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.

Gestation	Midwife	Care location		
39.5	Gary Dodd	MMPO Test Car	e Location	•
39.5	Helen Hemsworth	MMPO Test Car	e Location	×
			+ ট	New appointment
Gestation	Midwife	Care location	+ 🕏	New referral
birthed:40.1	Helen Hemsworth	MMPO Test Ca	B	Call
			¢	Message
			í	View contact
Gestation	Midwife	Care location	*	Add to favourites
	39.5 39.5 Gestation birthed:40.1	39.5 Gary Dodd 39.5 Helen Hemsworth Gestation Midwife birthed:40.1 Helen Hemsworth	39.5 Gary Dodd MMPO Test Car 39.5 Helen Hemsworth MMPO Test Car Gestation Midwife Care location birthed:40.1 Helen Hemsworth MMPO Test Car	39.5 Gary Dodd MMPO Test Care Location 39.5 Helen Hemsworth MMPO Test Care Location Gestation Midwife Care location birthed:40.1 Helen Hemsworth MMPO Test Ca Image: Care location Image: Care location Image: Care location Image: Care location

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.

Α	Gestation	Midwife	Care location		
Ahurewa Testing 🔺	41.2	B Gardner	MMPO Test C	Care Lo	ocation
Amelia Testing Tiaki ★	39.5	Gary Dodd	MMPO Tes	+ 🕃	New appointment
т	Gestation	Midwife	Care location	& []	Call Message
Teresa Record 🔺	30.2	B Gardner	MMPO Tes	0	Get directions
				\boxtimes	Email
				í	View contact
				*	Add to favourites

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.

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😤 Contact	s 🗙 Favourites	🗮 Archived	💭 Messages	C Refresh	

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.

