Mercy Health Healthy Ageing app
Client and family user guide

Introducing Mercy Healthy Healthy Ageing app

We're making it easier for you to manage your in-home support services easily and stay connected with Mercy Health.

The Mercy Health Healthy Ageing app is easy to use and designed to allow your approved family members and friends to download and start connecting with you as well.

Purpose of this guide

This user guide is designed to help you download, login and use the Mercy Health Healthy Ageing app, and understand the features available to you.

If, after reading this user guide, you are still having difficulty downloading or logging in to the app or would like more information please speak to your home care worker or call your local office.

Downloading the Mercy Health Healthy Ageing app

Mercy Health Healthy Ageing app is available to download from the Apple App Store (iPhone) and Google Play Store (android) and is available on Apple iPhone versions 6s and above, iPad 2 and above and Android 7 and above.

To download the app:

In the Apple App Store or Google Play Store search for Mercy Health Healthy Ageing app and download it.

You can also visit mercyhealth.com.au/healthyageingapp to watch our videos on how to download the app.

Once the Mercy Health Healthy Ageing app is downloaded onto your phone/tablet, you can start using it to connect with Mercy Health and your family and friends.

Logging in to the Mercy Health Healthy Ageing app

1. Once you have downloaded and opened the Mercy Health Healthy Ageing app, enter your mobile number and tap 'NEXT'.
2. You will receive a verification code from Mercy Health via text message on your phone. Enter the verification code in the box provided and tap Verify security code.
3. You will then be logged in and can start using the Mercy Health Healthy Ageing app.
4. If you would like your family members and friends to be part of your network, you will have to register each person with us before your family members or friends will be able to login to the Mercy Health Healthy Ageing app.
5. To register your family members and friends please call your local office and provide each person's:

- full name
- mobile number
- mail address
- relationship to you.

Once your family members and friends have been registered with Mercy Health, they can follow the same login steps as above.

Clients with family members who are also receiving services from Mercy Health Home Care can register for a family login. Once you have registered, your care and services, and that of your family members, can be accessed by toggling between your profiles within the Mercy Health Healthy Ageing app.

By logging in to the Mercy Health Healthy Ageing app, you agree to our Privacy Policy. If you would like to view Mercy Health's Privacy Policy, tap on the link at the bottom of the login screen on your phone/tablet where it says 'tap here' or you can visit mercyhealth.com.au/legal-policy-information/privacy-policy

You don't need to log out of the Mercy Health Healthy Ageing app. If you stay logged in you will be able to receive notifications about your services.

Notifications

You will be notified of your upcoming services. You will receive separate notifications for each service that you have scheduled.

To ensure you receive your notifications:

Apple

1. Go to 'Settings' on your phone and tap 'Notifications'.
2. Scroll down until you find the Mercy Health Healthy Ageing app and tap on it.
3. Tap on 'Allow Notifications'. You will now receive notifications about your Mercy Health Home Care services.

Android

1. Go to 'Settings' on your phone and tap 'Notifications'
2. Tap on 'Included apps' and scroll down until you find the Mercy Health Healthy Ageing app. Tap on it. You will now receive notifications about your Mercy Health Home Care services.

Once your family members and friends have been registered with Mercy Health, they can follow the same login steps as above.

By logging in to the Mercy Health Healthy Ageing App, you agree to our Privacy Policy. If you would like to view Mercy Health's Privacy Policy, tap on the link at the bottom of the login screen where it says 'tap here' or you can visit mercyhealth.com.au/legal-policy-information/privacy-policy

You don't need to log out of the Mercy Health Healthy Ageing app. If you stay logged in you will be able to receive notifications about your services.

Features

My Schedule

View the latest calendar detailing your upcoming scheduled services.

Request a Service

View and select any eligible service you would like and submit your request.

Call My Care Team

You will never have to try and remember our phone number again. The Call My Care Team feature will put you in direct contact with your care team if you need to talk to someone.

My Documents

Quick access to documents such as your care plan, monthly statements and the Home Care Package statement guide.

Feedback

If you wish to provide feedback to Mercy Health, the Feedback feature allows you to easily share your feedback via the Mercy Health Healthy Ageing app by simply completing the form.

About Mercy Health

Find out about other home care services that you could choose, read about Mercy Health retirement villages, find helpful information about all of Mercy Health's residential aged care homes across Australia and the services we offer to our residents, and view other services Mercy Health offers.

What's happening

See important information from Mercy Health including COVID-19 updates. You can even use the + icon to add a post about interesting events in your life, your daily reflections or you can upload pictures. Your posts will remain private for only your approved network of family members and friends to see.

Tips & Guides

Easy access to a number of helpful resources to assist you including your Home Care client handbook, Home Care Package inclusions and exclusions, Home Care Package decision making tool, products to use in your home and more.

Contact Us

Contact us with any general, financial or additional aged care enquiries you may have by completing the form. One of our friendly team members will communicate with you through your chosen contact method.

App Support

Assisting you with any technical issues and frequently asked questions.

If you would like more information about the Mercy Health Healthy Ageing app, please talk to your home care worker.

Alternatively visit mercyhealth.co.au/healthyageingapp or call your local office to speak with a member of your care team.