Support – MyMR Team

What support is available?

- Dedicated email address

- Dedicated phone number (coming soon)

- Dedicated member of the team

What support is available?
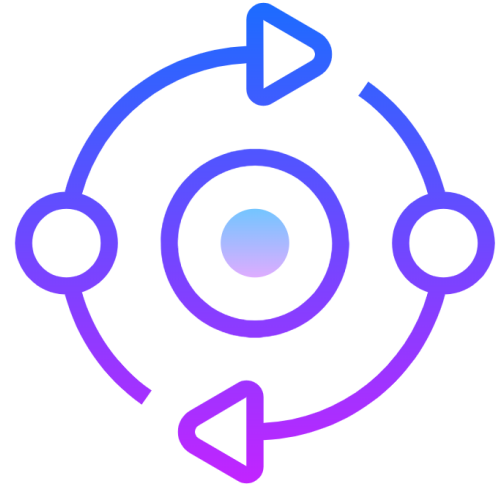
- Reporting (Dartford example)

What support is available?

- Reporting useful for commissioning

  ➢ Clinical reviews

  ➢ Message threads

- The ability to run your own reports can be developed

What support is available?

- Push data from MyMR back to your EPR (TIE)

  ➢ Completed surveys

  ➢ Message threads

What support is available?

- We've updated to our service level agreements to include:

  ➢ Support arrangements in place with Microsoft Azure

  ➢ GDPR terms and schedule

Pass around templates

UHSdigital

What support is available?

- Need additional support?

  ➢ Extra training?

  ➢ Help your patients directly?

  ➢ Discussion on support in the workshop this afternoon

How we've been supporting our patients

- Regular drop in sessions

- Quarterly focus group

UHSdigital

How we've been supporting our patients

- Dedicated email address

- Social Media

- Newsletters

My medical record
@mymedrec

Empowering patients and transforming healthcare. Award winning NHS IT built on an open platform. #MyMR #OpenPHR

Southampton, England

mymedicalrecord.uhs.nhs.uk

Joined July 2016