

Nursing Home User Manual

Guide for navigating the Nutricia Care app
and managing your appointments



Step 1

Logging in

You will receive an invitation from Nutricia Care via email with a Username and Password. Follow the link to 'Get Nutricia Care'.



Get Nutricia Care

This will take you to our landing page. Under 'Nursing Homes', click the login button and enter your username and password included in the email you received.

Nutricia Care HCPs

If you are a Nutricia Care Healthcare Professional, use the button below to create or access your account.

Register / Login

Nursing Homes

If you are working in a Nursing Home, use the button below to access your account.

Login

Step 2

Resetting your password

We highly recommend that you change your password as soon as possible and inform your nursing team of your unique login credentials. This will allow your nursing team to login across any device in the nursing home.

To do this, navigate to the 'profile' tab at the bottom of the page:



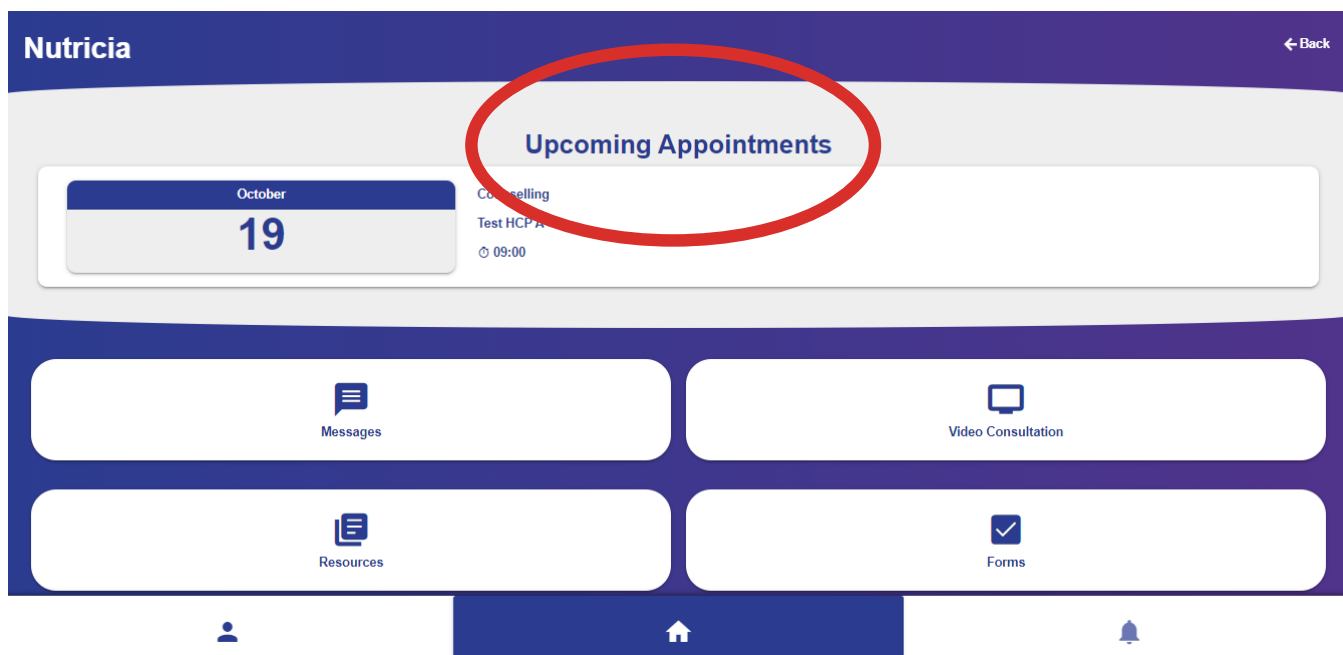
Under 'Settings' enter your new password and click the 'Reset Password' button:

A screenshot of a password reset form. At the top is a red button with a white door icon and the text "LOG OUT". Below it is a white rounded rectangle containing three input fields: "Current Password", "New Password", and "Confirm New Password". At the bottom of the form is a dark blue button with the text "Change Password", which is circled in red.

Step 3

Appointments

Upcoming appointments are displayed at the top of page:



To cancel an appointment, select the appointment and click on the 'x':



Then select a relevant reason and click 'OK':

Cancellation reason

Please select the reason to cancel this appointment

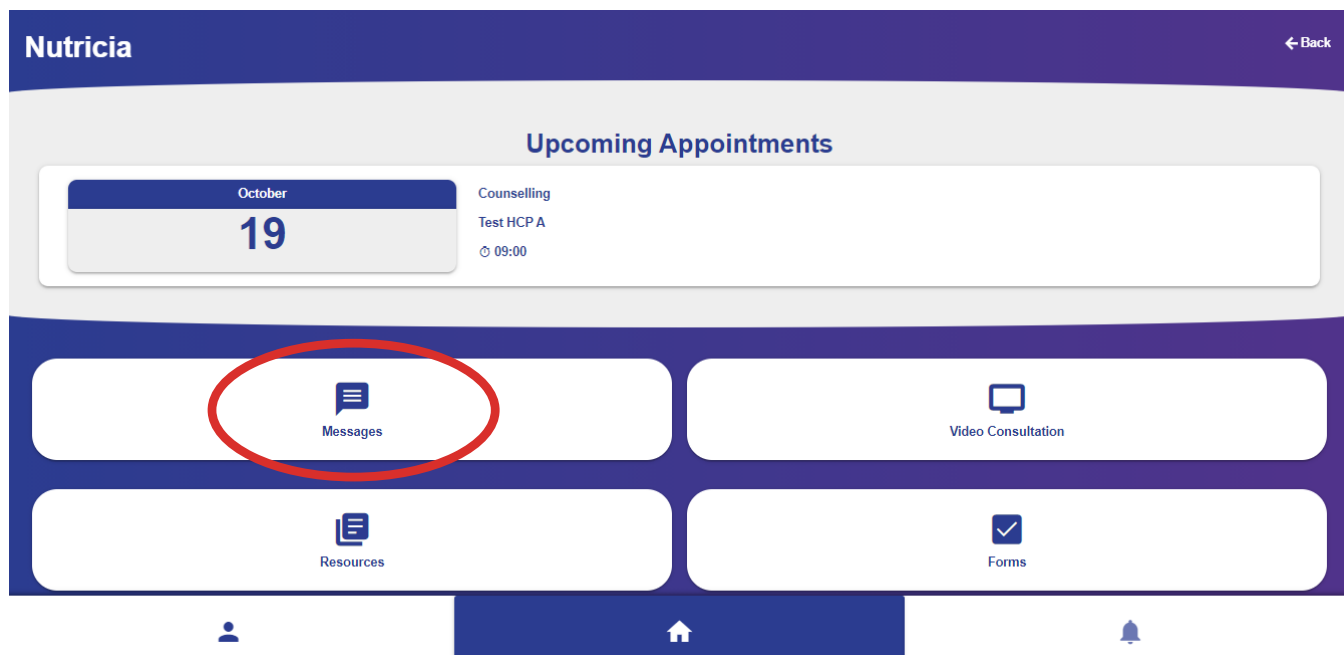
- The resident(s) no longer requires an assessment
- We have moved to a different service provider
- Please describe


OK

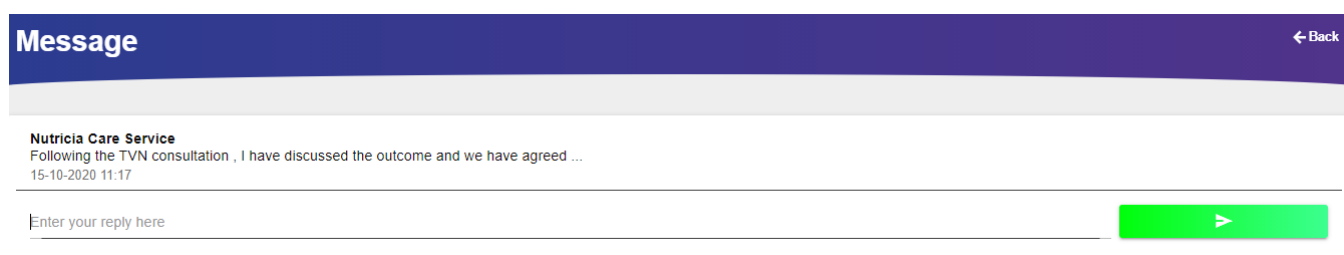
Step 4

Messages

To read or reply to a message received from your Nutricia Care HCP, click the 'Messages' icon on the home screen:



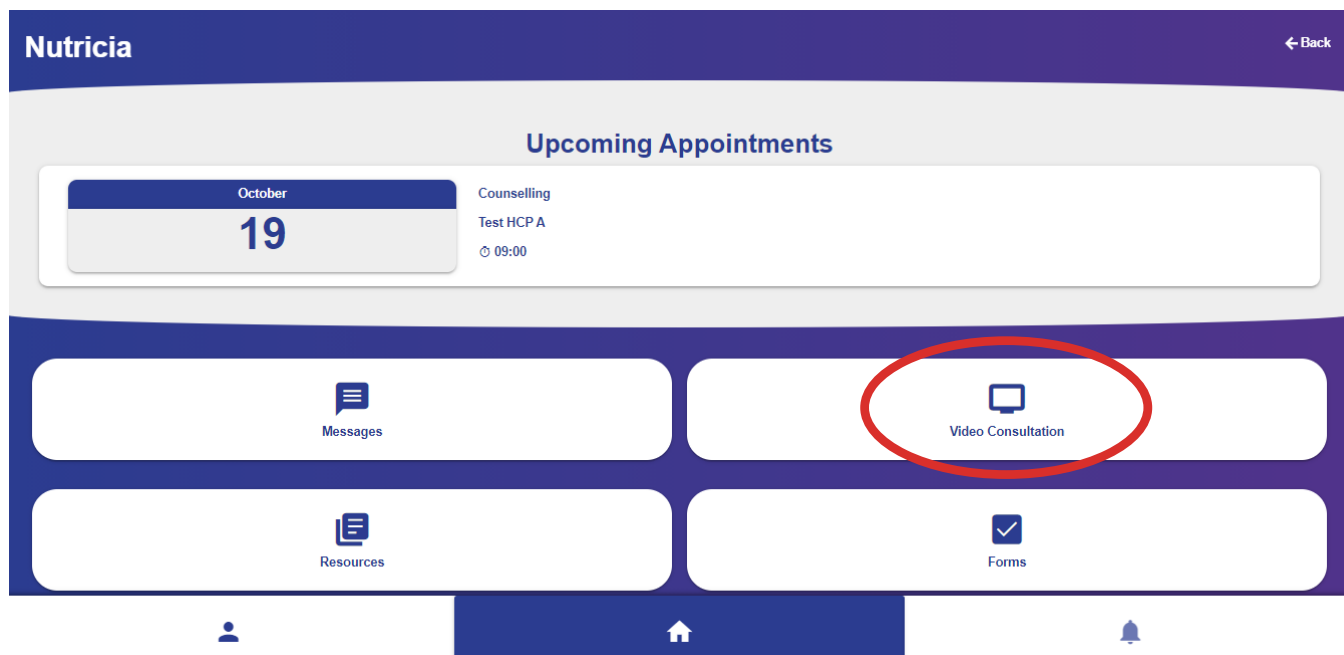
Then click on a message to view. If required, you can enter a reply and send it using the  icon.




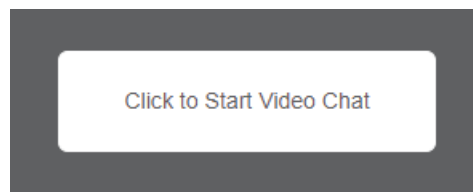
Step 5

Video Consultations

To join a video consultation with your Nutricia Care HCP, click the 'Video Consultations' icon on the home screen:



Then click on the  icon next to the appointment you wish to join. When you are ready, select the button in the center of the screen.

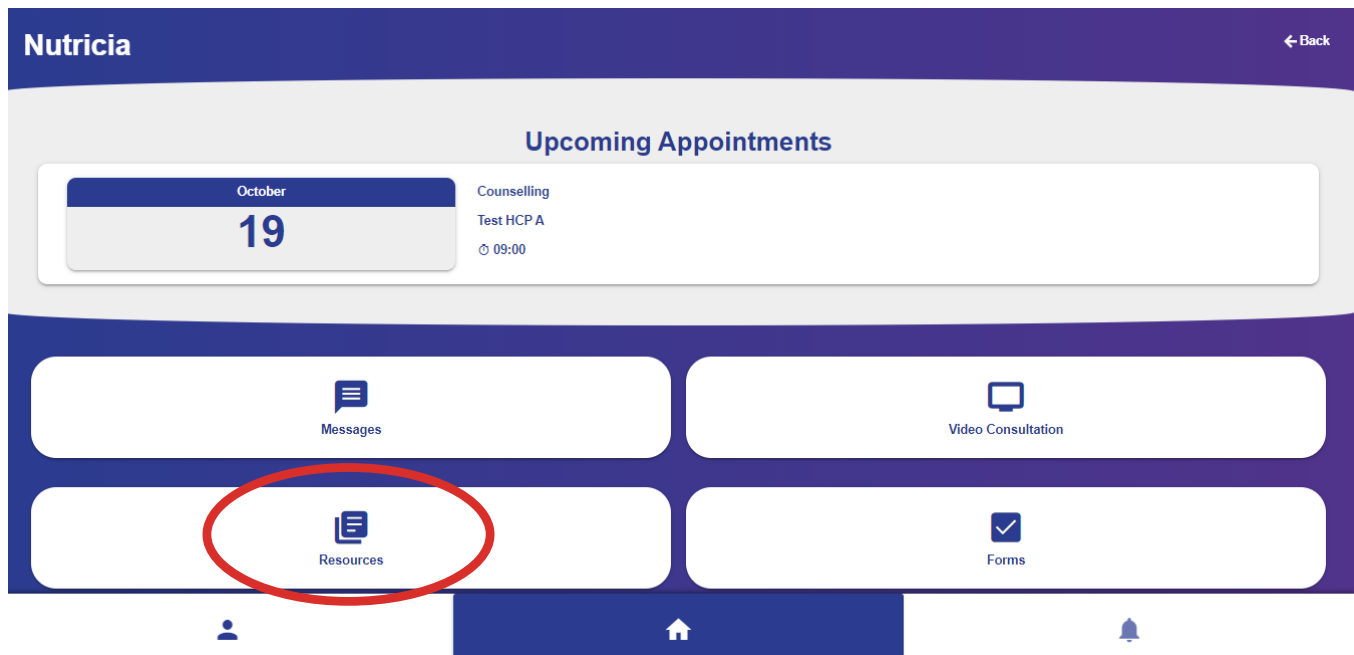



To leave the call, click on the  icon.

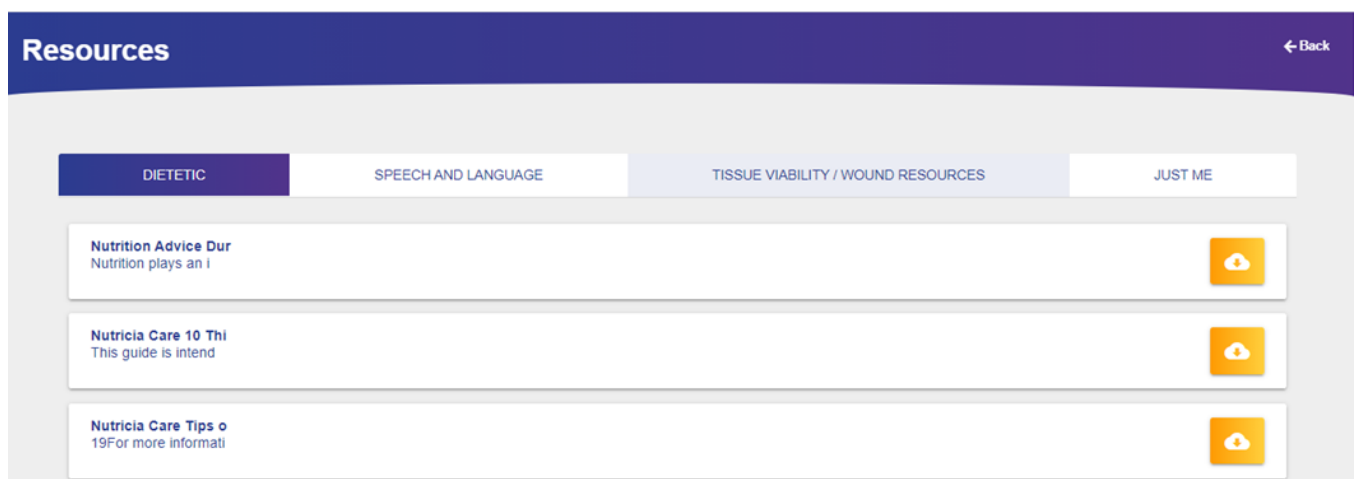
Step 6

Resources

To view resources shared by Nutricia Care, click the 'Resources' icon on the home screen:



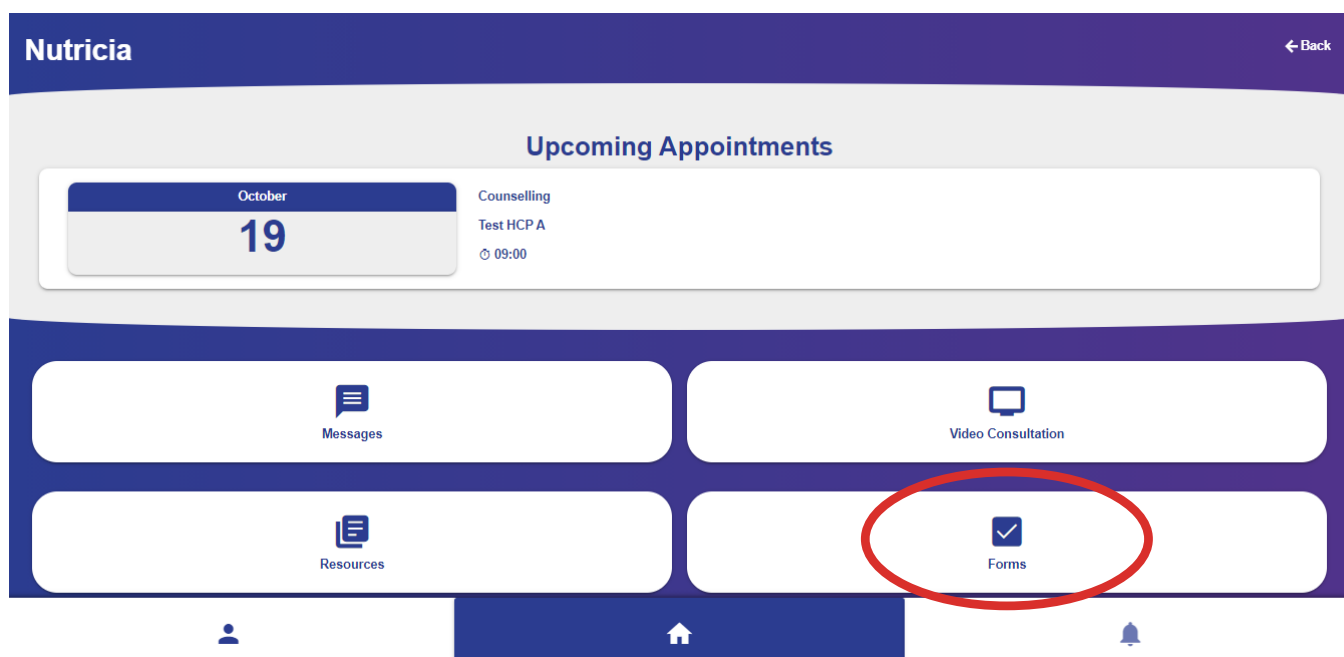
Select the relevant tab from the top, then click  to view/download:





Step 7

Forms

To complete forms shared by Nutricia Care, click the 'Forms' icon on the home screen. You can find referral forms to the relevant HCPs here.



Select the relevant form from the list provided. Please note while completing the form, that mandatory fields are marked with . Once you are finished click on .