

Lookout

A Guide for Members and Family

The team at Home Care Assistance are committed to providing our Clients with the very best service and care and we believe that the Lookout App will provide you, our valued Client and your loved ones with additional peace of mind. This is a step by step guide of the valuable features the Lookout App has.

We believe it is User friendly but if at any stage you have any difficulties using the App please do not hesitate to contact the office.

Something to Note

**A Help Plan in Lookout is what you will know as a Care Plan
And
A Helper is a Care Worker**

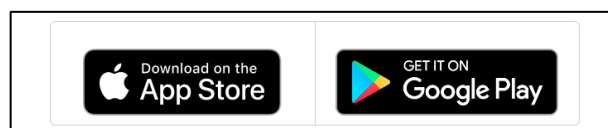
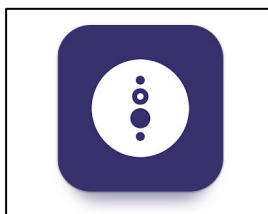
Lookout allows you full access to:

- Your schedule - so you know who is coming and at what time.
- Your Help Plan
- Your account - including billing information.
- Settings – You can receive notifications of weekly balances, visit reminders, event reminders.
- Notebook – Allows you or your authorised representative to keep in touch via the notebook function
- Membership details – Current funding, care and package management fees, contracts and agreements

Let's Begin

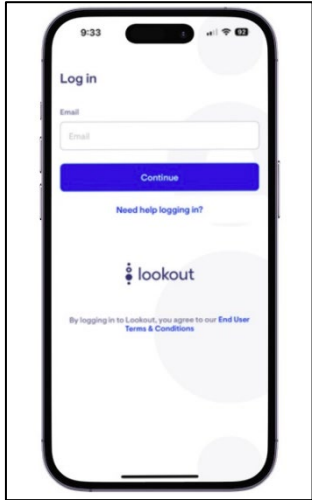
Step one is to download the App to your device. Lookout is available on IOS, Android and the web. You can download the Lookout app through the Google play store and Apple App store.

The icon for the correct 'Lookout' looks like this.



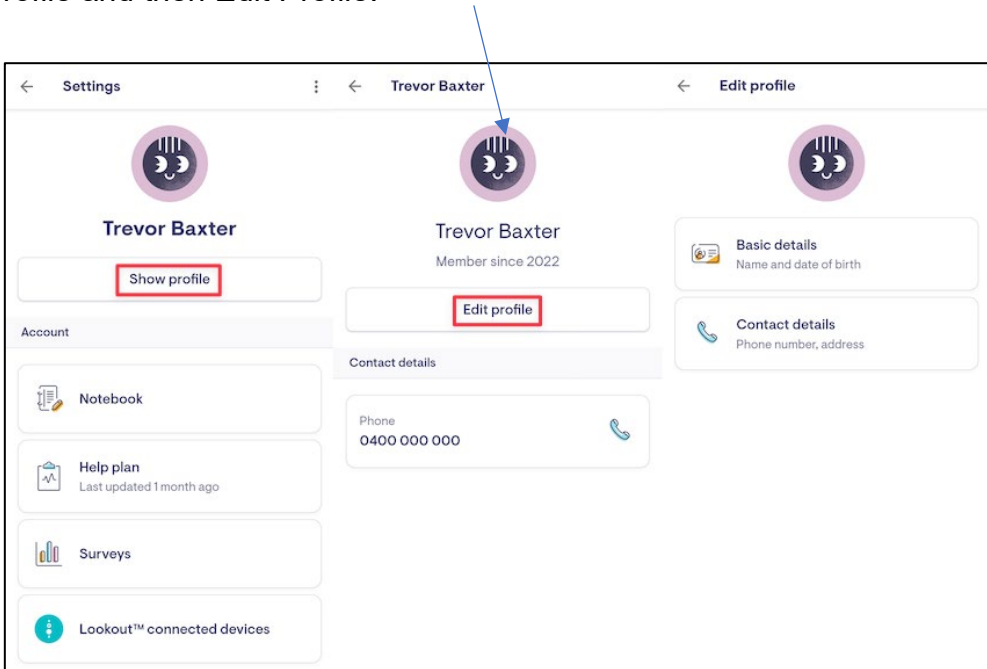
Login

1. Now that you've downloaded the app, it's time to log in for the first time. You will have received an email from us in your email inbox instructing you to **'activate your profile'**.
2. If you haven't received this email or can't find it, please check your junk folder first, and if you still can't locate it, please get in touch with us and we will resend the invite.
3. To log in, open the app and enter your email address and password (you set this when clicking the activation email).



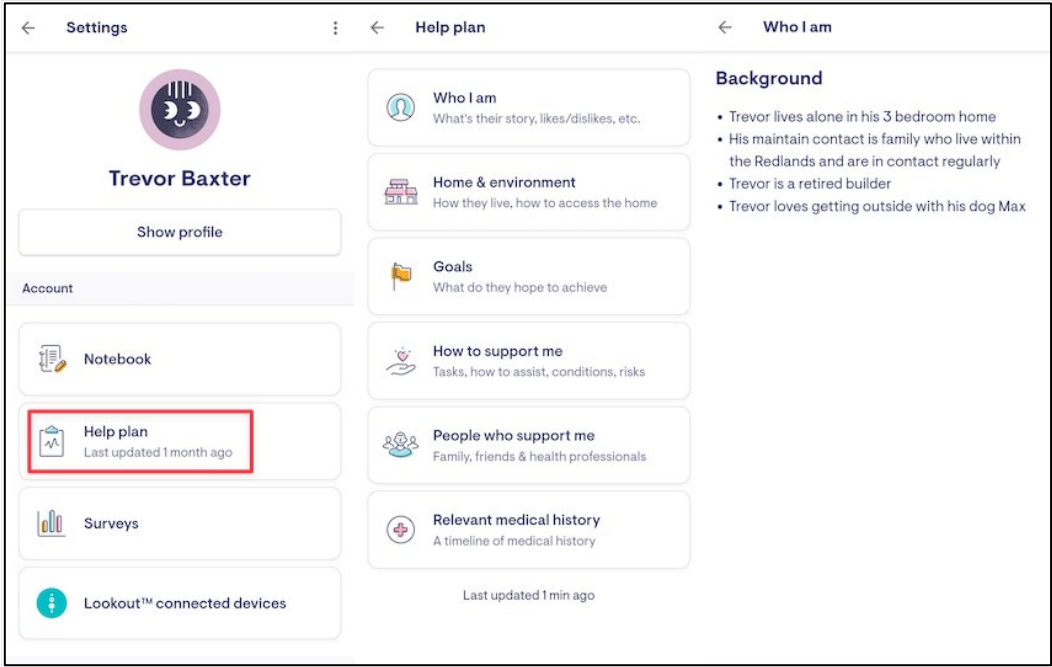
Profile

The Profile section displays your contact information. If you need to update your contact details, select Show Profile and then Edit Profile.



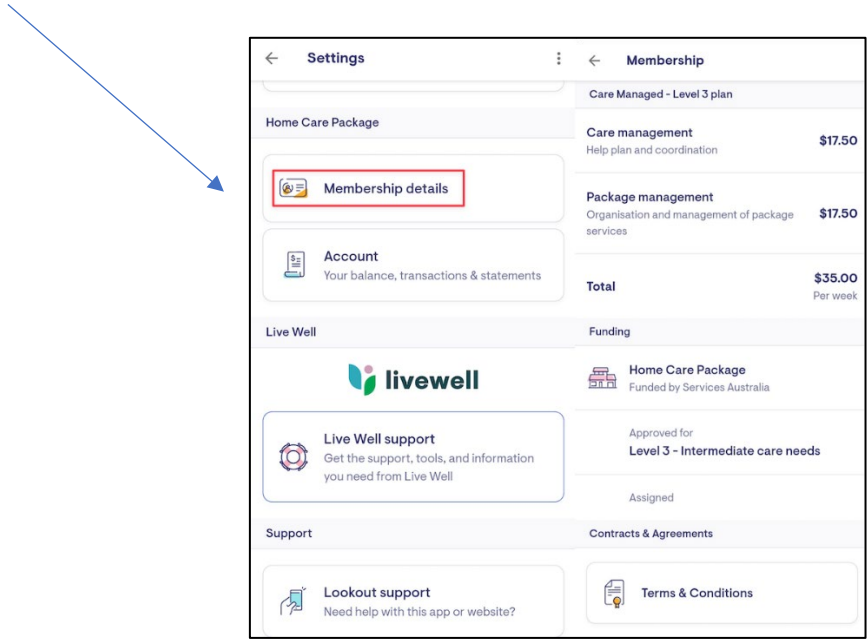
Help Plan (Care Plan)

The Help Plan is designed with you and moving forward your Case Manager will finalise you Help Plan review in Lookout giving you instant access to the Help Plan on your app.



Membership details

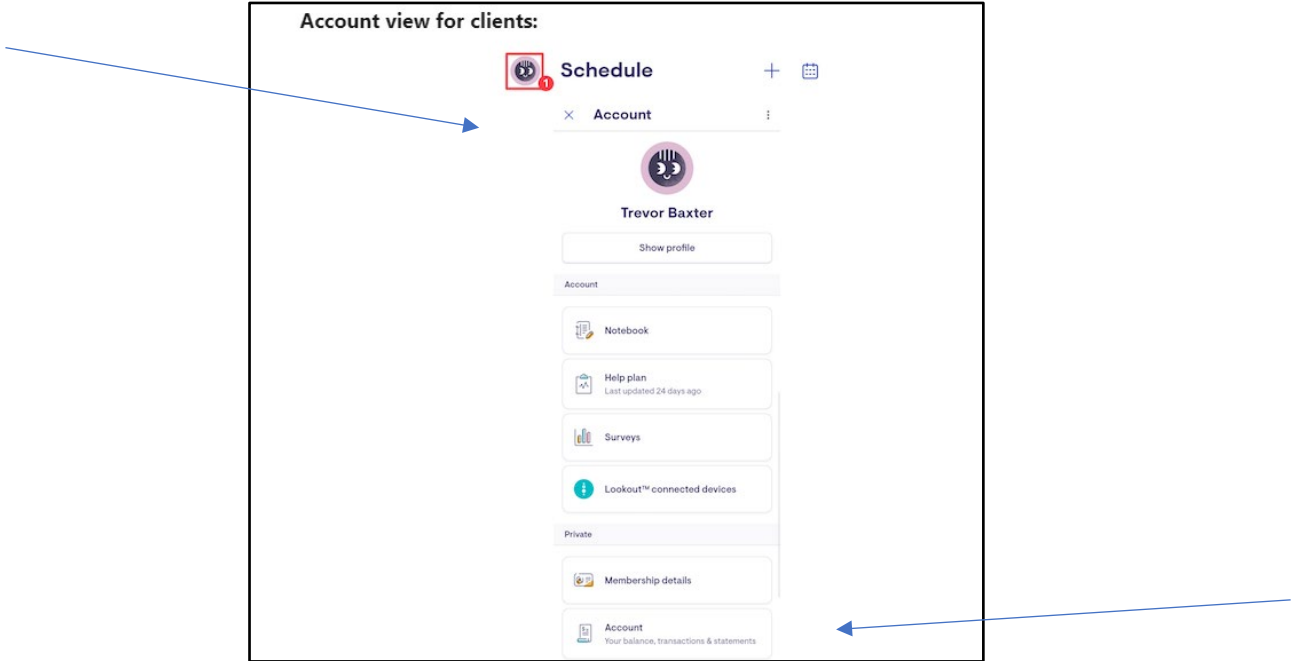
The Membership section provides details on current funding, care and package management fees and any contracts and agreements.



Viewing Your Account

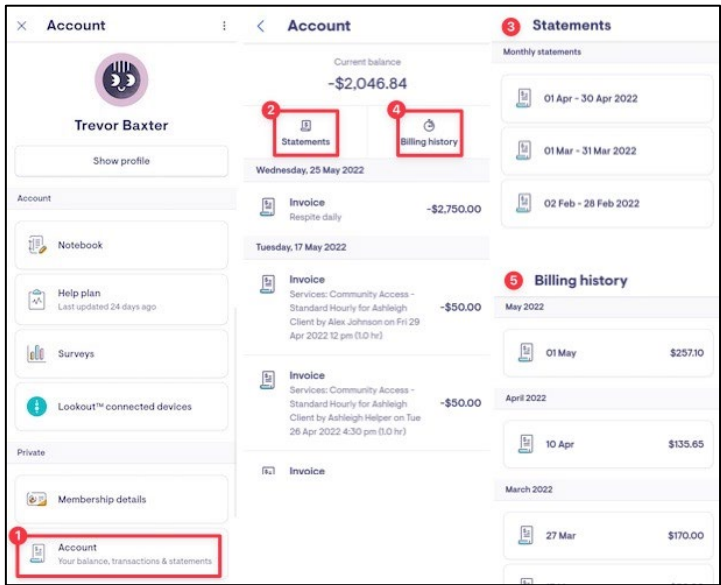
To view your Account information, such as the Notebook, Help Plan and Transactions and Statements, select the avatar icon in the App's top-left corner.

Client View

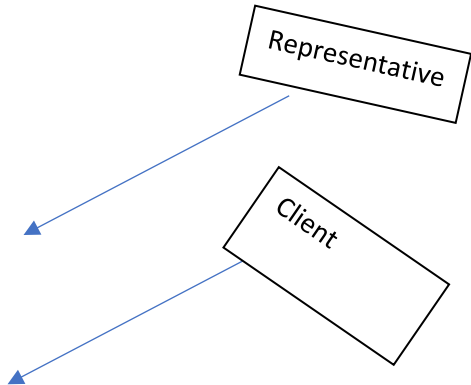
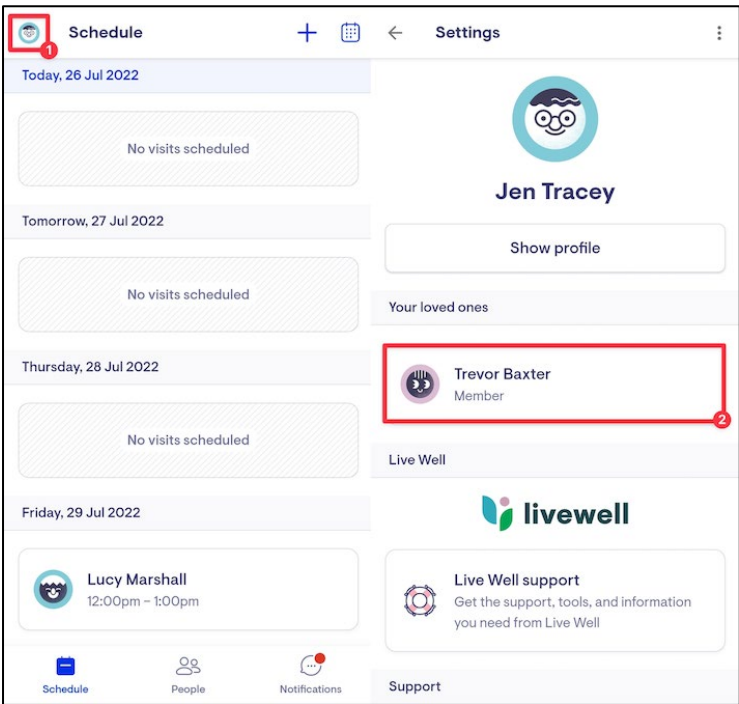


The Account section will provide current details on statements and transaction listings.

1. Scroll to the Account. (Your balance, transactions & statements) section
2. To view monthly statements click on Statements (You can now select any of the Monthly Statements listed to download and view).
3. To view the weekly invoice summaries, click on Billing history (You can now select any of the Billing histories listed to download and view)

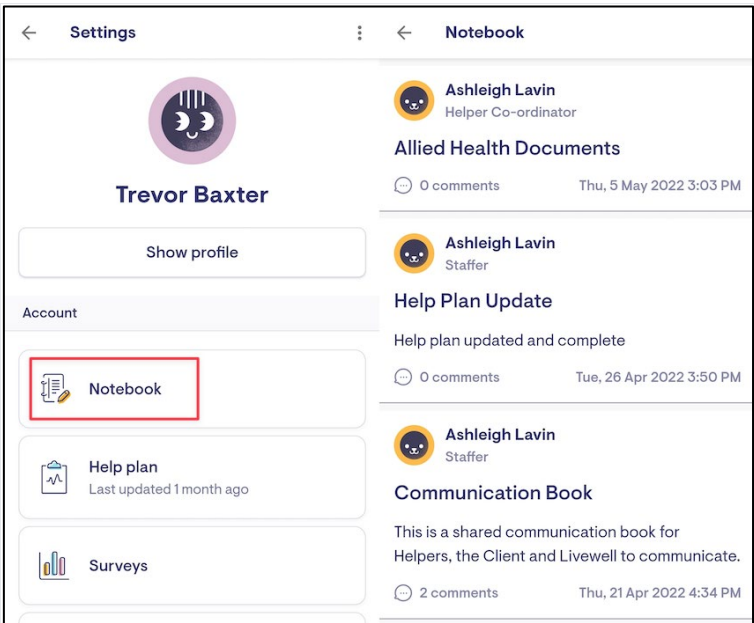
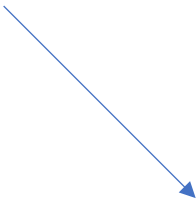


Account View for Authorised Representatives of Client



Notebook

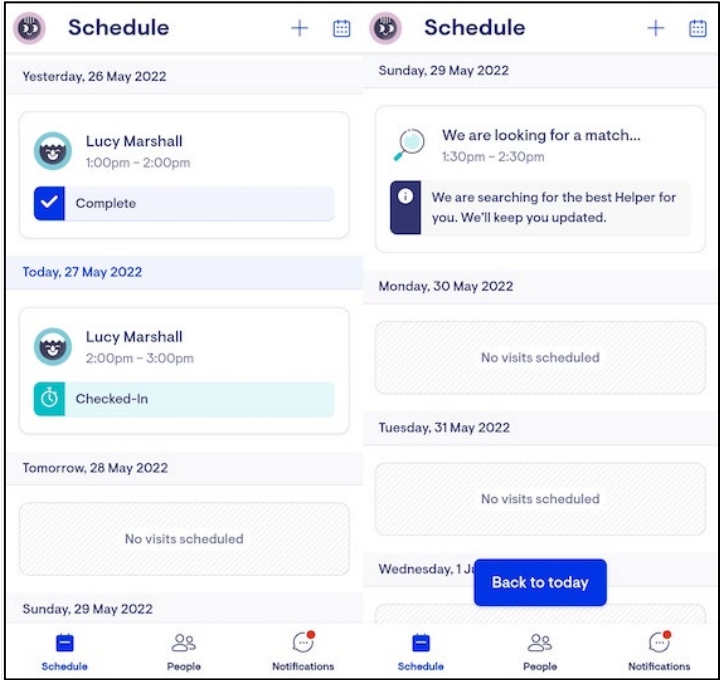
The Notebook feature allows you or your Loved ones to keep in touch with anyone in the care team, including Care workers and your Case Manager.



The Schedule feature

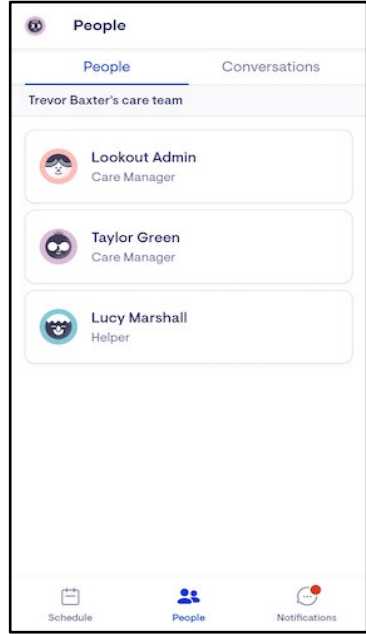
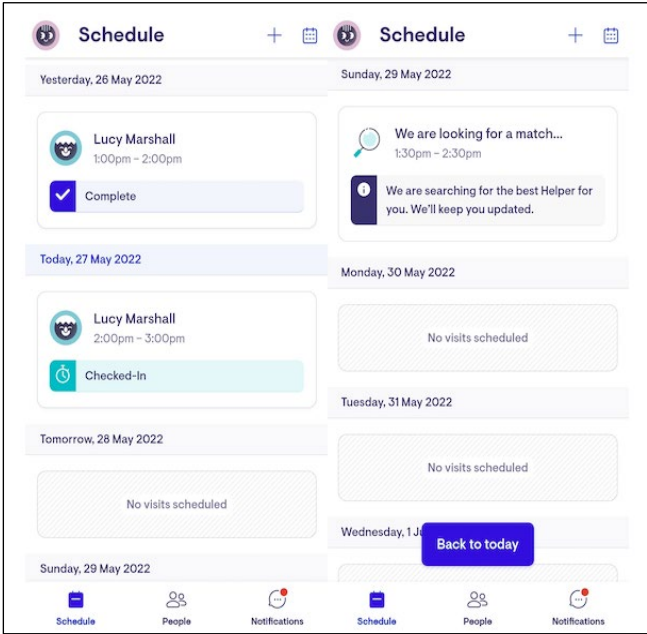
The schedule highlights when a Care worker has arrived. Visits can be seen as in progress (Checked-in) or complete with the time the Care worker was in the home.

It will also show future dated visits with a named Care worker or if a Care Worker is being sought for a scheduled visit.



People

The People tab will show you the care team supporting you or your loved one. If you select one of the Care Team, you can view their contact details, bio and verified information. By choosing the Conversations tab, you can view and send comments to your Care worker(s).

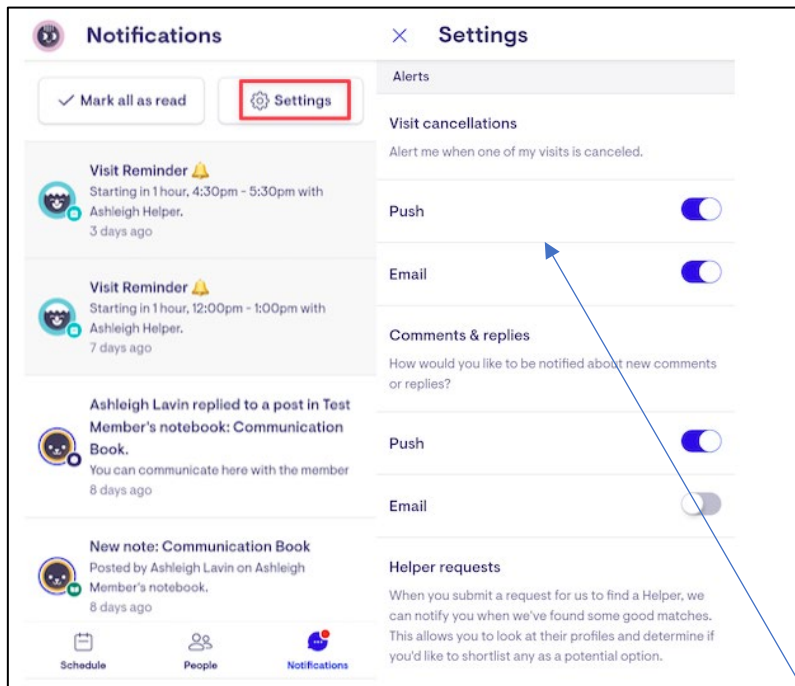
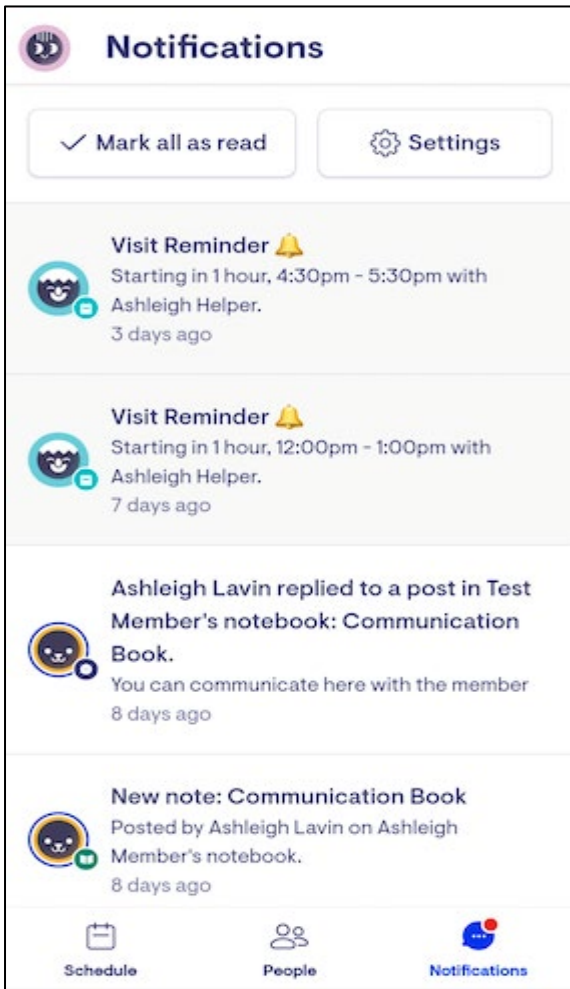


Notifications

Up-to-the-minute notifications are listed in the notifications tab of the App.

Settings which you can adjust:

- Notifications can be pushed to the app (See Note) or emailed with a toggle button option
- Weekly balances can be pushed to the app or emailed with a toggle button option
- Survey alerts can be pushed to the app or emailed with a toggle button option
- Visit reminders can be pushed to the app or emailed with a toggle button option
- Event reminders can be pushed to the app or emailed with a toggle button option



****The term “Pushed to the app”** allows you to receive notifications via the Lookout app or by email and by dragging the button to the left or right you can set this option.

Sharer – Family Member/Representative

A client is able to approve access for a family member or a representative to have access as a “sharer” to their Lookout app.

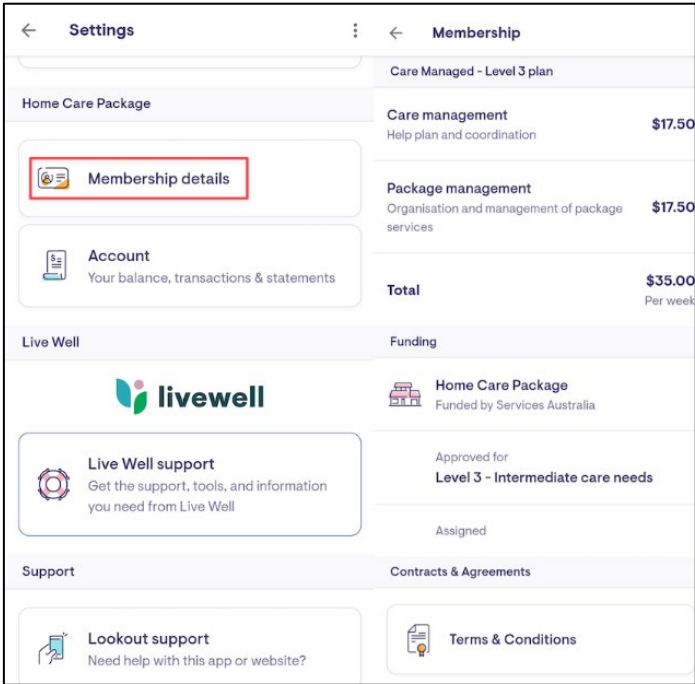
A sharer is only able to see the following:

- Rostering/Schedule
- Notebook
- Surveys
- Notifications



Need Additional Help?

If at any time you need additional support you can access the 'Lookout Support' link from within the menu options of your app or contact the Home Care Assistance office and we will be more than happy to help in whatever way we can.



Resetting your password

If you have forgotten your password or are having trouble logging into Lookout, you can reset your password using the details provided in the Lookout support tab or by contacting the office.