HOW TO GUIDE

We are delighted to inform you that your GP practice will very soon be able to access the Coordinate My Care (CMC) service from within your Vision system.

CMC is an NHS clinical service hosted by the Royal Marsden NHS Foundation Trust and is commissioned by 32 London CCGs. CMC enables healthcare professionals to create, view, edit and approve CMC urgent care plans for their patients. Once approved these CMC urgent care plans can be viewed immediately by all urgent care services including 111, out of hours GP services and the London Ambulance Service.

Getting Started

If you are not a current user of the CMC service but would like to learn more, please visit www.coordinatemycare.co.uk for how you can get CMC login details and access the system to take advantage of its benefits. You should follow the steps described in the 'Getting Started' section of the website, which will guide you through the information governance and training requirements that must be met by each new user.

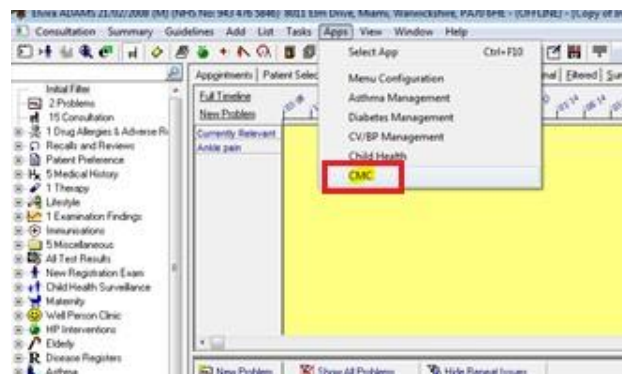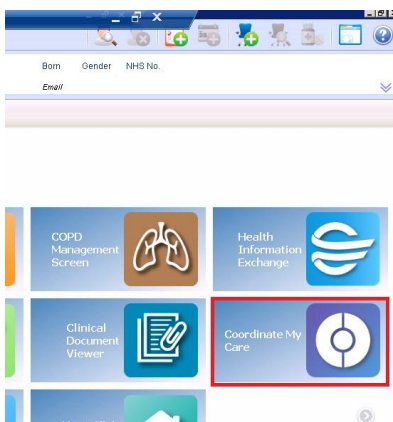### Accessing CMC from within Vision

Your Vision system will soon be updated automatically with the CMC service. We shall inform your practice before this, so you are aware of when the link is live in your system.

The Vision Help Centre will demonstrate how you can set up your login, access the CMC service from within Vision & close the service:
http://help.visionhealth.co.uk/Vision_3_Apps_Help_Centre/v1.0/Content/C_Apps_Available/Coordinate_My_Care.htm
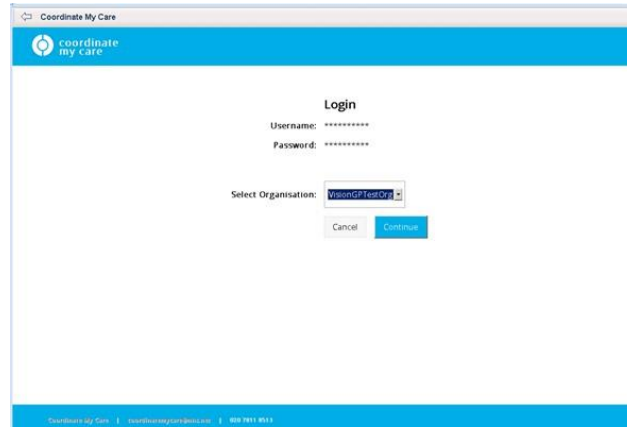Note: If you work across multiple GP practices then you must set up your login credentials in each organisations Vision system.

You will be able to access CMC directly from wither Consultation Manager or Apps Controller.
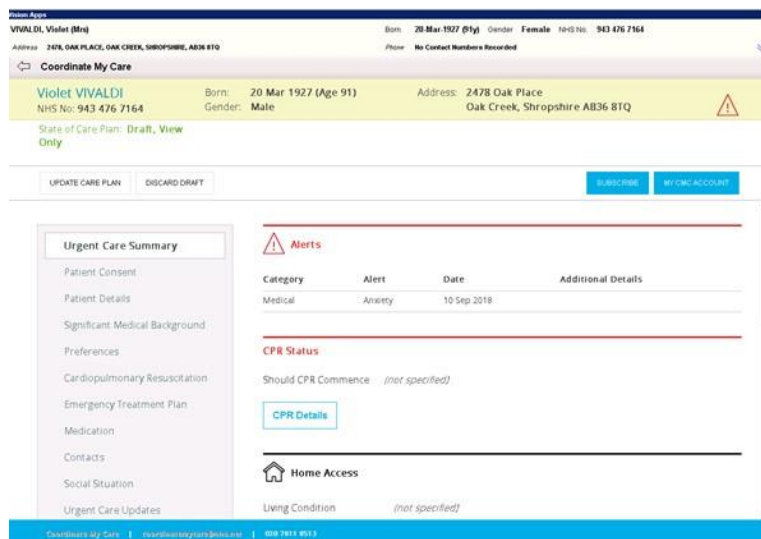
By adding and saving your CMC username & password credentials just once to the mapping table in Vision, you do not need to enter these details on each login to CMC.

When the CMC system is accessed from a Vision patient record, a CMC search is automatically performed using the patient's NHS number and date of birth, you do not need to search for and select the patient again. If an urgent care plan already exists for the patient, you will have the option to view or edit it.
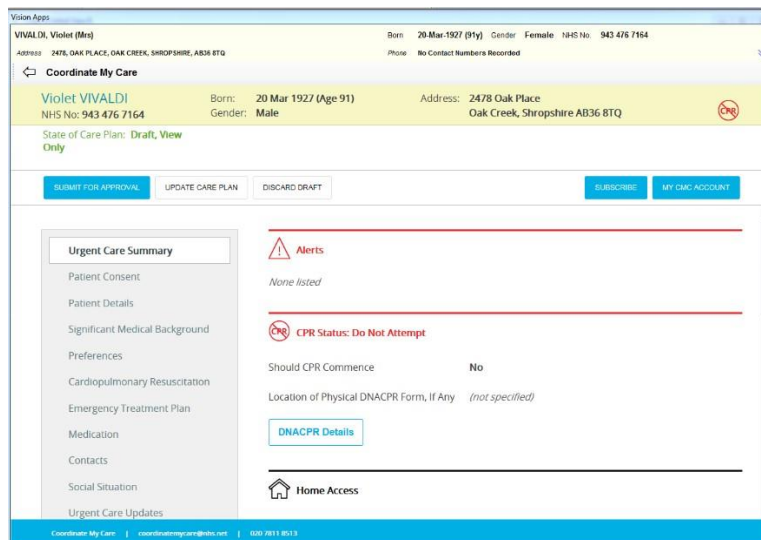

If the patient does not currently have a CMC urgent care plan, then you will have the ability to create one. CMC urgent care plan patient details are sourced from the Personal Demographics Service (PDS).

Full functionality for creating, viewing, updating & approving a CMC urgent care plan is available when the CMC service is launched from within Vision. This includes the ability to record a patient's death. You do not however have the ability for wider access outside of the patient context in which the CMC service was launched (for example accessing your patient lists), this can only be achieved by logging into the CMC service outside of Vision using your normal username & password.

Support

If you have any queries about the CMC application itself or login access, please do not hesitate to contact the CMC Helpdesk on 020 7811 8513 or via email to coordinatemycare@nhs.net. CMC would also welcome your ongoing feedback on how useful you find this service and any improvements to the wider CMC system that would support your work.

For any technical queries relating to Vision, please contact the Vision Helpdesk on 0845 351 1820 (LAN practices) or 0845 359 3544 (AEROS practices) or you can submit a support request via The Hive here: http://hive.visionhealth.co.uk/p/cm/ld/fid=1133.