My NUTRICIA | CARE
Your all in one portal

USER GUIDE

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

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!

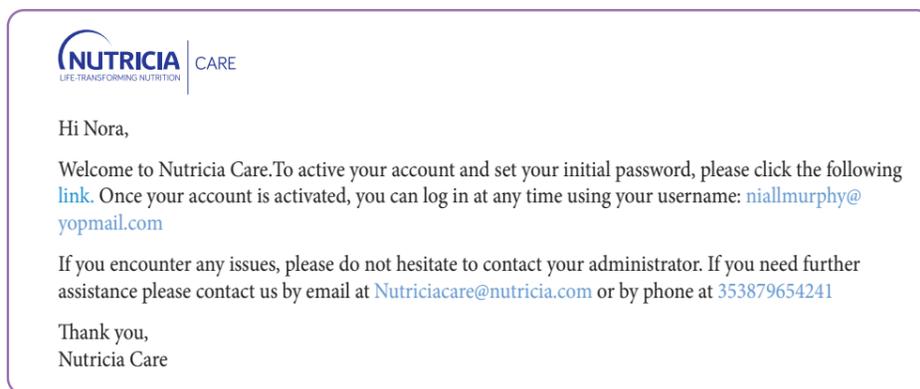In this document you will find steps on how to use the new all in one portal.

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User Guide Contents

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.


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.
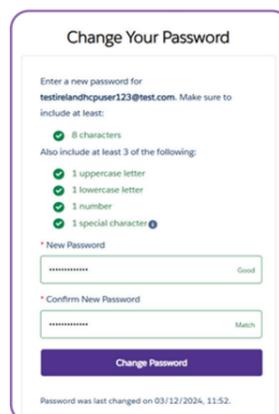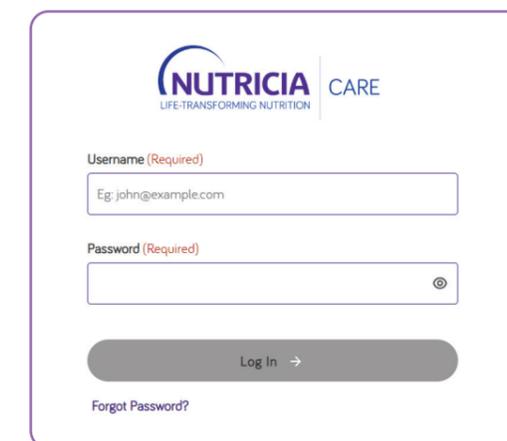

If you need to change your password again at a later stage, you can do so by clicking on 'My Settings' and clicking on 'Change Password at the bottom of the screen. Follow the instruction to reset your password.
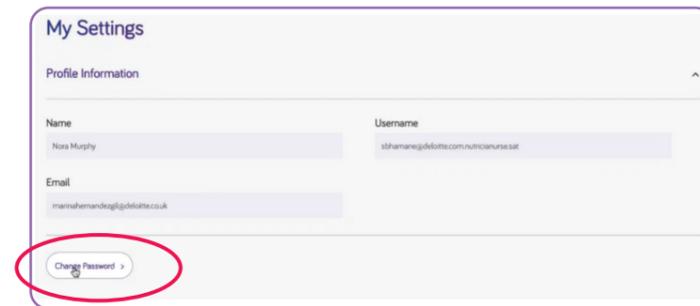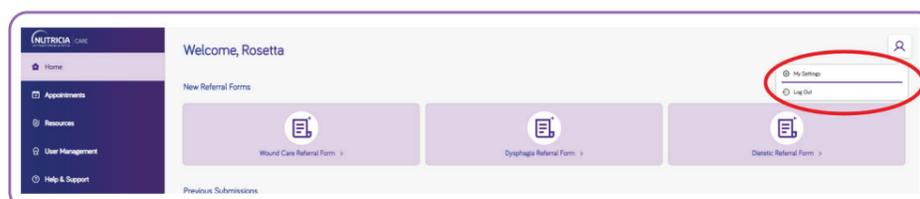
3. Logging In

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.
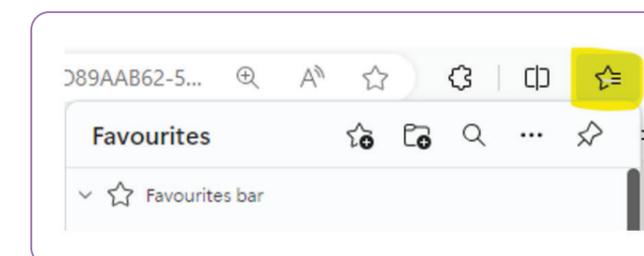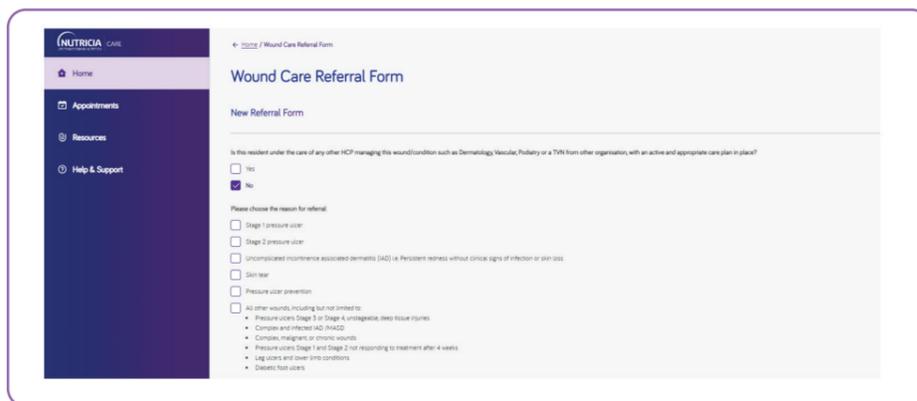
5. Submitting a referral

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.
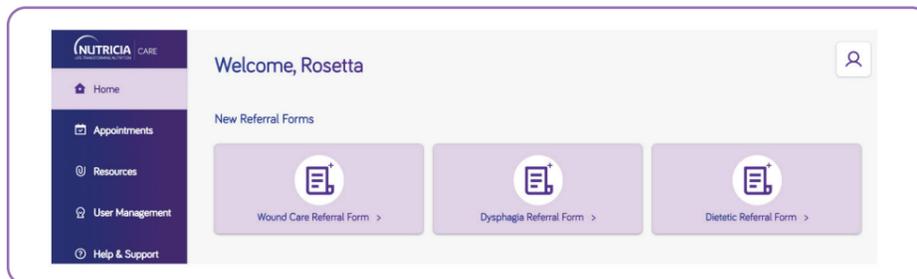
Below is a sample of the wound care referral form.

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

⊗ Required Data Missing
- 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?

6. Checking Past Submissions

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.
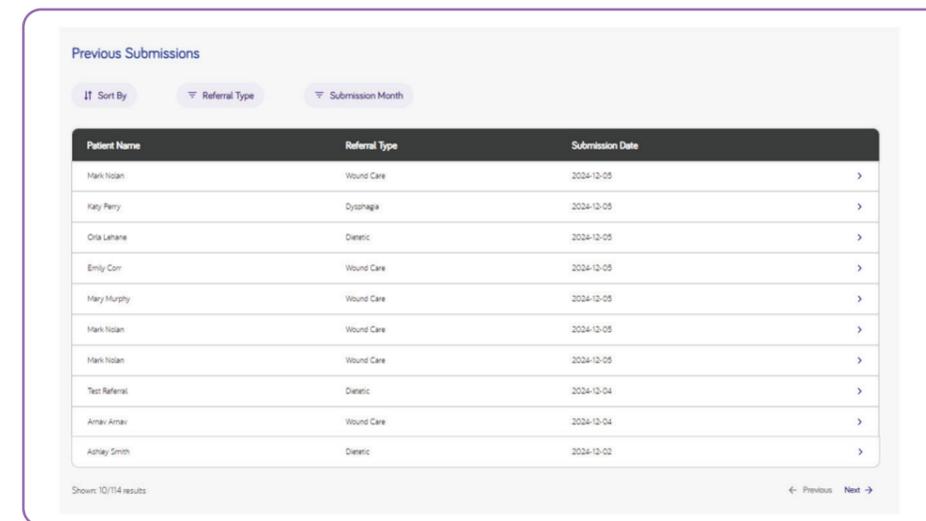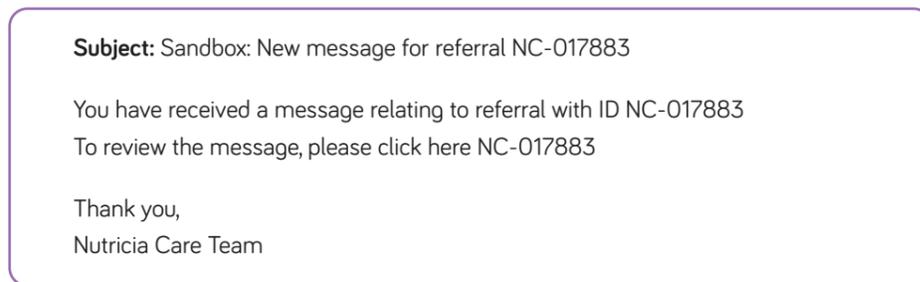

7. Accessing Messages

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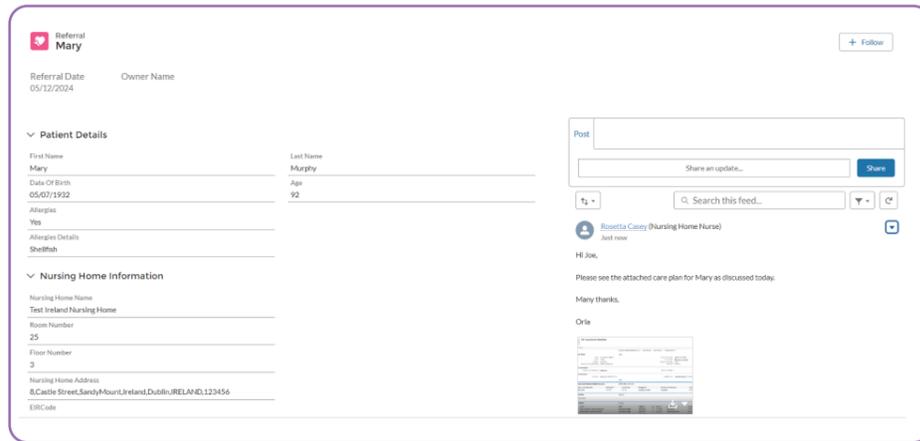
When the Nutricia Care HCP adds a new message to a referral record, the nursing home will be notified by email as below:

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.
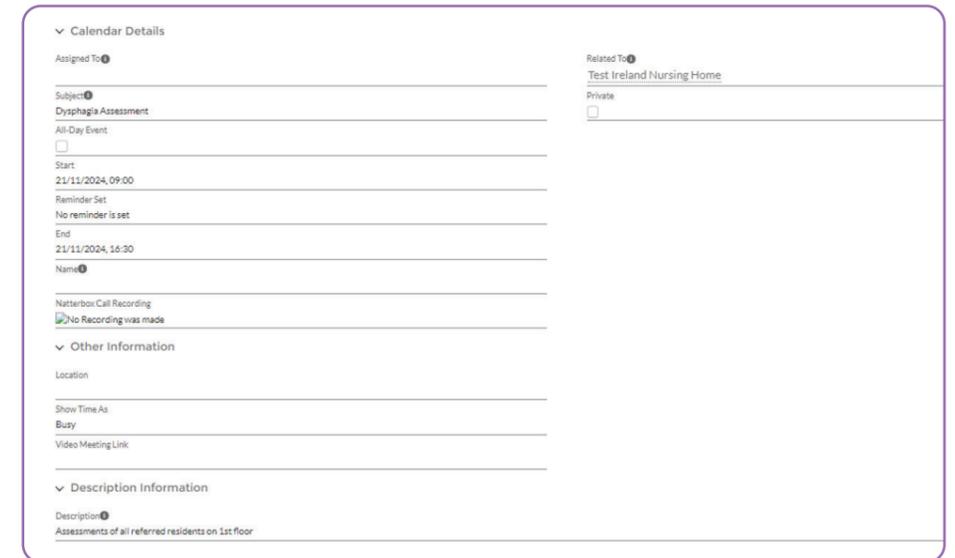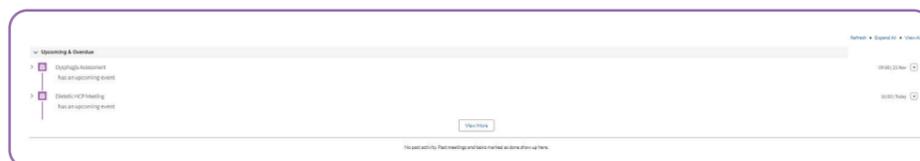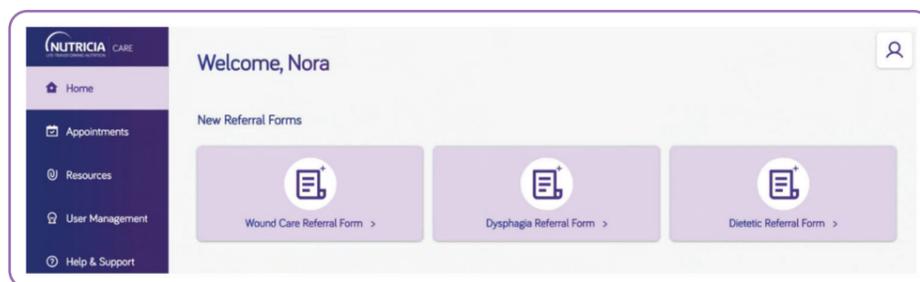
9. Accessing Resources

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.
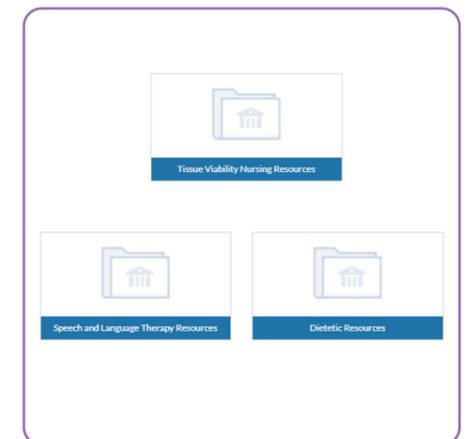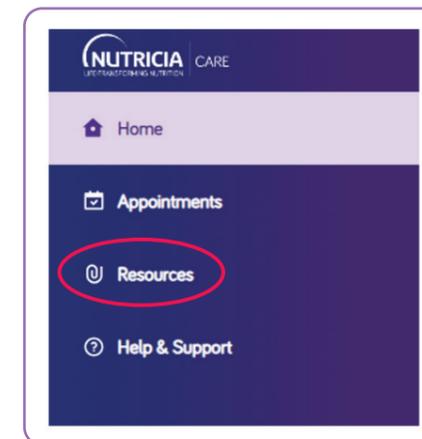

10. Video Calls

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.

11. User Management (Delegate Admin)

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.
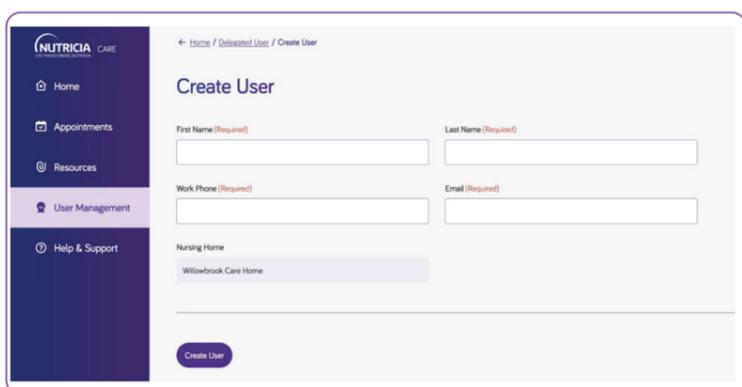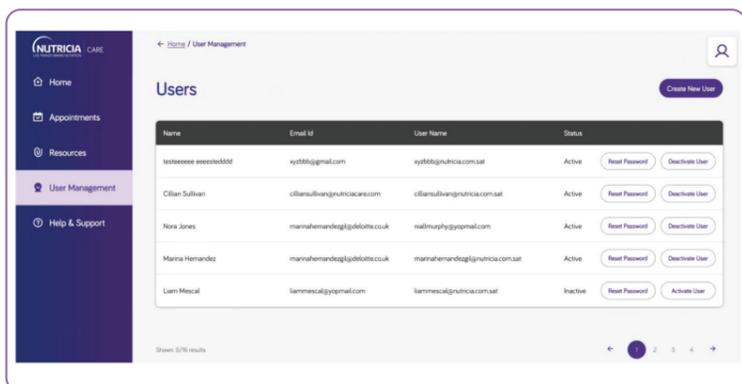
12. Help & Support

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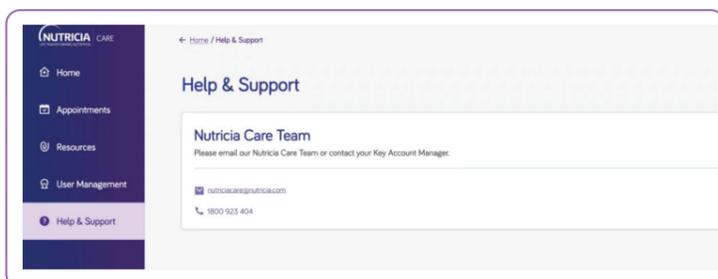
To visit our MyNutriciaCare hub
where you can access resources including a
suite of training videos, please
scan the QR code or **visit**:
https://www.nutricia.ie/hcp/services/mynutriciacare-hub.html

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