



# myCMC

A step-by-step guide to creating  
your personal care plan.

Home

Create Care Plan

Help

“There may be a time  
when we need to bring  
Mary to hospital. Now  
everyone knows what  
to do.”

Hospital Doctor



### Start your CMC Plan

If you're ready to start creating your plan, click here.

### View your CMC Plan

If you already have a CMC plan, you can view it here:

User name

Please enter your username

Password

Please enter your password



## Your care, your way.

**Coordinate My Care puts you at the heart of planning your urgent medical care: by making sure that your wishes are taken into account by everyone who will be looking after you.**

You create a CMC urgent care plan, together with your doctor or nurse. It includes important information about your illness, how and where you'd like to be cared for and people to contact in an emergency.

Then we share the information with all the health professionals who might be involved in treating you, such as 111, your out of hours GP, the ambulance paramedics and the doctors and nurses in the Emergency Department.

So everyone knows what your diagnosis is, what you need, what you want, what your clinical team recommends, and in an urgent or emergency situation, everyone can take it all into account.

# How do I create my care plan?

## STEP 1

### Go online

The easiest way to create your CMC plan is online: go to [www.coordinatemycare.co.uk](http://www.coordinatemycare.co.uk) then click on the **myCMC** tab.

We'll need some personal information about you and your care preferences, and then your doctor or nurse will add the medical information we need.

You can do your bit all in one go, or in stages (your log-in details will remain active for a 28 day period, so we'll keep what you put in, and you can come back and pick up where you left off during that time period).

You can do it on your own or with family and friends, in your own home, and in your own time. And you'll find helpful videos on the site to guide you through the process.

This leaflet tells you the personal information you will need to have with you to complete each stage. When you're ready to start, just click "Start My CMC".

“Mary’s plan makes it easier to have difficult conversations, we know what is most important to her.”

Social Worker

Start your CMC Plan  
If you're ready to start creating your plan, click here.

Start My CMC

View your CMC Plan  
If you already have a CMC plan, you can view it here.

Please enter your username

Please enter your password

Login

Forgot your username or password?  
Activate Account

# STEP 2

## Some basic details

First, we'll ask you to put in some simple personal information. This helps us to know who you are, where you live, and to locate your GP.

### **Before you start, you will need:**

- Your NHS number (you'll find this on any letter from your GP, or call the surgery and they may be able to tell you over the phone)
- Your postcode
- Your e-mail address





## Some personal details

The more health professionals know about you, the more sensitively they can care for you. So, in this section, we'll ask you to tell us about you.

What is your preferred language? What are your religious beliefs if any? These questions are designed to help medical staff to treat you as a person not just as a patient and in the way that you feel is most appropriate.



## Your general health

Here, we'd like to know about your health generally.

Are you fit and well, or living with a long-term condition? Do you have a disability? If you are in discomfort, what do you like to do to feel better? Has your doctor told you that you have a terminal illness?

These answers will help urgent care services to look after you, especially in a situation where you aren't able to communicate your thoughts clearly.









## STEP 5

# Emergency help

Now we'll ask for information that will help us to help you in an urgent or emergency situation.

Who has spare keys? How do we contact them?  
Who needs to know if something happens to you?  
Where can we reach them?

This information could be invaluable in an emergency, and will help urgent care and emergency responders to treat you more quickly, and to keep your loved ones informed.

## STEP 6

# Where would you like to be looked after?

If temporary urgent medical attention is needed, many people might wish to go to hospital, while others would prefer to be seen at home if possible. So you can give us your preferences here.

If you put this into your care plan, healthcare professionals will do all they can to respect your wishes.





## STEP 7

# End of life options

The same is true for many people at the very end of life. Some people want to be in hospital, others would much rather be at home. So we'll ask you to tell us where you would like to be cared for in that situation. If you don't know at this stage, no problem, just say that.

Expressing your wishes in advance also makes these decisions easier for your family and friends.



## STEP 8

# Some things to think about

In this section, we will ask you to consider some other important issues that might affect you if you are approaching the end of your life. For example: if your heart stops, are there treatments you would not want the medical staff to attempt? How do you feel about organ donation?

You may want to discuss some of these options with your doctor before you decide, but your answers to these questions will help clinicians to look after you in the way you wish.







## STEP 9

# Save – and submit

Now your part of starting the CMC urgent care plan is almost complete.

Please check all the factual information, and review your preferences. As soon as you are happy with everything, simply click “Submit”.

At this point, you won’t be able to go back into the plan and make changes until you sit down with your doctor or nurse.



## Over to your doctor...

As soon as your plan is submitted, we will log it on our system, and send it to your doctor's surgery electronically.

They will then go on to add all the important clinical information: health history, diagnosis, treatments, medications and recommendations.

Your doctor or nurse can attach important documents to your CMC plan such as an Advance Decision to Refuse Treatment, your hospital discharge letter and an information leaflet about your medications.



## Book an appointment

The final step in creating your plan is to meet your GP, hospital doctor or clinical nurse specialist to discuss your choices, and confirm the plan.

Simply ask the receptionist for a "Coordinate My Care" appointment. We recommend that you request a double GP appointment. You are welcome to bring a friend or a family member with you.

As soon as your care plan is approved, simply ask your GP or nurse to 'enrol' you. They do this by entering your email address, after which Coordinate My Care will send you an email telling you how to view your plan.

Once enrolled you can also make requests to your clinician for some edits to be made, and you can also give someone important to you access to the plan. They too would have to be enrolled to view your plan by your GP or nurse.

After the appointment there might be things you want to think about some more. That's fine; discuss them with your GP or nurse and your plan can be updated as your health and situation evolves.

# Your plan, shared

As soon as your plan is agreed with your doctor, it goes “live” on the main Coordinate My Care system.

If there’s an urgent care or emergency situation, all the healthcare professionals who may treat you - from paramedics to hospital doctors, from NHS 111 to specialist nurses - will be able to see your plan and be guided by it.

They will all know who you are, what you have, and how you want (and don’t want) to be treated, and they will do all they can to respect your wishes.

And you will know that, whatever happens, in an urgent or emergency situation, the clinical teams will be trying to deliver your care, your way.



## For more information:

**Helpline:**

020 7811 8513

**Email:**

[coordinatemycare@nhs.net](mailto:coordinatemycare@nhs.net)

**Website:**

[www.coordinatemycare.co.uk](http://www.coordinatemycare.co.uk)

**Follow us on Twitter:**

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