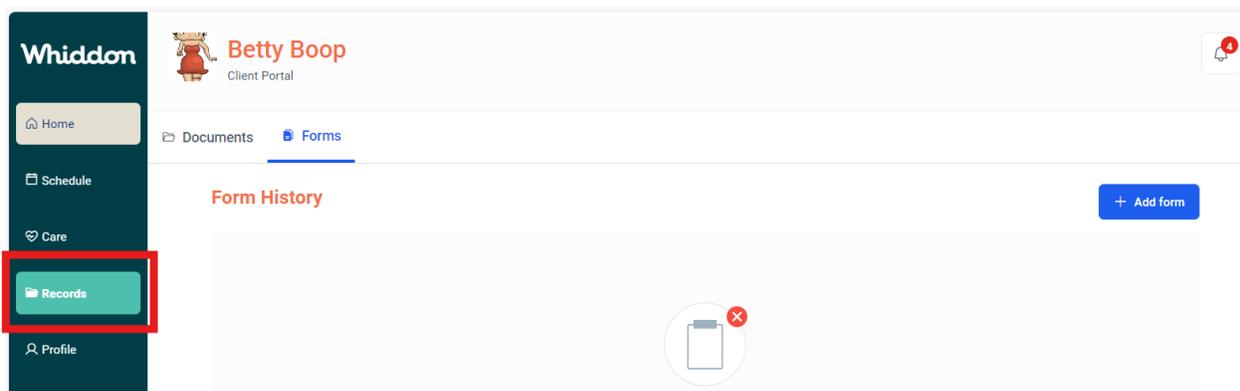
Records Tab

In the **Records** tab you will find the following information:

1. **View Documents**
2. **View and Submit Forms**



From the Documents tab you can **view, download and print documents** that are attached to your client profile.

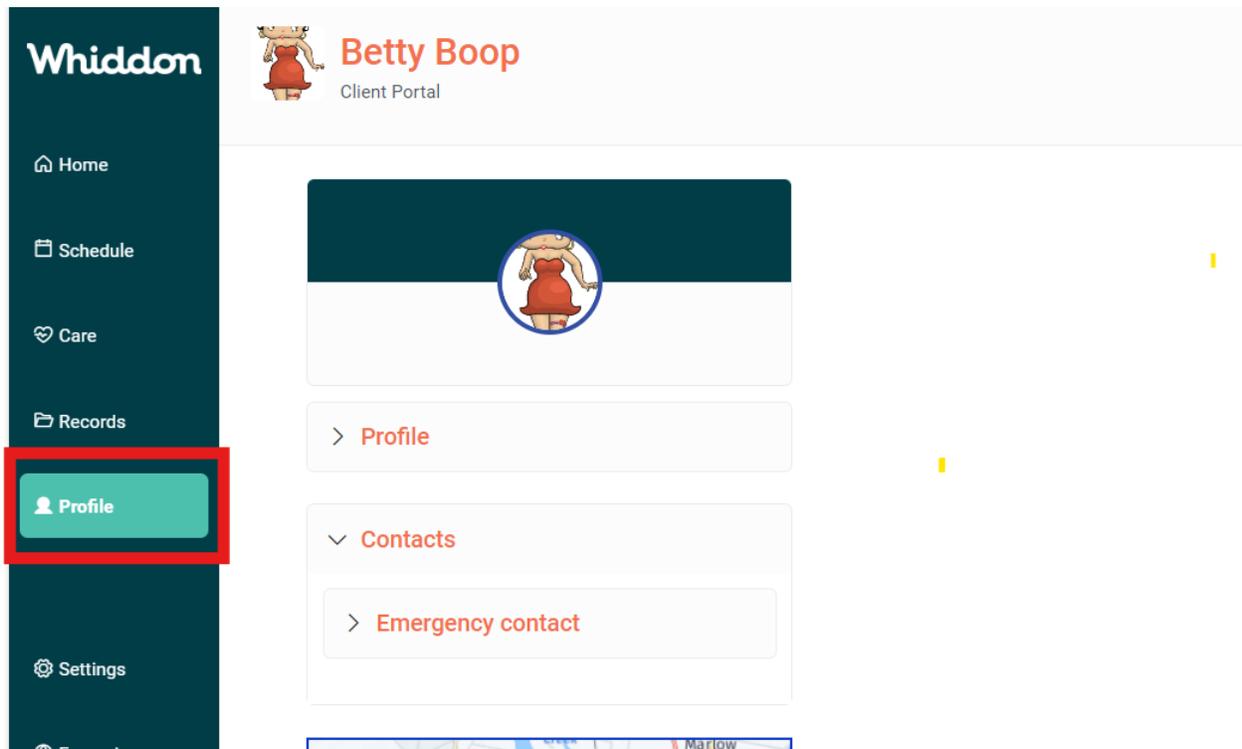


From the **Forms** tab, you can **view, complete and submit forms**.

Profile Tab

On the **Profile** tab you will find the following information:

1. **Allergies**
2. **Client Profile Information** (such as address, phone number, etc.)
3. **Emergency Contact information**



You can click on the **Profile** or **Contacts > Emergency Contact** to view the details for each section.