

# USER GUIDE

An easy to follow user guide to your new all in one portal

(NUTRICIA CA



Welcome, Nora

New Referral Forms

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We are very excited to launch a new digital experience in the form of the MyNutriciaCare Portal.

Join us on the journey as we continue to enhance you and your team's Nutricia Care experience!

In this document you will find steps on how to use the new all in one portal.



#### 1.) Welcome e-mail

You will receive an invitation from Nutricia Care via email with a unique username. Follow the link to access the portal.

#### (NUTRICIA LIFE-TRANSFORMING NUTRITION

Hi Nora,

Welcome to Nutricia Care.To active your account and set your initial password, please click the following link. Once your account is activated, you can log in at any time using your username: niallmurphy@yopmail.com

If you encounter any issues, please do not hesitate to contact your administrator. If you need further assistance please contact us by email at Nutriciacare@nutricia.com or by phone at 353879654241

Thank you, Nutricia Care

## 2.) Changing Password

Upon clicking the link in your welcome email, you will first be brought to the password reset screen where you will be asked to reset your password. Once saved, you will then be brought to the home screen where you can start to use the portal.

Enter	a new password	l for		
testire	landhcpuser12	3@test.com. M	lake sure to	
includ	le at least:			
ø	8 characters			
Also i	nclude at least 3	of the followin	18:	
C	1 uppercase le	etter		
0	1 lowercase le	etter		
C	1 number			
ø	1 special char	acter		
• New	Password			
				Good
Con	firm New Passw	ord		
				Match
	Ch	ange Password		

If you need to change your password again at a later stage, you can do so by clicking on 'My Settings' and clicking on 'Change Password at the bottom of the screen. Follow the instruction to reset your password.

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(i) Resources	E	E	E
	Wound Care Referral Form >	Dysphagia Referral Form >	Dietetic Referral Form >
O Help & Support	Previous Submissions		



## 3. Logging In

Log into the MyNutriciaCare portal using your username (in the format firstname.surname@nutriciacare.ie) and enter your new password



## 4. Bookmarking Site URL

For quick repeat access to the portal, we recommend that you bookmark the link to the portal utilising the bookmark function on your preferred Internet Browser. Note: There is no recommended Browser for use with the new portal. Typically, you can bookmark a site by clicking on the star icon in the top right of the address bar. You can then give the bookmark a name and select a location where you would like the bookmark saved.

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Favourites	89AAB62-5	Ð
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Username	
sbhamane@deloitte.com.nutricianurse.sat	

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#### Submitting a referral (5.)

Referral forms are available on the homepage of the MyNutriciaCare portal. Simply click on the relevant referral form type and follow the instructions. You will note there are new referral forms, and you will be guided through the process for submission.

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Appointments	New Referral Forms		
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ල User Management	Wound Care Referral Form >	Dysphagia Referral Form >	Dietetic Referral Form >
⑦ Help & Support			

Below is a sample of the wound care referral form.

(NUTRICIA CARE	← <u>Home</u> / Wound Cave Relenal Form
1 Home	Wound Care Referral Form
Appointments	New Referal Form
() Resources	
Help & Support	Is the resolution of the face of any other IKOP managing the would conduct such as Dermitidiags (block), finding or a 17th transitive aggression, with an active and appropriate care gave repose? The face of the face of t
	Pase dues for retain:

If you forget to include any information marked as "required", you will receive the following notification:

- Unfortunately, there are some required details missing, please complete all fields that are marked as required and click save changes again.
- Please populate required fields

-What is the current concern with this wound that prompted this referral?

#### **Checking Past Submissions** (6.)

Past submissions are available on the homepage. To access, just click on the relevant referral in the 'Previous Submissions' section. Every referral which has been submitted by your nursing home in the last 365 days will be available here. You can sort these by oldest to newest/newest to oldest, referral type or submission month or you can use a combination of each to sort them also.

↓↑ Sort By	
Patient Name	
Mark Nolan	
Katy Perry	
Orla Lehane	
Emily Corr	
Mary Murphy	
Mark Nolan	
Mark Nolan	
Test Referral	
Arnav Arnav	
Ashley Smith	

## **Accessing Messages**

Messages can be accessed by clicking on the arrow to the right of each submitted referral. You will be brought to a new screen containing the referral details you completed with a messaging thread on the right side where you can communicate with your Nutricia Care HCP, view attached care plans and send additional images etc.

Previous Submi	issions	
↓↑ Sort By		C
Patient Name		
Mark Nolan		
Katy Perry		

Submission Month		
Referral Type	Submission Date	
Wound Care	2024-12-05	>
Dysphagia	2024-12-05	>
Dietetic	2024-12-05	>
Wound Care	2024-12-05	>
Diesetic	2024-12-04	>
Wound Care	2024-12-04	>
Dietetic	2024-12-02	>

Submission Month		
Referral Type	Submission Date	
Referral Type Wound Care	Submission Date	

User Guide

MyNutriciaCare Portal

Referral Mary		+ Follow
leferral Date Owner Name 5/12/2024		
Patient Details		Post
rst Name Jary	Last Name Murphy	Share an update Share
S/07/1932	92	Q. Search this feed
na pas		Rosetta Casey (Nursing Home Nurse)
llergies Details hellfish		H loe.
Nursing Home Information		Please see the attached care plan for Mary as discussed today.
ursing Home Name		Many thanks,
est Ireland Nursing Home		
oom Number 5		Orla
loor Number		T STATUS DE LA CONTRACTÓN DE LA CONTRACT
ursing Home Address Castle Street, Sandy Mount, Ireland, Dublin, IRELAND, 123456		The second secon
IRCode		The second se

When the Nutricia Care HCP adds a new message to a referral record, the nursing home will be notified by email as below:

Subject: Sandbox: New message for referral NC-017883

You have received a message relating to referral with ID NC-017883 To review the message, please click here NC-017883

Thank you, Nutricia Care Team

#### (8.) Accessing Appointments

Appointments can be accessed by clicking the Appointments icon on the left-hand side of the homepage. A list of upcoming appointments/ assessments will be available. You can see a description of each appointment and the date and time of each appointment. Names can be added to the appointment also. Past appointments can also be viewed here.

	Welcome, Nora		R
1 Home			
Appointments	New Referral Forms		
@ Resources	E,	E	E
☑ User Management	Wound Care Referral Form >	Dysphagia Referral Form >	Dietetic Referral Form >
Help & Support			

		Refresh • Expand All • Vi
<ul> <li>Upcoming &amp; Overdue</li> </ul>		
Dysphagia Assessment     has an upcoming event		(29:30) 22 New
Dietetic HCPMeeting     hus an upcoming event		10:00) Today
1	View Mere	
	No new which. Dert marform and train marked as down therein have	

✓ Calendar Details	
Assigned To	Related To Test Ireland Nursing Home
Subject	Private
Dysphagia Assessment	
All-Day Event	
Start 21/11/2024, 09:00	
Reminder Set	
End 21/11/2024.16-30	
Name	
Natterbox Call Recording	
No Recording was made	
✓ Other Information	
Location	
Show Time As	
Busy	
Video Meeting Link	
<ul> <li>Description Information</li> </ul>	
Description	
Assessments of all referred residents on 1st floor	

## (9.) Accessing Resources

Resources can be accessed by selecting the 'Resources' option on the left-hand side of the homepage. Individual folders are available for Tissue Viability Nursing, Speech and Language Therapy and Dietetic resources with subfolders within each of these.



## (10) Video Calls

A new video call function will be available soon and will be integrated within the MyNutriciaCare Portal. This will be simple to use for you and your residents to conduct video calls with your Nutricia Care HCP team. Within the MyNutriciaCare Portal, a link will be sent to you which you can click on to easily access the video call. Further instructions on this function will follow.

Tissue Viability N	ursing Resources
Speech and Language Therapy Resources	Dietsti: Resources

#### User Management (Delegate Admin) (11.)

Two members of management in the nursing home will be given special user management permissions to add or remove nurses' access to the portal. These users will see a "User Management" tab on their home screen. By clicking on this tab, they will see a list of all active and inactive users in the home. They will be able to send reset password links to users, deactivate users or create new users.

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UTRICIA CARE	← <u>Home</u> / User Management				
Home	Users				Create New User
Appointments					
Resources	Name testeeeee eeesteddd	kmail ld	user Name xyzbbb@nutricia.com.sat	Active	Reset Password Deactivate User
User Management	Cilian Sulivan	olliansullvangnutriciacare.com	ciliansulivangnutricia.com.sat	Active	Reset Password Deactivate User
Help & Support	Nora Jones	marinahemandezgi@deloitte.co.uk	nial/murphy@yopmail.com	Active	Reset Password Deactivate User
	Marina Hernandez	marinahernandezgl@deloitte.ca.uk	marinahernandezgl@nutricia.com.sat	Active	Reset Password Desctivate User
	Liam Mescal	liammescal@yopmail.com	liammescal@nutricia.com.sat	Inactive	Reset Password Activate User
	Shown 5/16 msults				€ 🚺 2 3 4 →
	← Home / Delegated Us	≝ / Create User			
Home	Create Use	er			
Appointments	First Name (Required)		Last Name (Required)		

Appointments	First Name (Required)	Last Name (Required)
Q Resources		
User Management	Work Phone (Required)	Email (Required)
Help & Support	Nunsing Home Willowbrook Care Home	
	Create User	

#### Help & Support (12.)

You can access help and support by clicking on the 'Help & Support' tab on the left hand side of the homepage where you will find contact information for the Nutricia Care admin team.

	← Home / Help & Support
	Help & Support
Appointments	
@ Resources	Nutricia Care Team Please email our Nutricia Care Team or contact your Key Account Manager.
☑ User Management	🖬 nuticiacentgoutriciacent
Help & Support	<b>%</b> 1800 923 404

#### To visit our MyNutriciaCare hub where you can access resources including a suite of training videos, please scan the QR code or visit: https://www.nutricia.ie/hcp/services/mynutriciacare-hub.html



