

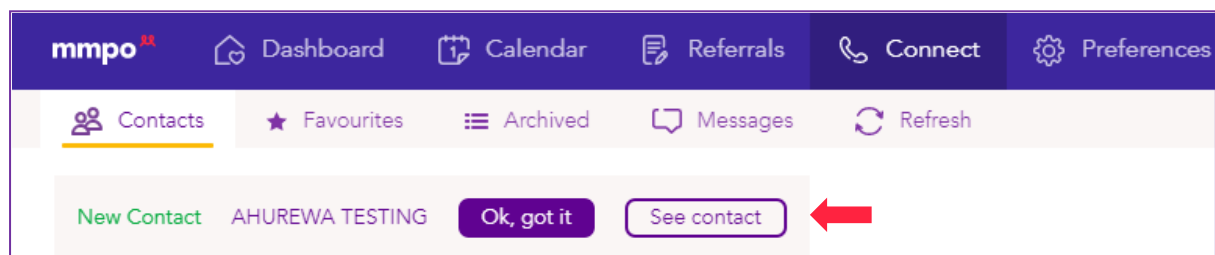
Tiaki – Connect overview

Purpose

The purpose of this document is to give an overview of the different connect views including how you can view, approve contacts and complete actions.

New contacts

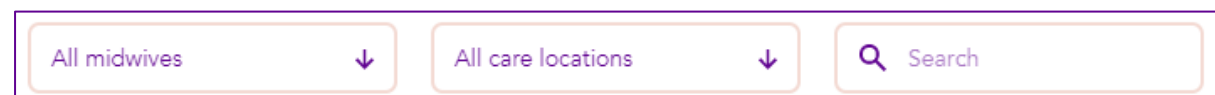
When a woman is added to MIS they will display as a new contact. You can accept the contact by clicking 'Ok, got it' or to review the contact click 'See contact'



You would be notified in the same way if a woman is removed from your list. A woman would be removed from the list in line with MIS, meaning if your care has ended in MIS then they would no longer display in this specific list.

Filter

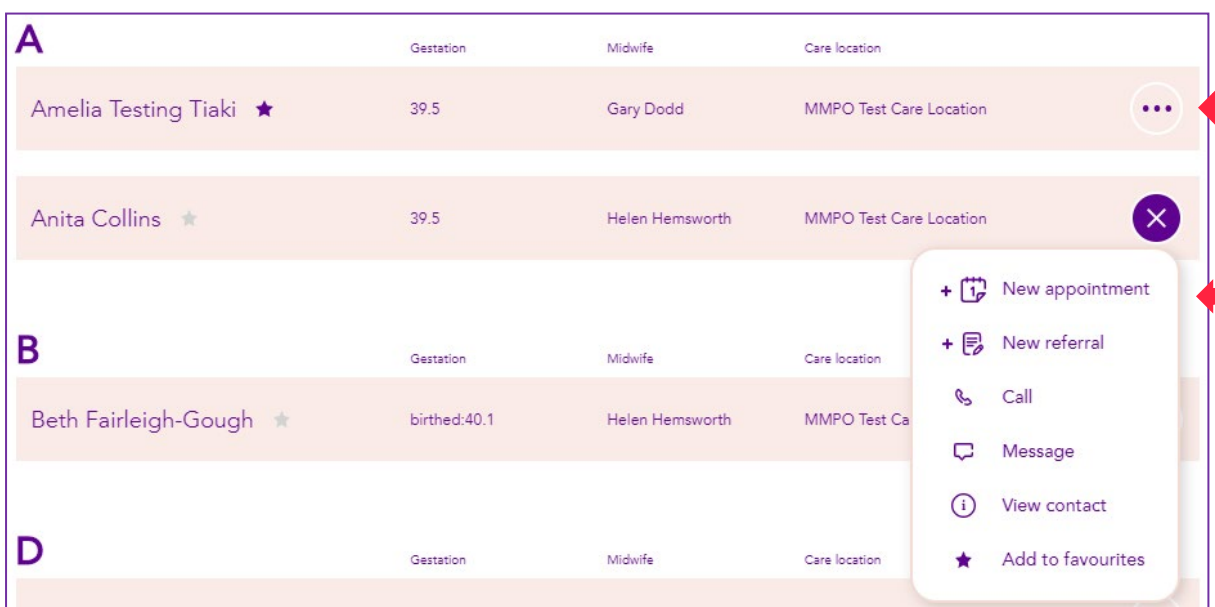
You can see all woman within your care location, or you can select to see your own women or select midwives.



If you are a part of more than one care location, then you will have the option to select from multiple care locations.

Quick actions

You can complete quick actions without having to go into a contact. By clicking on the three dots you can select from the different options shown below.



Note: If there is no email, phone or address entered into MIS then the options associated with them won't be available. For example, if a number is not entered (as above) then you don't get the option to call or message.

Contacts

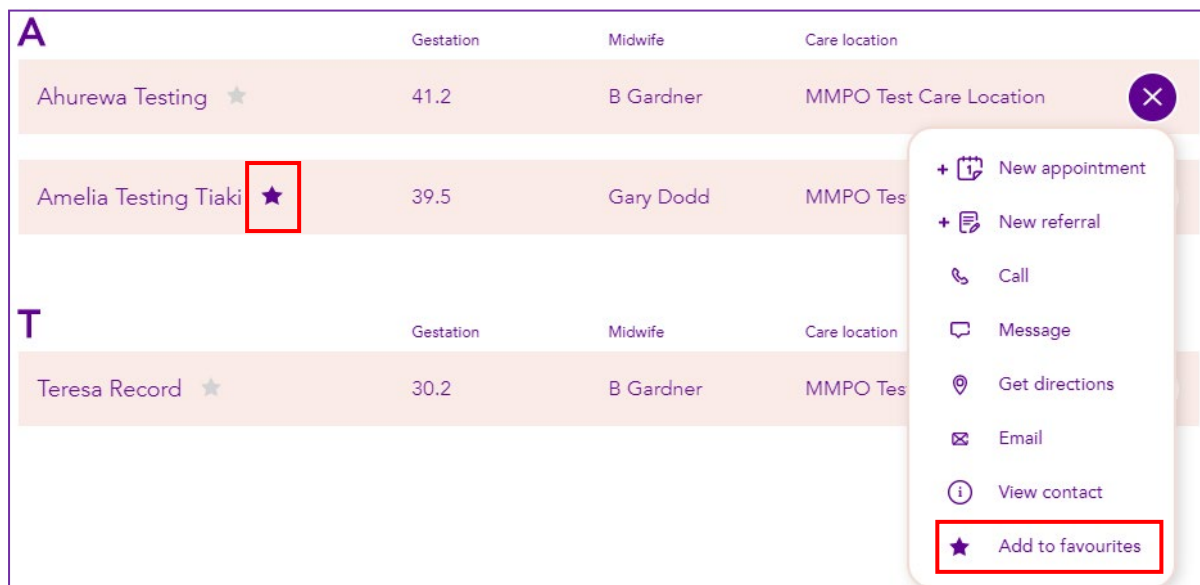
By clicking on a woman's banner, it will bring up the woman's contact information including phone, email, physical address and emergency contacts. The 'MIS Information' button will give you a snapshot from MIS. If you any information under the MIS tab is incorrect you will need to change these in MIS for Tiaki to update. Under the 'Referrals' tab you will find all completed referrals.



To call or text a women will depend on the device you are using and sometimes the device the women is using. If you are using your phone you will be able to connect with the women through all methods however if you are using an iPad or desktop there will be limitations, these are due to the device. For example, an iPad does not have the function to call someone.

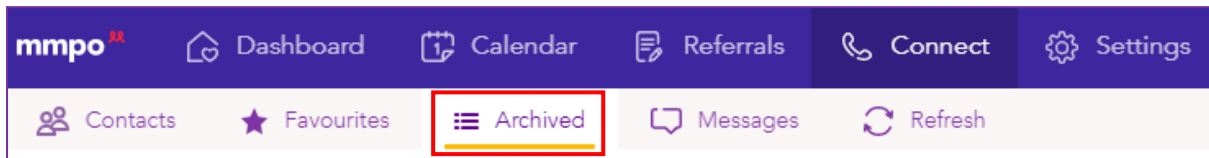
Favourites

You can add a woman to your favourites by clicking the three dots on her banner then selecting 'Add to favourites'. You can also remove a woman from your favourites by doing the same thing, however it will say 'Remove from favourites' in the drop down box.



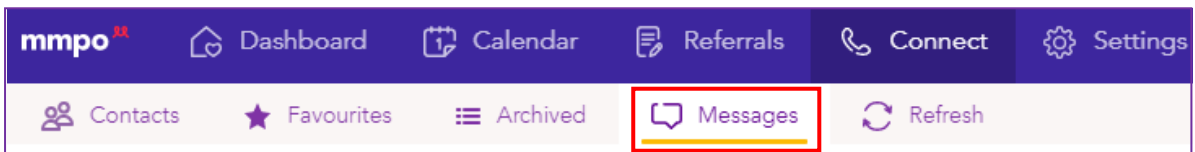
Archived

Once a woman's record is closed in MIS this will also close the woman's contact in Tiaki and move her into your Archived folder.



Messages

This is a bulk messaging service, please see the bulk messaging overview for a full explanation on how to use this service.



Refresh

By clicking the 'Refresh' button, it is checking to see if there is any information in MIS that isn't in Tiaki yet. There can be around a 5-minute delay between getting the information from one system to another. If you are trying to select a woman that has just been added to MIS, give it a couple of minutes and try hit the refresh button.

