

myCMC

The Coordinate My Care Patient Portal



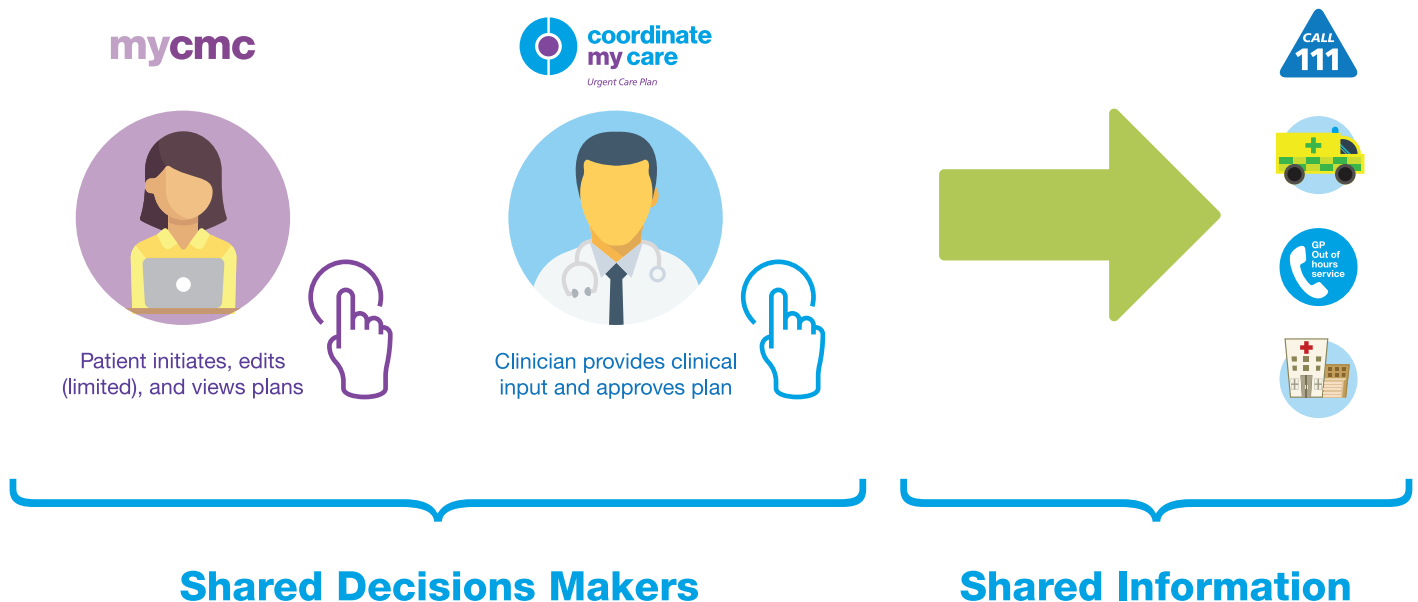
What is it?

The Coordinate My Care (CMC) patient portal is called myCMC. The patient can go online via myCMC and initiate their own urgent care plan by filling in an online questionnaire. The patient is guided through the process by watching videos that explain concepts such as Cardio Pulmonary Resuscitation (CPR). myCMC gives the patient the opportunity to think about their future care, watch the videos and make some decisions prior to seeing their doctor or nurse to finalise the CMC urgent care plan.

The plan has to be completed by a doctor or nurse to ensure:

- The patient is the person who has created the plan and to ensure the patient gives consent to finalise and approve the plan
- The urgent care services are confident that the plan is clinically appropriate and safe. They can then follow through on the management detailed within the plan

myCMC (patient) plus CMC (clinician) represents a shared decision making process. The plan is then shared digitally and securely with urgent care services in real time.



What parts of the plan can a patient fill out?

The patient can input key demographics, such as their name, address, NHS number. They can state their preferences for care e.g. whether they wish to be taken to hospital in an urgent care situation or made comfortable at home, organ donation and who their key contacts are in an emergency. Patients cannot complete medical parts of the care plan, namely information on allergies, medications, treatment escalation plan, a DNACPR decision (Do Not Attempt Cardio Pulmonary Resuscitation) - as this needs to be ratified by their healthcare professional using their clinical expertise and knowledge of the patient.

How does myCMC support my patient?

Some of the topics covered in the CMC care plan are areas many patients may not have thought about before. Having time to read some of the information on our website www.coordinatemycare.co.uk and watch some of the videos on myCMC that speak to important areas like DNACPR, means your patients will be more informed about the area of advance care planning, be ready for their consultation with you and feel more ownership of their care plan.

How does myCMC support me?

We hope that patients thinking about some of the key issues related to advance or urgent care planning means you will have a more productive consultation. On a practical level if part of the plan is already completed then it leaves more time for discussion and more time to focus in on the clinical elements of the plan.

How will I know if my patient has initiated a care plan?

When your patient initiates a care plan, the next time you log into the CMC system you will see a 'task' in your 'Action Needed' list, and also see a summary of how many patient care plan requests you have. From there you can click on the 'Create' task, become familiar with the contribution the patient has made and complete the care plan.

What happens next?

As part of the myCMC process your patient will be encouraged to make an appointment with you to discuss and finalise the plan. But you can also reach out to the patient to make this appointment if they have not done so, to ensure the care plan, once completed, can be made available to the urgent care services as soon as possible.

When the patient comes to see you and you open their request there will be a summary sheet so you can review the data your patient has entered. If you agree with everything you can 'accept all'. If not, you can talk through with your patient what changes you think should be made. E.g. if a patient has ticked no disability and you know they are hard of hearing, you may ask to change this as it is an important factor for the urgent care services to know about. Once you have jointly agreed the patient's entries, you can add the clinical details of the CMC urgent care plan.

Can the patient see the finalised care plan?

At the consultation you should inform the patient that if you ENROL them in myCMC, they can view their care plan. You ENROL patients by clicking the ENROL button on the screen and simply adding their email address, after which they will receive a notification from CMC on how to view their care plan. You can also add a PROXY if the patient wishes. A proxy is defined as a personal contact or health and social care contact who will be able to view the patient's care plan on myCMC, if the patient wishes. You add a proxy in exactly the same way by adding their email address after which they receive a notification on how to activate the ability to view.

What if a patient wants to make changes?

Once they are enrolled to view their care plan, patients can request changes to some of the key personal details and their care preferences, but you as their healthcare professional will be alerted to any requests for change made and be able to approve the changes, or reject them if you feel more consultation is needed.

Will the information put into myCMC be the same as in the main CMC urgent care plan?

All the fields and questions within myCMC map directly to the CMC care plan as you know it and see it. When initiating their care plan on myCMC, patients will not be able to view the clinical or medical fields of the care plan which are completed by the healthcare professional in consultation with the patient. Once approved, the plan is available on the live system accessed by urgent care users and appears and behaves like all CMC urgent care plans.

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For more information please contact



020 7811 8513



coordinatemycare.co.uk



coordinatemycare@nhs.net



@CoordMyCare