



My Homecare gives me peace of mind to be able to login 24/7 to see who is visiting mum and when. This gives me the reassurance that she is getting the support she needs at home.

**My Homecare client's next of kin**



With HealthCare NZ's latest innovation, you are in the driver's seat – you have the option to view, use or share it.

It's easy to use and FREE to all HealthCare NZ clients. With our experience and expertise, you get real care, real choice and real peace of mind.



**HealthCare  
New Zealand**

Contact us about how to get started or register online for free

0800 002 722

[myhomecare@healthcarenz.co.nz](mailto:myhomecare@healthcarenz.co.nz)

[myhomecare.healthcarenz.co.nz](http://myhomecare.healthcarenz.co.nz)



**My Homecare**  
by HealthCare NZ

**My Homecare Gives  
You More Control  
Over Your Care**



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[www.healthcarenz.co.nz](http://www.healthcarenz.co.nz)



## About HealthCare New Zealand

Bringing healthcare back to the place you call home has been our vision since 1988. Haukāinga (home) is where we feel a sense of belonging. It's the place we watched our whānau grow up, where neighbours look out for one another, and it's where we'd rather be when managing our health and keeping well.

As a committed Te Tiriti o Waitangi partner, and through our partnerships with local iwi, government and community health organisations, we support thousands of New Zealanders in nearly every corner of Aotearoa with our comprehensive home and community support services. In fact, more people trust us to support them and their whānau at home than anyone else.

Our team of around 7,500 skilled and trained health professionals work to make sure everyone has equal access to healthcare at home.



**My Homecare**  
by HealthCare NZ

My Homecare is an online tool that allows you and your family to have greater choice and control of your home support services online.



### Real choice

- Gives you the choice to direct your own care and support.
- You and your family can choose your support workers, change your support times to choose how and when you want to receive services and book in extra support.
- My Homecare is FREE to all HealthCare NZ's clients.



### Real care

- Our certified support workers are trained, qualified and security-checked, and are carefully selected to match your needs.
- You get personalised and clinically approved support plans as necessary, created with you in the driver's seat.
- We are on call 24/7 and your service facilitator will have regular check ins with you.



### Real peace of mind

- You have the choice to share information about your care plan with your loved ones.
- Your loved ones can be invited to view your calendar or have full access 24/7 to manage care services on your behalf.
- Making it easy to be heard, give us instant feedback without picking up the phone.



### View

- You will be able to view your care calendar for a whole month – both past and present appointments are visible, as well as cancelled shifts.
- There is also a summary of recent visits which details date, time, support worker and type of care.



### Use

- You can manage your own schedule, change date, start and end time, duration, and the services required, or book any additional care you may need.
- You can choose your own qualified support workers within your area, look into their profiles – their location, skills, qualifications, driver license details and their availability.
- You can add any feedback about a particular shift without picking up the phone.



### Share

- You can invite loved ones to view or manage your support services. They can have limited or full access 24/7 to manage your care services on your behalf.