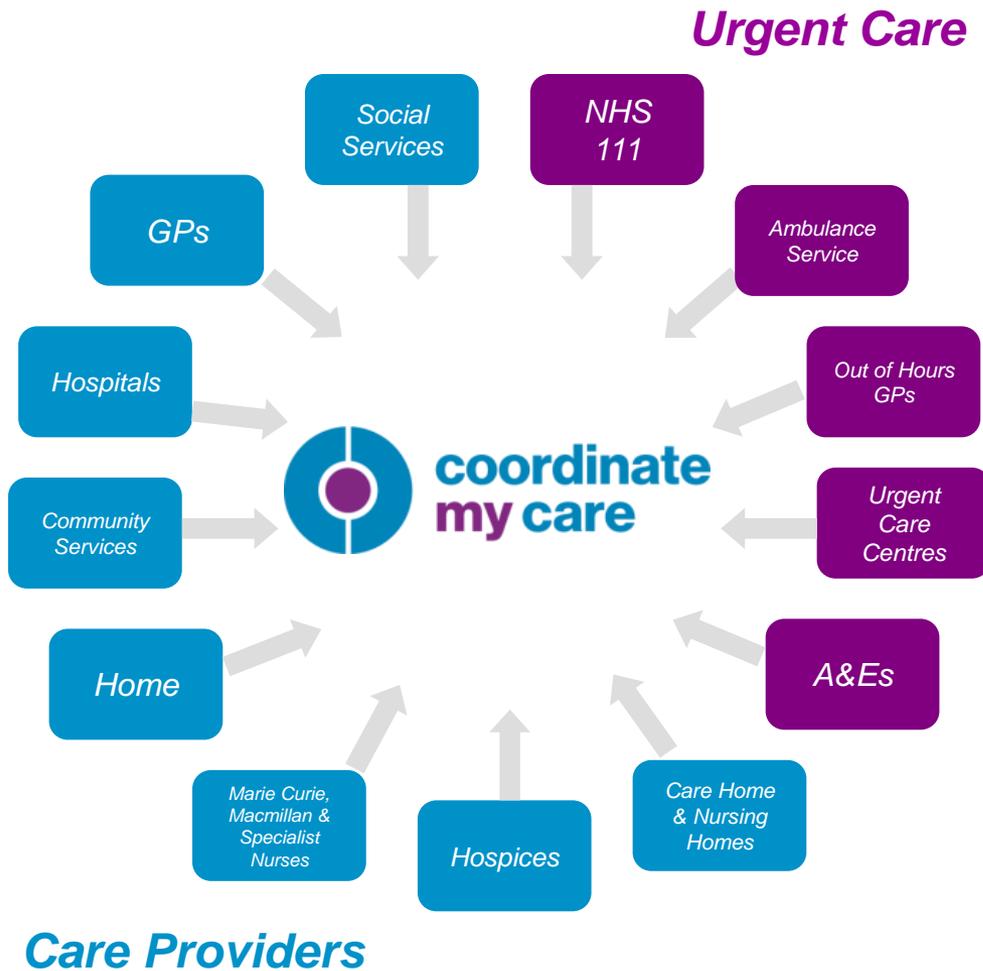




# CMC Urgent Care Plans - a guide for urgent care users

- Training Bulletin
- Use of this bulletin fulfils your CMC training requirement

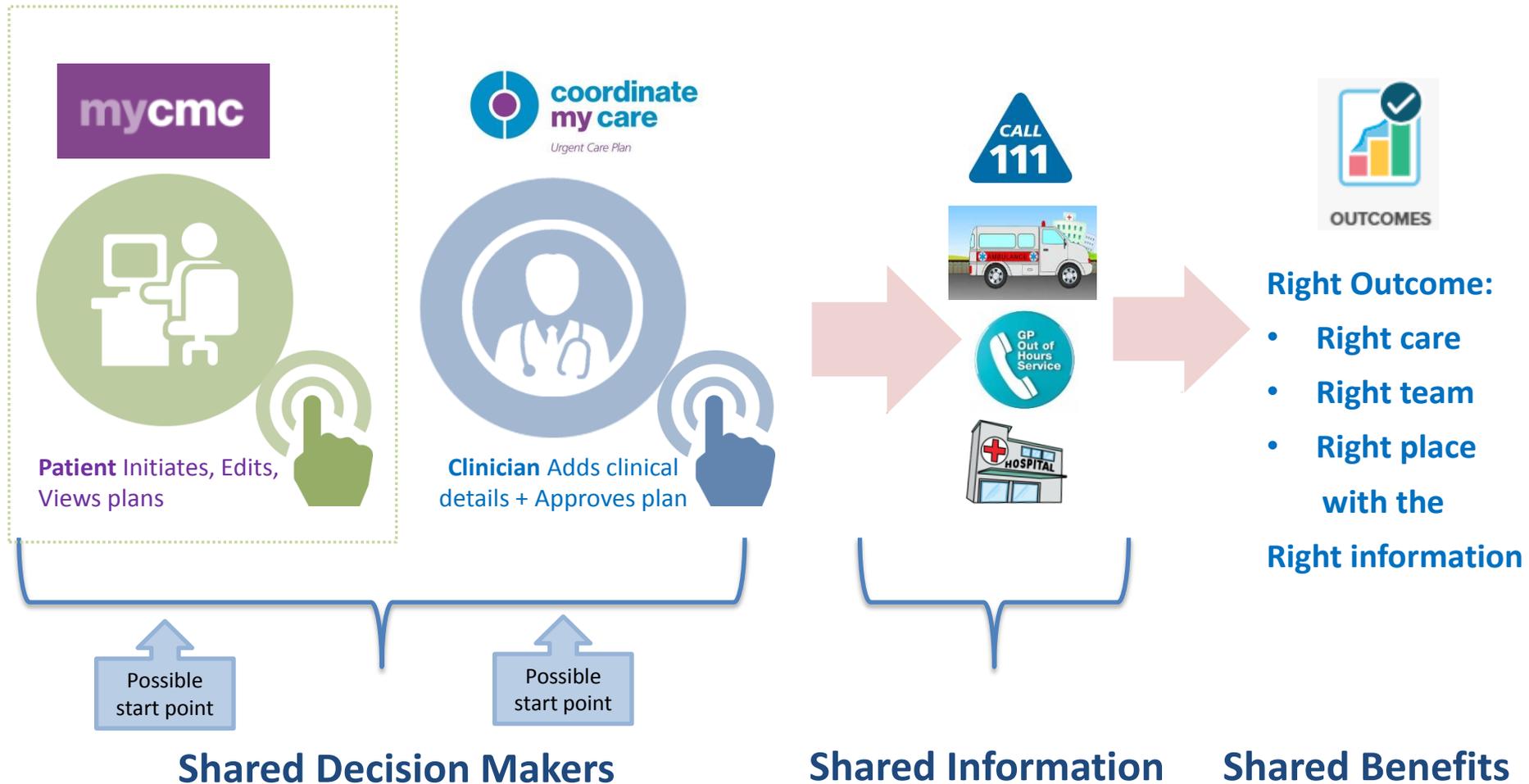
# CMC coordinates patient information across care providers



- **Now** documents (digital) about the future
- A digital record of the courageous work of the patient **combined** with the skilled work of the clinical team
- Headlines and highlights **from** the patient and **about** the patient shared safely across buildings, across services and across time
- **Making the known** patient care plan **known** to Urgent Care Services 24/7
- Puts the known plan to **work for the patient** – bearing fruit **beyond local information silos**
- **Multidisciplinary, updateable, reportable, auditable, patient accessible, increasingly interoperable**

‘What to do when things deteriorate’ plans  
‘What to do next’ plans – *think 2am!*

# How CMC works

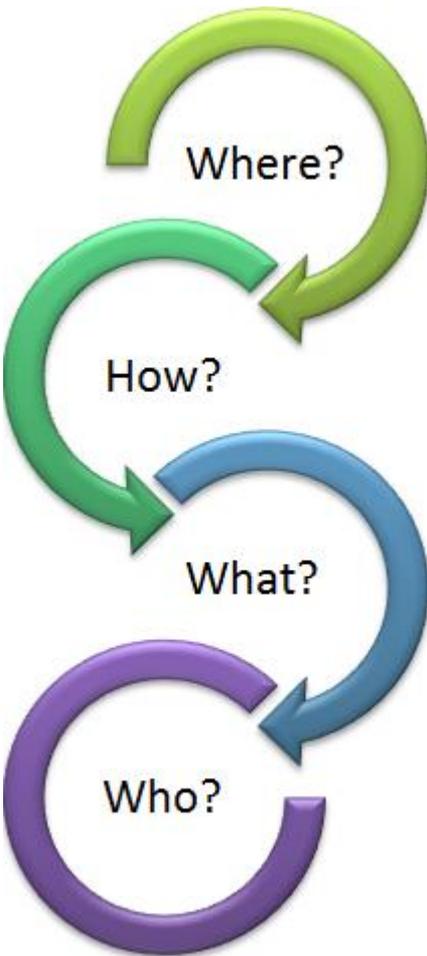


Published care plan - existence flag at Urgent Care – Pt. calls – demographics – match – Alert! – View care plan – Improved response/outcome.



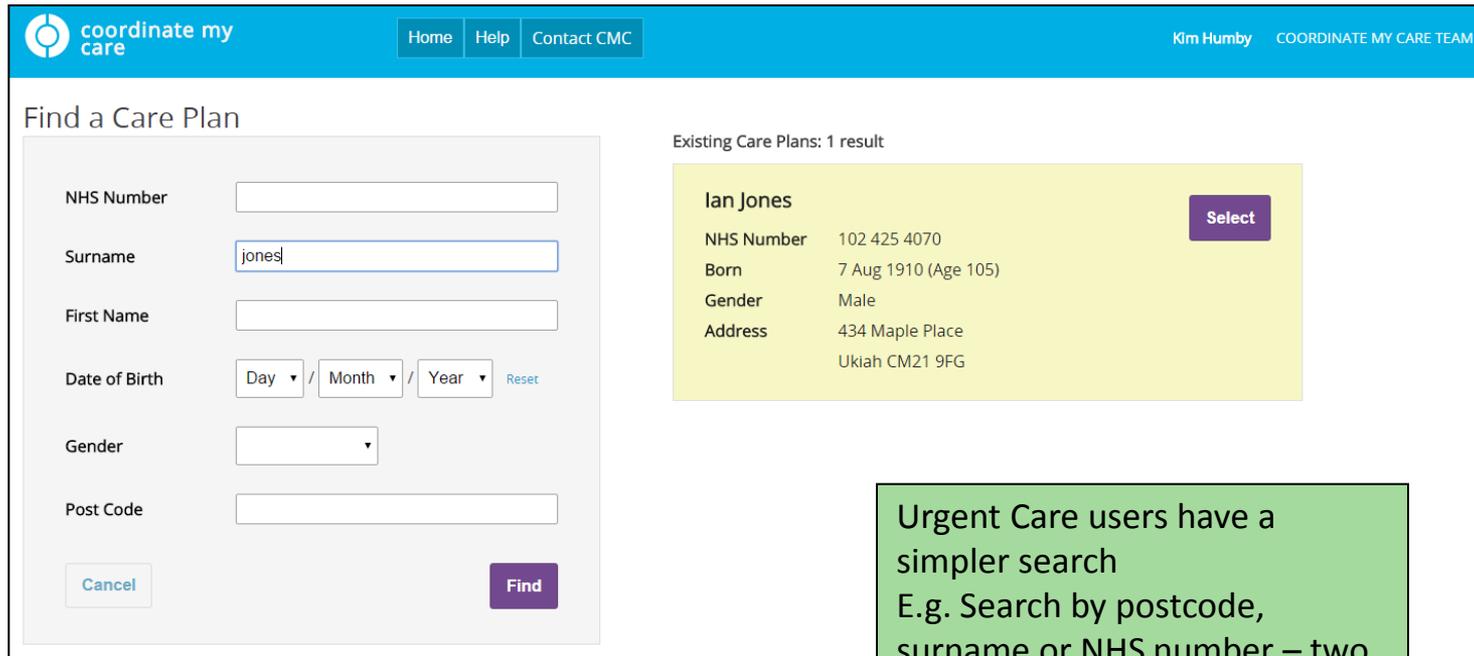
# CMC: Care Planning – with purpose

*CMC Care Plans seek to share with Urgent Care services 4 answers to 4 questions*



- **Where** the patient wants to and should be cared for?
- **How much** clinical/medical intervention is appropriate?
- **What to expect and do?** Expected symptoms and management plans.
- **Who to call on?** Contacts (professional and personal) to support the best outcome for the patient.

# Urgent Care Access (some services now accessing the relevant care plan via an integrated quick link in Aداstra)



coordinate my care Home Help Contact CMC Kim Humby COORDINATE MY CARE TEAM

### Find a Care Plan

NHS Number

Surname

First Name

Date of Birth Day / Month / Year [Reset](#)

Gender

Post Code

[Cancel](#) [Find](#)

Existing Care Plans: 1 result

**Ian Jones** [Select](#)

NHS Number 102 425 4070  
Born 7 Aug 1910 (Age 105)  
Gender Male  
Address 434 Maple Place  
Ukiah CM21 9FG

Urgent Care users have a simpler search  
E.g. Search by postcode, surname or NHS number – two identifiers needed if not by NHS number. Margins of error in name have been factored in.

Note: Urgent care providers who also work in non-urgent care roles (e.g. GPs) should choose their non-urgent care organisation as part of logging in. If not set up with both organisations, please contact CMC – during office hours.

# Urgent Care Summary Screen

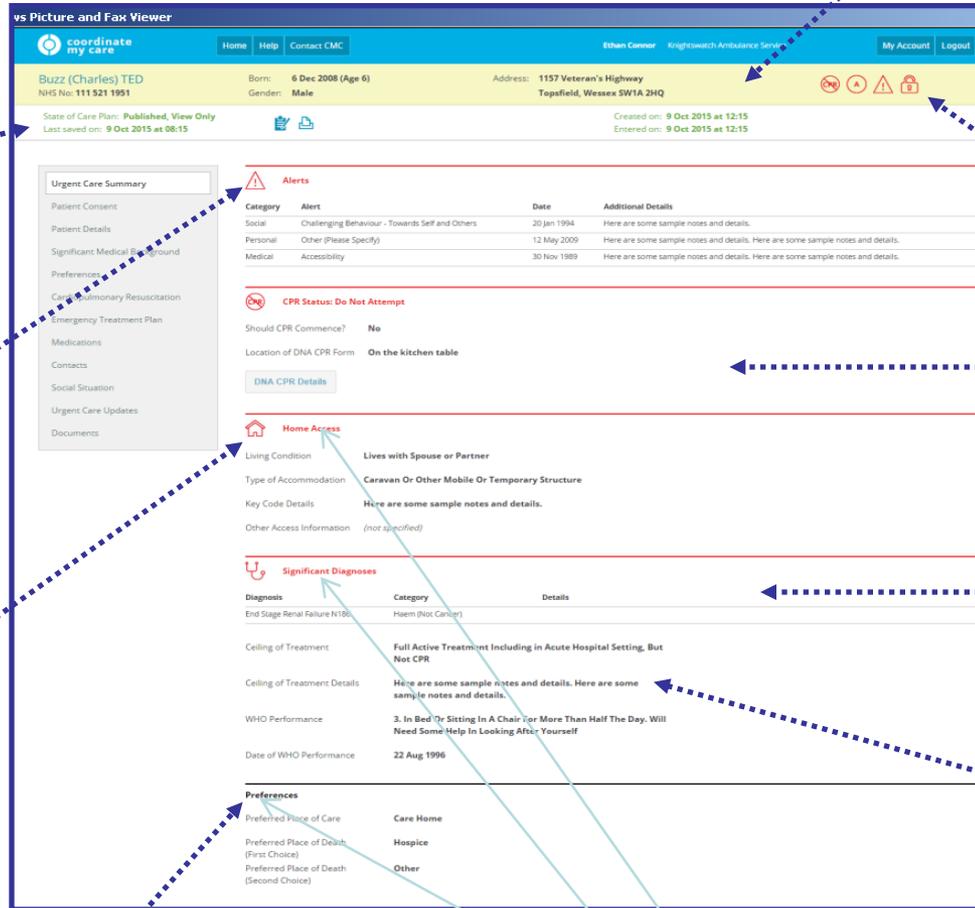
Easy view banner gives key identifiable data for the patient including name, DOB, NHS number

This feature shows when the plan was last modified and that the information provided is relevant and current. As the clinician and patient aims may not have changed – do not view a care plan which is unchanged for a year as not useful.

Alerts with house key information that will help you make a rapid assessment of the patient and highlight any risk factors or potential danger to attending staff

Home Access provides useful information on the living status of the patient including accommodation and carer details

Preferences provides a snapshot of where the patient would like to be cared for if possible, in the context of deterioration and also in the context of dying



**Urgent Care Summary**

State of Care Plan: Published, View Only  
Last saved on: 9 Oct 2015 at 08:15

**Alerts**

Category	Alert	Date	Additional Details
Social	Challenging Behaviour - Towards Self and Others	20 Jan 1994	Here are some sample notes and details.
Personal	Other (Please Specify)	12 May 2009	Here are some sample notes and details. Here are some sample notes and details.
Medical	Accessibility	30 Nov 1989	Here are some sample notes and details. Here are some sample notes and details.

**CPR Status: Do Not Attempt**

Should CPR Commence? **No**

Location of DNA CPR Form **On the kitchen table**

**Home Access**

Living Condition **Lives with Spouse or Partner**

Type of Accommodation **Caravan Or Other Mobile Or Temporary Structure**

Key Code Details **Here are some sample notes and details.**

Other Access Information *(not specified)*

**Significant Diagnoses**

Diagnosis	Category	Details
End Stage Renal Failure NID	Haem (Not Cancer)	

Ceiling of Treatment **Full Active Treatment Including in Acute Hospital Setting, But Not CPR**

Ceiling of Treatment Details **Here are some sample notes and details. Here are some sample notes and details.**

WHO Performance **3. In Bed Or Sitting In A Chair For More Than Half The Day. Will Need Some Help In Looking After Yourself**

Date of WHO Performance **22 Aug 1996**

**Preferences**

Preferred Place of Care **Care Home**

Preferred Place of Death (First Choice) **Hospice**

Preferred Place of Death (Second Choice) **Other**

Quick link icons of information below including DNR, allergy, alerts and home access or if they are a High Intensity User (HIU) of urgent care services.

Clearly relays the cardiopulmonary resuscitation decision status of the patient and informs you if the patient is for DNACPR

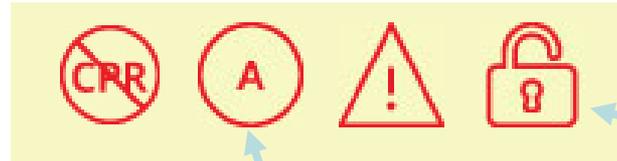
Significant Diagnoses gives you the primary condition the patient is receiving care for

The Ceiling of Treatment allows you to understand the appropriate level of medical management

Click any of the Urgent Care Summary titles to drill down into that care plan section – or use the side menu navigation – grey box

This urgent care screen presents key information that will be needed in an urgent/emergency situation. The full CMC care plan is always available to access for further background

# Icon Glossary



Patient has allergies

Key safe details for primary address



ADD URGENT CARE NOTE



PRINT URGENT CARE SUMMARY



ALERT



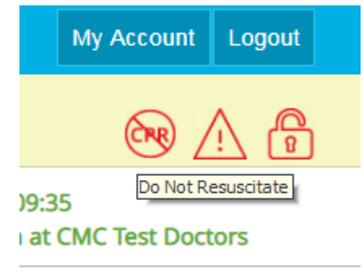
DO NOT RESUSCITATE



HOME ACCESS

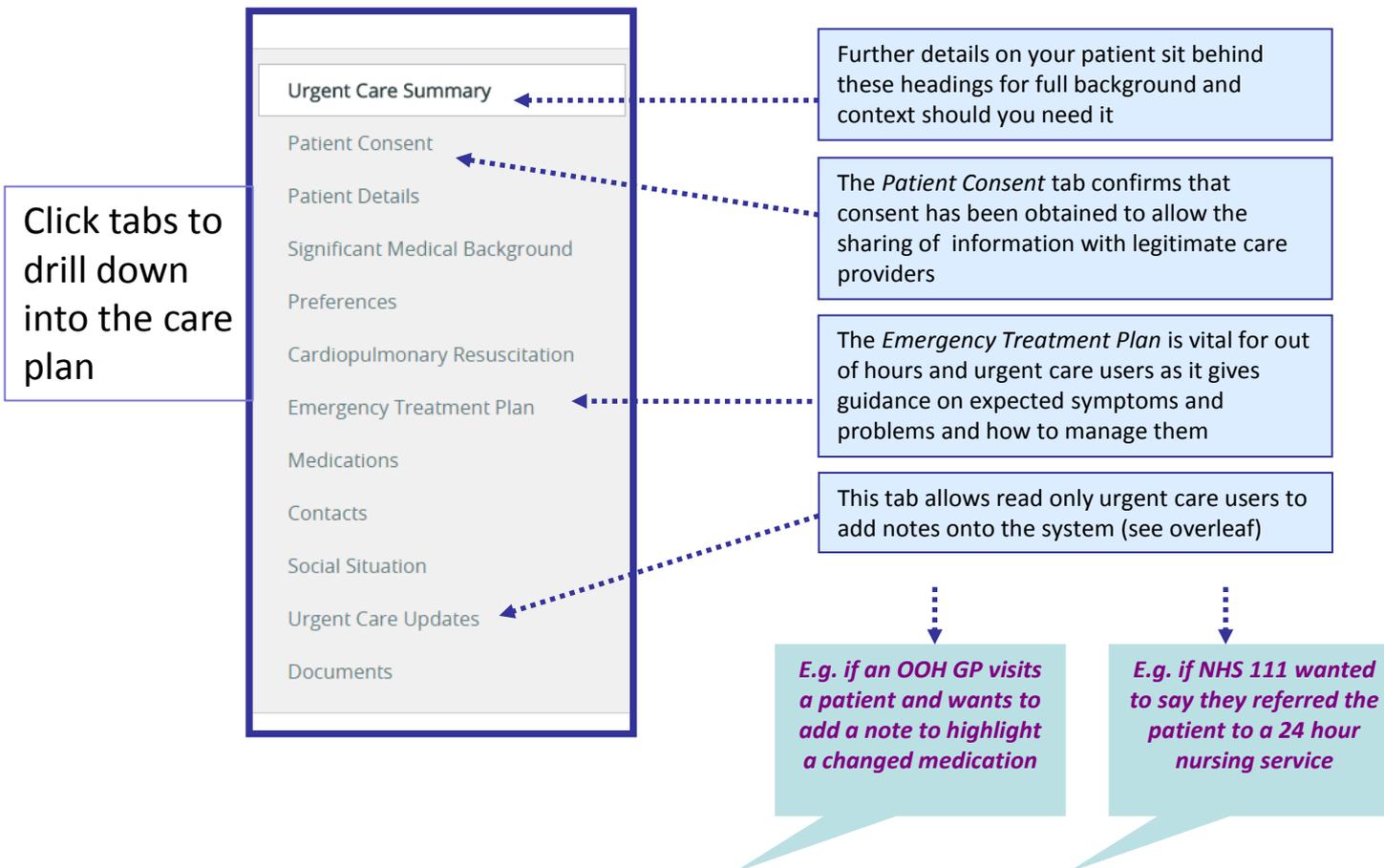


SIGNIFICANT DIAGNOSES



Hover over the icon to see what icon means. Click the icon to view the relevant information

## Menu of tabs – beyond the high level Urgent Care Summary



# High Intensity User Alert – highlighting frequent use of services

 coordinate my care [Home](#) [Help](#) [Contact CMC](#) **Gerard Bowden** CMC Test Doctors [My Account](#) [Logout](#)

**Arnold FENCHURCH** Born: **2 May 1936 (Age 82)** Address: **2000 First Avenue**  
NHS No: **230 979 9084** Gender: **Male** **Newton, Northumberland SN5 4HD** 

State of Care Plan: **Published, View Only** Last clinical approval: **26 Oct 2018 at 08:29**  
Last clinical approver: **Gerard Bowden at CMC Test Doctors**

[UPDATE CARE PLAN](#)  [ENROL PATIENT](#) [SUBSCRIBE](#) [PATIENT LIST](#)

### Urgent Care Summary

- Patient Consent
- Patient Details
- Significant Medical Background
- Preferences
- Cardiopulmonary Resuscitation
- Emergency Treatment Plan
- Medication
- Contacts
- Social Situation
- Urgent Care Updates

### Alerts

Category	Alert	Date	Additional Details
High Intensity User	HIU General	26 Oct 2018	This person calls 111 almost daily and the ambulance service - reporting abdominal symptoms. Has been fully investigated. See plan for optimal management of this persons care needs.

### CPR Status

Should CPR Commence **Yes**

[CPR Details](#)

 [Home Access](#)

# Urgent Care Updates – recording a note

**Sue DONOVAN**      Born: 7 Jul 1901 (Age 114)  
 NHS No: 970 042 2585      Gender: Female

State of Care Plan: **Published, View Only**  
 Last saved on: 27 Oct 2015 at 09:20




Urgent Care Summary

Patient Consent

Patient Details

Significant Medical Background

Preferences

Cardiopulmonary Resuscitation

Emergency Treatment Plan

Medications

Contacts

Social Situation

Urgent Care Updates

## Urgent Care Updates

### Updates Attached to Care Plan

Provider & Organisation	Date	Note
Kim Humby COORDINATE MY CARE TEAM	27 Oct 2015 at 09:21	
Kim Humby COORDINATE MY CARE TEAM	27 Oct 2015 at 08:11	
Kim Humby COORDINATE MY CARE TEAM	27 Oct 2015 at 07:35	

< Social Situation

Each Urgent Care access is automatically logged.  
 Click pencil to add a note – two options provided

# Recording your action plan as a note



### Add a Note

Enter a comment

This is a test

Clinical Event Type

✖ Type 1

Event Type

+ Add Clinical

Cancel

You can enter a free text note only or choose an event type(s) to describe your care episode – or both

- Administered medication (give details)
- Administered oxygen
- Advice given (eg call back in 2 hours if no improvement)
- Advice given for home management over phone
- Advised to attend urgent care centre
- Advised to contact own GP if symptoms persist
- Conveyed to hospital (give details)
- Patient prescribed new medication (give details)
- Patient made comfortable ? no further action needed
- Patient/carer reassured ? no further action needed
- Referred to community healthcare professional (give details)
- Referred to district nursing team
- Referred to OOH GP
- Requested call back for patient with healthcare professional
- Requested community nurse visit
- Requested GP visit
- Requested non urgent ambulance
- Requested emergency ambulance
- Requested specialist palliative care visit

# Ending your CMC session



coordinate my care Home Help Contact CMC Gerard Bowden LONDON AMBULANCE SERVICE NHS TRUST My Account Logout

Kenneth (Kenny) BAJWA Born: 7 May 1951 (Age 67) Address: 1528 First Blvd  
NHS No: 999 024 8966 Gender: Male Boston, Shropshire PA70 6HE

State of Care Plan: **Published, View Only** Last clinical approval: 10 Oct 2018 at 16:05  
Last clinical approver: James Champion at TRINITY HOSPICE

Urgent Care Updates

Urgent Care Summary

Click 'Home' to return to the Find Patient page after viewing only or viewing and adding a note.

# What your access and note looks like to a non-urgent care viewer

coordinate my care
Home Help Contact CMC
Gerard Bowden CMC Test Doctors
My Account Logout

**Kenneth (Kenny) BAJWA**    Born: 7 May 1951 (Age 67)    Address: 1528 First Blvd  
 NHS No: 999 024 8966    Gender: Male    Boston, Shropshire PA70 6HE





State of Care Plan: **Published, View Only**    Last clinical approval: 25 Oct 2018 at 09:35  
 Last clinical approver: Gerard Bowden at CMC Test Doctors

UPDATE CARE PLAN  

PATIENT ENROLLED SUBSCRIBE PATIENT LIST

- Urgent Care Summary
- Patient Consent
- Patient Details
- Significant Medical Background
- Preferences
- Cardiopulmonary Resuscitation
- Emergency Treatment Plan
- Medication
- Contacts
- Social Situation
- Urgent Care Updates**

## Urgent Care Updates

### Updates Attached to Care Plan

Created On	Provider & Organisation	Note	Event Type	Last Edited	Provider & Organisation
25 Oct 2018 at 09:24	Gerard Bowden LONDON AMBULANCE SERVICE NHS TRUST	This is a test	Administered oxygen Referred to OOH GP	25 Oct 2018 at 09:33	Gerard Bowden LONDON AMBULANCE SERVICE NHS TRUST
17 Sep 2018 at 11:09	Clara Barton LONDON AMBULANCE SERVICE NHS TRUST			17 Sep 2018 at 11:09	Clara Barton LONDON AMBULANCE SERVICE NHS TRUST
27 Jul 2018 at 13:25	Clara Barton LONDON AMBULANCE SERVICE NHS TRUST	nnnnn	Conveyed to hospital (give details)	27 Jul 2018 at 13:28	Clara Barton LONDON AMBULANCE SERVICE NHS TRUST
23 Apr 2018 at 10:44	Clara Barton LONDON AMBULANCE SERVICE NHS TRUST			23 Apr 2018 at 10:44	Clara Barton LONDON AMBULANCE SERVICE NHS TRUST
23 Apr 2018 at 10:44	Clara Barton LONDON AMBULANCE SERVICE NHS TRUST			23 Apr 2018 at 10:44	Clara Barton LONDON AMBULANCE SERVICE NHS TRUST

## Notes for Urgent Care services **seeing the patient face to face:**

- Are there broader clues about end of life care context?
- Syringe driver, injectable drugs, hospital bed – all point to other services involved – consider accessing them.
- A DNACPR is valid if it is clear, has a date and an appropriate decision maker. It is valid on CMC.
- Ask the family what would make keeping the patient at home possible? Families in stress easily feel rescued by conveyance to hospital and often regret it.
- Where information is flowing from the patient/ family – always view the CMC care plan as other angles may be available there and may be outcome changing.

## CMC access – if using an LAS iPad

- Logging in is 'rules based' (security - phishing).
- 3 wrong entries and the log in is locked out to you but access could be tried by your colleague.
- On 3 fails, the Forgotten Password also is locked down for your login.
- If using an iPad, it needs to be authenticated to the CMC system. Apple does not like the licence software used. Clicking  to refresh the tab addresses Apple's anxieties temporarily.
- Documents attached to the care plan cannot be opened on a tablet or smart phone. For example – LAS999 would need to ring the clinical HUB to open the attachment. Similarly for an OOHGP accessing on a mobile device.



## CMC care plan quality

- A CMC urgent care plan should assist the urgent and emergency care provider with access to key information from and about the patient. It should be useful to you. It should be able to confirm or challenge your clinical view on the next steps in caring for the patient.
- Care plan quality will vary. Where care plans are of very little value please try to feedback to the non-urgent care team (e.g. GP feedback of the episode of care in the normal way). Direct feedback of real world use is very powerful.
- Poor quality care plans can be reported from **an LAS ([lond-amb.nhs.uk](mailto:lond-amb.nhs.uk)) email to [cmc.incidents@rmh.nhs.uk](mailto:cmc.incidents@rmh.nhs.uk)** where we will try and raise the issue with the involved non-urgent care providers. Please supply brief context of lack of usefulness and an NHS number. [**[nhs.net](mailto:nhs.net) emails can be sent to [cmc.incident@nhs.net](mailto:cmc.incident@nhs.net)**]

# Contact

- CMC helpdesk for **password reset 24/7** – 02078118513
- General queries to [coordinatemycare@nhs.net](mailto:coordinatemycare@nhs.net)
- Patient identifiable enquiries or issues to [cmc.incidents@nhs.net](mailto:cmc.incidents@nhs.net) or

**For LAS only:** [[cmc.incidents@rmh.nhs.uk](mailto:cmc.incidents@rmh.nhs.uk) (if using a lond-amb email)]