

# Frequently Asked Questions

# FAQs | Integrations with clinical systems



**1. Will MyWai pull WebPAS clinic bookings for those that have clinics booked on WebPAS?**

It will pull WebPAS clinic bookings, but won't convert them into MyWai appointments.

**2. Can letters done in MyWai be visible on RCP?**

No, not at this point, but it's a consideration for the future.

**3. If you are booking appts in WebPAS, will this move into PowerBI reporting and relate to the time that we are seeing patients?**

MyWai doesn't integrate with WebPAS, so it's unclear if hospital appointments (WebPAS) are currently viewable in PowerBI reports.

**4. Will data in MyWai update to WebPAS? This doesn't happen in Jade.**

MyWai will update information into the NHI database itself, but detailed processes are being discussed with the Admissions Team.

**5. Can reports be compiled based on dropdown box selections in forms?**

Reports can be generated based on dropdown selections, provided the data is available in the databases. Understanding the desired reports will help tailor the functionality to your needs.

**6. Will the person dashboard show if a person is a current inpatient in the hospital ward?**

MyWai will display inpatient visits alongside appointments, similar to the functionality in RCP, providing visibility if a community patient is in the hospital.

**7. Do we need to access RCP to view outpatient events/ED encounters?**

Information on outpatient events/ED encounters available in the visits view in RCP will also be accessible in MyWai. Specific notes, however, may still require accessing RCP.

**8. What is the medication tool in MyWai?**

ISPRx is our medication tool where you can prescribe medication, as well as complete titrations and print medication charts. Further enhancements such as Medication Administration will come in a later release.

**9. Why did you go with DSM4 code lists instead of DSM5 for diagnoses?**

JADE and PRIMHD currently use DSM4 code lists and are therefore more relevant to and integrate better into MyWai compared to DSM5.

**10. How does this integrate with What matters to Me in RCP (Whanau Tahi)?**

- There is a section in What Matters to Me in the Care Planning component of MyWai known as "about Me". National conversations are ongoing about structured care planning data sharing.

# FAQs | System functionalities and settings



**1. Is there integration with WebPAS? Do clients need to be created from scratch?**

No integration with WebPAS, but there is integration with the national NHI database to pull demographic details. The system also allows registration of clients requiring an NHI.

**2. Can forms be pushed to the GP? Can assessments be sorted from most recent?**

There's no automatic grouping of team members functionality currently. A process in inpatients is being developed to simplify team management.

**3. Will changes in GP or address be automatically updated in MyWai?**

If updated in the national NHI system, changes in GP and address will reflect in MyWai.

**4. Will there be alerts for difficult-to-contact families or safety concerns?**

Local alerts & risks can be added, and preferred communication methods recorded in demographics.

**5. Can staff receive alerts for upcoming follow-ups?**

Yes, risks and alerts with expiry dates can be viewed on the dashboard and specific worklists. Updates can be pushed to WebPAS if relevant.

**6. Can Team Lead have an overview of each clinician's caseload in the team?**

Yes, the overview of caseloads will likely be through reporting rather than worklists, as worklists are currently person-focused.

**7. Will MyWai be available for other services in the future?**

Yes, MyWai can be extended to other services, but the entire process from referral to transfer of care needs to be enabled for each service to come onboard.

**8. Can we see all services involved with a child without being part of their team?**

If you are part of the organisation, you can see all services on the person dashboard. To view details like appointments and assessments, you need to be part of the care team.

**9. Will appointments be pulled from WebPAS bookings?**

Appointments will be pulled through Visits.Net from WebPAS bookings. There will be a separate tab that includes Starship information.

**10. Can diagnosis stats for reporting be pulled from ER?**

Diagnosis stats will be part of diagnoses, not from the triage referral entry stage. Viewing a child's history and adding self to care team are possible actions outside your organisation but with limited access.

# FAQs | System functionalities and settings cont...



## 11. Will appointments booked generate texts to patients like WebPAS?

Yes, MyWai can generate text messages, as well as send letters and emails for appointment reminders.

## 12. Will there be a "look-only" view for non-users, like for an ED team?

Non-users can access the most up-to-date notes by clicking through from EDaaG or RCP to MyWai. They can add themselves as 'view-only' to read clinical info for a temporary time.

## 13. Is Winscribe integration automatic for sending letters?

There's an ongoing integration for sending letters to GPs, but printing letters for persons will still be a manual process.

## 14. Can we control what notifications are sent to people?

Yes. We will configure some notifications as we Go Live and each service can choose to turn on/ off certain notifications.

## 15. What is the process for adding signatures (digitally) to documents in MyWai? For example, legal status documents?

Can add signature under Users → finding your name → click edit → scrolling down to upload signature.

## 16. Is it possible to set permissions for roles such as administrators, service managers, clinical team managers that will require access to all clients across multiple services? As an example, our admin team will attend MDTs and will be required to enter outcomes into notes for all clients which will be across a number of services – will they be able to do that without having to come in and out of individual teams?

In order to make any edits to a person's care you must be part of their care team as a full access member which is a quick step to do. We cannot set a permission for specific roles to have access to all clients across multiple services as that will break our privacy model which has been signed off by the Office of the Privacy Commissioner.

## 17. What is the integration with clinic letters/reminders once appointments are made?

Notifications (SMS/Email/Letters) can be set up natively in MyWai without needing integration, for functionalities like appointment booking and reminders.

## 18. Does the referral only populate on MyWai once triaged on RMS?

Referrals will populate in MyWai once created in RMS Lite. They can be updated in MyWai after the RMS Lite referral is "completed".

# FAQs | Data sharing



**1. Can documents be "locked" when the final version is distributed?**

Currently, there is no functionality to "lock" documents, but feedback regarding this feature is noted. After submitting a document, you can make additional edits by entering an "edit reason" and viewing the version history.

**2. Is there an email verification process in MyWai like in Jade?**

MyWai has an email verification process, and this verification is also present in the NHI integration.

**3. Have collaborative care teams been resolved for the inpatient setting?**

Functionality has been created where members can set a specific time duration for their involvement in a care team, allowing for temporary access. Roles temporarily involved can review information like medication history. Access can be permanent, view-only indefinitely, or view-only for a limited time like 24 hours.

**4. How can assessment history fields be updated if a document needs changes?**

Users with editing access in the care team can update the clinical history, toggle to view old versions, and track all changes made to the assessment history fields.

**5. Where do accepted tasks go in MyWai and do they become part of the person's plan?**

Accepted tasks go to a Task worklist where users can see, agree on, accept/decline tasks. Features for marking completion and updating task status are in development.

**6. Are we able to restrict information access (e.g. psychometric data)?**

You can mark a service as sensitive as well as mark any forms/ documents as 'limited access' and therefore only certain people can access this.

**7. What date before GoLive do we see the current Jade cases in MyWai so we can check that mapping is all good (i.e. all Jade cases are appropriately set up in MyWai with events, docs, notes etc)?**

Data migration commences from Jade to MyWai on Friday 14 March. All data has been carefully mapped from Jade to MyWai and validated where needed with service representatives and Product Owners. Data reconciliation reports allow us to track and ensure that no data is missing.

**8. Will we automatically be able to see all of the care team's notes and assessments, or only the notes from our service?**

Care providers can see all notes within a care team after joining it, as care teams can have multiple services within them. There are shortcuts for joining care teams for notes review or similar situations.

# FAQs | Other



**1. When will a governance group be established to support consistency and prioritisation of these changes and updates to MyWai?**

This is currently in progress and will be led from each service with representation from the MyWai Product Team. More updates on this to follow.

**2. What is the process for new NGO/ External staff starting in terms of getting MyWai access and training?**

All NGOs in MyWai currently are those who use JADE. Future NGOs will go through an onboarding process based on contractual agreements.

**3. If we need to temporarily step back to Jade due to a MyWai breaking issue, what is the decision process and timeline?**

JADE will go into a read only mode on Friday 14 March, with MYWai going live at 7am Monday morning 17 March. If a rollback is determined over the weekend due to any technical constraints Jade will be available within a matter of hours. Communications will be circulated to relevant GMs and Ops Managers of the working informing them of progress or changes.

**4. Can you share MyWai BCP?**

BCP's are determined by the business. The BCP, if MyWai is unavailable, will be the same as it is for JADE today, unless the business chooses to change their process.

**5. What to do when a person does not have an NHI, or a person has an NHI but not existing in RCP?**

This currently has a similar behaviour in Jade so there is an existing process which also includes our admissions team which covers NHI. Glenys Wynyard is the manager and they have a process where they check NHIs in Jade vs our PAS - some reports being designed for Glenys. Overall, you should continue the same process as you do with Jade.

# FAQs | Data Migration

**1.Where are all the person contact details from Jade?**

You'll find the person's main contact number in the person dashboard, top left-hand side  
The others you'll find in the 'Jade History' top tab, top right-hand slide

