NHS
University Hospital
Southampton
NHS Foundation Trust

My Medical Record
Tracker

Information for clinical teams

This leaflet introduces the **My Medical Record Tracker**. This is a secure system for healthcare professionals to use in the ongoing surveillance of patients enrolled on supported self-management pathways for long-term conditions. These include diabetes, cancer, IBD and Crohn's disease. The **My Medical Record Tracker** enables you, the healthcare professional, and the patient to jointly manage the long-term condition remotely.

Some of the benefits include:

- the ability for patients and healthcare professionals to co-manage long-term conditions.
- a safe and secure IT system that can be accessed remotely.
- a reduction in hospital visits for patients and better job planning for healthcare professionals and their teams.
- the ability to interface with other hospital systems to support the management of patients with long-term conditions.
- direct, safe and secure messaging between you and your patients.
- commissioner-approved tariffs for virtual clinics.
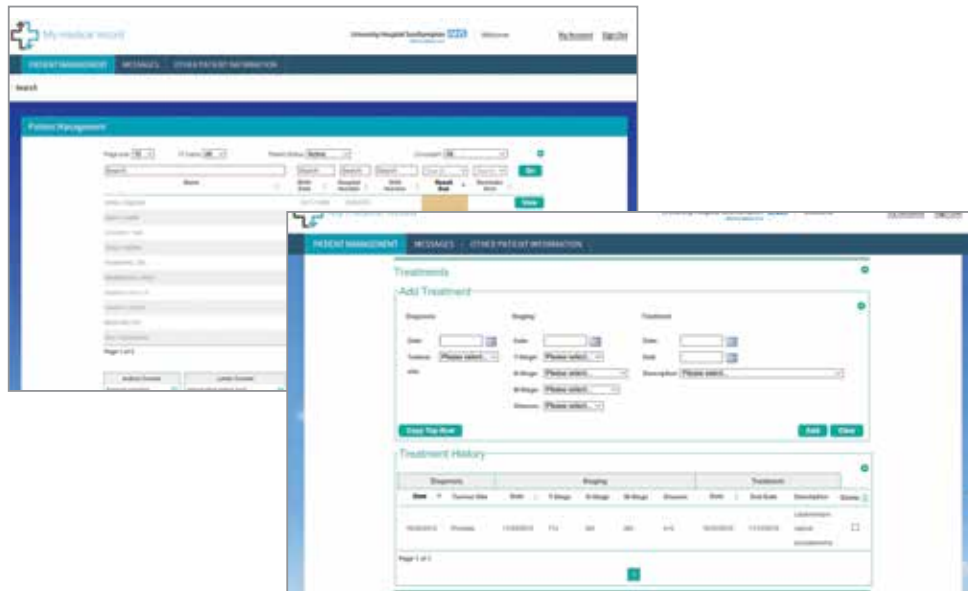
The Tracker

The initial tracker page displays a list of all of the patients enrolled on the system for your speciality. This list identifies when specific tests and investigations are required and displays them in date order.

I wish to review a set group of patients under a specific consultant. How can I do this using the My Medical Record Tracker?

This list view can be filtered or sorted in various ways:

- Page size: This option allows you to display 10, 20, 30, 50 or 100 patients in the list.
- IT users: This option allows you to filter the list to display the patients registered to use the My Medical Record website or those patients who have chosen not to.
- Patient status: This option allows you to display the active, recalled, suspended, discharged or deceased patients.
- Consultant: You can filter the list to only display the patients allocated to a specific consultant (this can aid with governance and audit).
- You can use the search boxes to find individual patients by name, date of birth, hospital number, NHS number, the result due date or reminder sent date.
- The columns can also be sorted alphabetically, by date or numerical order.

How will I know if a patient has been registered on the system?

New patients who need a protocol to be allocated to them will appear at the top of the list, highlighted in amber in the 'results due' column. Once you have allocated the protocol, the patient will be moved to the appropriate place in the overall patient list.

How will I know that surveillance is due for patients?

Patients who need surveillance and a review of their tests results will appear at the top of the list in date order. Patients who need surveillance for that month will be highlighted in amber with a test due date. If their test is overdue, they will be highlighted in red. Once you have completed the necessary surveillance, the patient will move down the list to the next surveillance date.

Patient Demographics
Will I have to access other systems for generic patient information?
You can access individual patients on your list by clicking the 'View' button. The patient's demographics and GP details will be displayed, along with their email address and the date they were enrolled onto My Medical Record.

Clinical Team
If a patient requires a key worker, can this be identified on the system?
Yes, you can allocate a clinical team to a patient on the My Medical Record Tracker. This includes the consultant within your speciality and the clinical nurse specialist. Once a consultant is allocated to the patient, you can then search for the patient on the consultant's list.

Treatment
My patient has had more than one treatment for their condition. Can this be recorded?
Yes, you can record and update diagnosis, staging and treatment details on the My Medical Record Tracker. This generates the patient's treatment history.

Protocol
Will I have to work out when all the tests are due?
You will need to set a protocol for each individual patient. This will dictate the date when tests or investigations and surveillance are due, and where they are positioned on the patient list.

Recall conditions will also be displayed to help with surveillance guidance.

You can adapt protocols to suit individual patients, and add, edit and delete tests according to each patient's pathway. If a patient's treatment changes, you can select a new protocol.

Results
How will the test results be recorded on the My Medical Record Tracker? Will I have to enter results manually?
Results of tests/investigations will appear when completed by the patient. This function is automatic if an active interface to the local hospital results system is in place. Alternatively results can be added manually. By clicking the Chart button, results can be displayed in a graph format to demonstrate a rise or fall in results over a time frame or to demonstrate a trend.

Surveillance
You can complete a patient's surveillance in the following ways:

1. If a test or investigation needs to be reviewed, it will be highlighted in red. When you have reviewed it, click on the test or investigation to show that the review is complete. It will then turn green.

2. Click the 'Edit' button to mark the test or investigation as complete. The test or investigation will turn green.

Some protocols have many tests or investigations that must be checked. The system will not move the patient in the patient list until all of these have been checked.

Holistic needs assessment, health MOT or questionnaires

We ask patients to complete a symptom questionnaire every six months. How can My Medical Record support this?

You can access completed patient health questionnaires via the tracker. You can then complete a patient's surveillance with all of the appropriate and relevant clinical information within one system. Surveys and validated assessment tools, such as EORTC QOL questionnaire, IPSS and SHIM score, can be adapted for use within My Medical Record.

Messages

Our team receives many phone calls over the working week. It can be challenging to contact the patient directly on the phone. Can My Medical Record help with this?

My Medical Record has a secure direct messaging system. This means that you can send direct messages to the patient and they can reply. These messages stay within the secure system. Both you and the patient will be alerted when a message arrives via the associated email address set-up to receive alerts. You can identify a message as clinically relevant (for example, if you have given advice), and this can then be counted as chargeable activity. We can then export the thread of messages into the patient's electronic notes for billing purposes.

Comments

How will I know who has had an interaction with the patient?

Free text can be added to the comments box. When you select a protocol, it will automatically be documented as a comment. The system will automatically record which healthcare professional entered the comment for audit.

Actions and Letters

Our patients need to receive a treatment summary. Can the My Medical Record Tracker do this?

Yes, you can generate a treatment summary for a patient using activity recorded within the patient's record. For example, an administrative action may include an observation of the patient's details, treatment history, allocated protocol or previous comments. A surveillance action includes reviewing a result or interacting with the patient, such as a telephone call.

The patient has forgotten to have their test done. Can the My Medical Record Tracker help me to remind them?

Yes, you can generate letters to introduce the patient pathway, remind patients that a test is overdue or inform them that a result is normal or abnormal.

Contact us

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