



Allied Health Client Portal & User Agreement

Xavier's Allied Health Team uses a database called Echidna to manage client information and appointment scheduling.

This information is only accessed by Xavier staff who are responsible for providing Xavier's allied health services.

Echidna has a function called the "Family Portal" where your allied health team can share some information with you.

Information Available on the Portal

Dependent on the services you are receiving, the type of information that may be available for you includes

- Appointment bookings (past & future)
- Therapy goals and review reports
- Funding plan with Xavier
- Documents

This information is 'view only'. You are unable to make changes to information. Please contact Xavier or speak to your therapist if any of the information needs to be changed.

Accessing the Portal

Once you decide that you would like to access the Portal

1. Sign the "Xavier Allied Health Client Portal Agreement" and return it to Xavier
 - If you receive this document by email from Echidna and sign electronically, the Agreement will automatically return to us
 - Or, you can print the Agreement and sign, and email back to us or give the form to your therapist
2. You will be sent an email with a link and temporary password to sign in

Security

- The Xavier Client Portal is accessed through a 3 step verification which is sent to you in the login email
- The Client Portal also has an "authentication" step where a code will be send to you via sms or email as the final step to login
- You should change your password the first time you log in
- You will be asked to change your password at least every 90 days when you attempt to login
- As the Portal contains personal information, it is a condition of use that you
 - Do not give your login details to anyone else
 - Are responsible to ensure that your login details are kept secure

- Change your password regularly. Changing of your password will be enforced from time to time
- If you forget your password, you can reset the password by selecting the 'Forgotten your password?' on the login screen
 - For security reasons, you will have to enter your email address, given name and the mobile number you provided to Xavier
 - An email to reset your password will be sent to you
 - This 3-step verification assists in increasing the level of security as does the authentication code

Example

Here is an example of how the Portal looks using a made-up client called “Test Example” whose mother’s name is “Vick”.

Please note, the information provided on the Portal is individual depending on the supports provided and not all sections may contain information and be available for all clients.

Portal Home Page

xavier™ | Enabling families of children with health and disability needs

Family Portal Log Off

Welcome to our client portal. We hope that you will find this a useful way to be kept up to date with your allied health supports from Xavier. Please ask your therapist for assistance if you would like any clarification about the information here.

Very kind regards
Robyn Last
Manager Allied Health

xavier™
Enabling Families

Activity Notes for Test

Reviews for Test

Funding Plans for Test

Documents for Test

Change Password

Xavier User : Vick Example
Prev Login : 09-Oct-2020 3:59PM

Examples from each section

1. Activity Notes for “client name”

- On this link you can see appointments that have happened in the past (in blue) and keep track of future appointments (in green)
- The “Staff” name is the name of the therapist that you have the appointment with. If you have a number of different therapists, all of the appointments with them will show up on this screen.
- In the “Note” section, your therapist can write a note for you if needed

Activity Notes for Test

Records 1 to 6 of 6

Date Filter:

Staff	Activity Date ▼	Activity	Note
Robyn Last	30-Oct-2020 8-10am (1 hr)	Xavier Clinic Appointment	
Robyn Last	28-Oct-2020 1:30-2:30pm (1 hr)	Home appointment	
Robyn Last	27-Oct-2020 12:30-1pm (30 mins)	Home appointment	
Robyn Last	26-Oct-2020 12:30-2pm (1 hr 30 mins)	Home appointment	
Robyn Last	12-Oct-2020 12:30-2pm (1 hr 30 mins)	Home appointment	Today, we will be doing a language assessment
Robyn Last	14-Sep-2020 1:30-2pm (30 mins)	Teletherapy	Today we worked on xyz. At home this week please practice abc.

2. Review for “client name”

- In this section, if therapy goals have been entered into Echidna, you will be able to view what they are by selecting the document
- If a review report has been written by your therapists using this Echidna function, you may also be able to view them here

Service Plans for Test

Plan Date	Document
13-May-2020	Initial Plan 13-May-2020

Exit

3. Funding Plans for “client name”

- In this section, you can track how much funding you have spent with Xavier
- If you have a funding agreement with Xavier, it will also show how much is left in the agreement
- If you have chosen to not have a funding agreement, Xavier may put a nominal amount in the funding available so that therapists are able to book appointments with you in Echidna. If there is no available funding in Echidna, the database will not allow appointments to be booked
- Please note that Xavier will only charge for services that they have provided. Any “available funds” cannot be spent or kept by Xavier without the service being provided.
- Guide to information in the table as shown in the screen shot below

Table Column	Explanation
Start and End	The start and end dates of your Plan
Fund Source	The type of funding
Funding Component	The type of support you are receiving from Xavier
Plan Hours	The number of hours agreed or estimated to provide the support
Plan Rate	The fee per hour
Plan Total	Total amount of funding for the agreed or estimated hours to provide the type of support
Hours Available	Number of hours remaining to be used from the agreed or estimated “Plan Hours”
\$ Available	Remaining funds from the agreed or estimated amount

Funding Plan Details for Test

Start	End	Fund Source	Funding Component	Plan Hours	Plan Rate	Plan Total	Hours Avail	\$ Avail
06-Aug-2019	05-Aug-2022	NDIS Therapy Over 7	Nurse	36.64	\$136.46	\$5,000.00	36.64	\$5,000.00
06-Aug-2019	05-Aug-2022	NDIS Therapy Over 7	Occupational Therapist	29.29	\$193.99	\$5,681.25	29.29	\$5,681.25
06-Aug-2019	05-Aug-2022	NDIS Therapy Over 7	Physiotherapist	12.00	\$193.99	\$2,327.88	12.00	\$2,327.88
06-Aug-2019	05-Aug-2022	NDIS Therapy Over 7	Speech Pathologist	39.00	\$193.99	\$7,565.61	39.00	\$7,565.61
06-Aug-2019	05-Aug-2022	NDIS Therapy Over 7	Nurse - Continence	7.33	\$136.46	\$1,000.00	7.33	\$1,000.00
Total				124.26		\$21,574.74	124.26	\$21,574.74

Exit

4. Documents for “client name”

- In this section, you will find any documents that the therapists would like to share with you

5. Change Password

- For security, it is recommended that you change your password regularly



Xavier Client Portal Agreement

Client Portal Agreement

This Client Portal Agreement is made by and between Xavier and the client.

Purpose

Xavier provides a voluntary Client Portal (secure internet site) using Echidna, a third party software, to permit easy and secure transfer of information to clients, as well as, client access to certain documents (may include confidential documents) created or maintained by Xavier. Xavier has sole discretion to decide which types of documents can be uploaded or viewed on the Client Portal.

Acceptance of Terms of Use

Xavier’s client portal is offered to you conditional upon your acceptance of the terms, conditions, and notices contained herein. By using the portal you agree to these terms and conditions. Xavier may modify, suspend, discontinue or restrict the use of any portion of Xavier’s Client Portal, including the availability of any portion of the content at any time, without notice or liability.

Description of Service

Xavier’s client portal provides authorised clients or their carer/nominee with access to communication and information about the client and services provided for the client by Xavier. The information, documents, and communications on the portal are provided as a convenient resource for clients.

Service Availability

As Echidna is a third party provider, Xavier has no control over any scheduled maintenance or service upgrades, or other mechanical or electronic failures. Xavier makes no representation or warranty that 24 hour service will be available. Client agrees and acknowledges that the Client Portal will, at times, be unavailable due to regularly scheduled maintenance, service upgrades, or other mechanical or electronic failures. Xavier shall not be responsible for any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, theft or destruction or unauthorized access to the Client Portal. Xavier is not responsible for any problems or technical malfunctions of any telephone or fibre network or lines, computer on-line systems, servers or providers, computer equipment, software, on account of technical problems or traffic congestion on the Internet or at any website, or any combination thereof,

including any injury or damage to your computer or peripherals related to downloading any materials from the Client Portal.

User Password and Security

Using the portal and its related services requires the use of an organisation code, user name and password. The confidentiality of the organisation code, user name, password and account itself are the responsibility of the user. Any activities that occur under users' accounts are their responsibility. You agree to notify Xavier immediately of any unauthorised use of accounts or any other breach of security. The use of another person's username and password is expressly prohibited.

You acknowledge that the use of an organisation code, username, password and authentication code is an adequate form of security. You are solely responsible for (1) authorizing, monitoring, controlling access to and maintaining strict confidentiality of your user name and password, (2) not allowing another person to use your username or password, (3) any damage that may be incurred as a result of your neglect to maintain the strict confidentiality of your username and password, and (4) promptly informing Xavier in writing of any need to deactivate a username due to security concerns or otherwise. Echidna will prompt you to change your Password every 90 days.

Xavier is not liable for any harm related to the misuse or theft of usernames or passwords, disclosure of usernames or passwords, or your authorisation to allow another person or entity to access and use Xavier's Client Portal using your username or password. You shall immediately notify Xavier of any unauthorized use of your username or password and any breach of confidentiality. Until Xavier receives this notification from you, you will be held liable for any harm ensuing from the use of your username on Xavier's Client Portal.

Xavier makes no warranty, express or implied, regarding the efficacy of the security of the client portal and shall never be liable for any claimed actual or consequential damages arising from any breach or alleged breach of security of the client portal.

Termination of Logon Account

You agree to notify Xavier immediately if you would like to terminate your access to the Portal. Xavier will make every effort to terminate access as soon as receiving your notification. Your access to the Portal will be disabled should you cease to receive services from Xavier.

Changes to Terms and Conditions of Use

Xavier reserves the right to modify the terms, conditions, and notices under which the portal is offered. Your continued use of Xavier's Client Portal after the posting of any amended terms and conditions shall constitute your agreement to be bound by any such changes.

Term and Termination

This Agreement and the services contemplated by it may be terminated by either Xavier or Client with or without notice at any time. Xavier may at any time terminate in whole or in part Xavier's Client Portal without notice or liability.

Acceptance

By completing this Agreement, you hereby acknowledge that you have read the Terms and Conditions portion of this document and that you agree to these terms and conditions. This agreement does not modify or affect any existing or future engagement letter or agreement between you and Xavier.

Agreement to Access the Xavier Client Portal

Client's Name:

Client's DOB:

I agree to the above Terms & Conditions of accessing and using the Xavier Client Portal.

I will ensure that I maintain the confidentiality of my user name and password for the Portal, and I will notify Xavier should there be a breach of this confidentiality.

I understand that access to and the information available to me on the Portal is at the discretion of Xavier and may change without notification.

Name:

Relationship to Client:

Signature:

Date:

