

Patient App

We have released the MyClinic365 patient app. For now this is a mobile friendly web app which can be accessed by patients at <https://myapp.myclinic365.com>

We will be adding several services to this app in the coming weeks:

1. Secure Messaging and document sharing
2. Repeat Prescription ordering and Payments
3. Appointment Booking and payments
4. Allow patient to update profile

We have gone live with one service initially which is the secure messaging.

This will be quickly followed with the release of repeat prescription ordering and payments on the 13/11/2020.

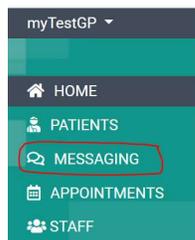
Appointment booking will follow quickly after this with the hope that appointment booking, payments, and profile updates available before the end of November.

Secure Messaging

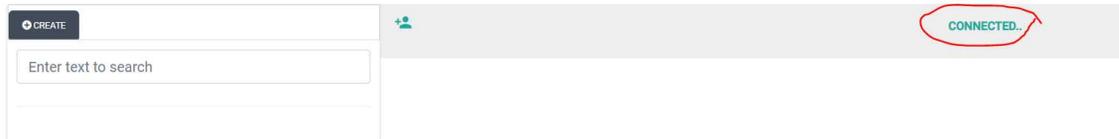
We have built the secure messaging module to ensure practices have a secure asynchronous method for communicating with their patients. As the phones become busier, we feel it is important to allow other methods of communication. We also understand that not all communication needs to be synchronous and that messaging is an excellent method for communication that does not need to be in real time. It is fully encrypted in transit and at rest, fully GDPR compliant allowing you the confidence to share medical information such as results, care plans etc. Each staff member has access to messaging and can be included, excluded from conversations as required.

Admin

There is now a new menu item available to access the secure messaging:



When you first access messaging you will not have any conversations and you will be presented with the following screen:

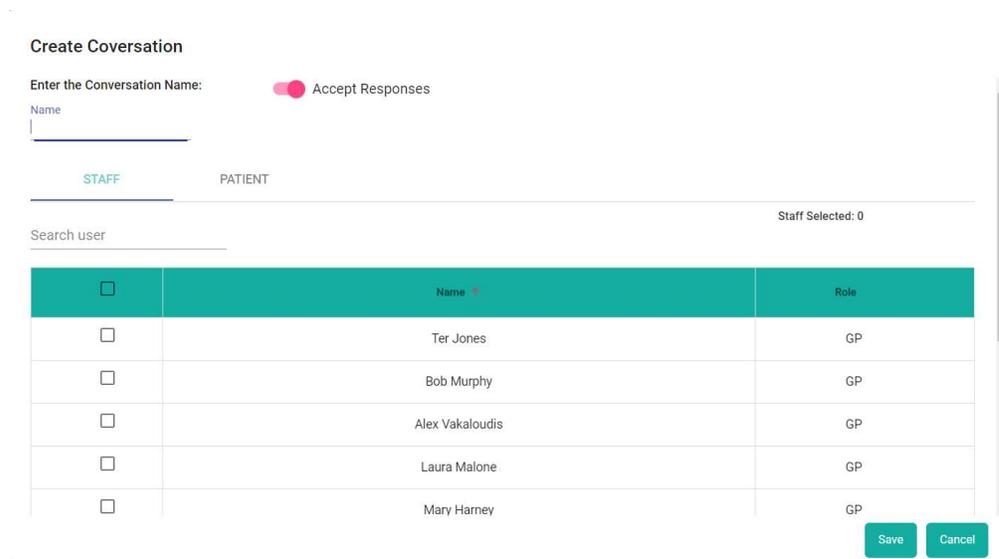


The status “connected” should show which means you are connected to the messaging service. Any other status means that you are not connected. If this happens you may need to exit messaging eg click on home menu item and then go back into messaging.

Create New Conversation

Creating new conversations is very simple. Conversations can be created for staff only, patients only or groups.

- 1) Click on “Create” button which opens the following dialog:

A screenshot of the 'Create Conversation' dialog box. It has a title 'Create Conversation' and a section 'Enter the Conversation Name:' with a text input field. To the right of this section is a radio button labeled 'Accept Responses'. Below the name field are two tabs: 'STAFF' (selected) and 'PATIENT'. A search bar labeled 'Search user' is present. Below the search bar is a table with columns for selection, Name, and Role. The table lists five staff members: Ter Jones, Bob Murphy, Alex Vakaloudis, Laura Malone, and Mary Harney, all with the role of GP. At the bottom right of the dialog are 'Save' and 'Cancel' buttons. The text 'Staff Selected: 0' is visible in the top right corner of the dialog area.

<input type="checkbox"/>	Name	Role
<input type="checkbox"/>	Ter Jones	GP
<input type="checkbox"/>	Bob Murphy	GP
<input type="checkbox"/>	Alex Vakaloudis	GP
<input type="checkbox"/>	Laura Malone	GP
<input type="checkbox"/>	Mary Harney	GP

- 2) Give Conversation a name eg John Bloggs
- 3) Decide whether you want 2-way conversation or 1-way by either enabling\disabling accept responses radio button

Create Conversation

A screenshot of the 'Create Conversation' dialog box, similar to the previous one, but with the name 'JOHN BLOGGS' entered in the 'Enter the Conversation Name:' field. The 'Accept Responses' radio button is still selected.

Enter the Conversation Name: Accept Responses

Name

- 4) Select participants. In this example I will create a conversation with only 1 participant. The patient John Bloggs.
 - a. Click on patient tab and type patients name and click search – minimum 3 characters
 - b. Select patient(s) that you wish to include and click save

Create Conversation

Enter the Conversation Name: Accept Responses

Name: JOHN BLOGGS

STAFF **PATIENT**

Patient Name: joh Search Patients Selected: 1

	Name	Role	DOB
<input checked="" type="checkbox"/>	John Bloggs	Patient	04-Apr-1986
<input type="checkbox"/>	John Conty	Patient	04-Apr-1986
<input type="checkbox"/>	John Armstrong	Patient	04-Apr-1986

Items per page: 25 0 of 0

Save Cancel

Conversation is now created

Creating Messages

- 1) When writing your message ensure you are in the correct conversation. Active conversation is identified in the message window:

CREATE

Enter text to search

- JOHN BLOGGS
- DIABETIC CLINIC
- MARY BLOGGS U
- STAFF

JOHN BLOGGS CONNECTED.

- 2) Type you message in the Type message here .. window and press return or else press the send message button

Type message here ... ↩ 🎤 📎

- 3) You can also add attachments by clicking the add attachment button or by pasting directly into the type message window. An example of this would be if you snipped a blood results you can paste directly in. This opens the following dialog window:

Upload Attachment

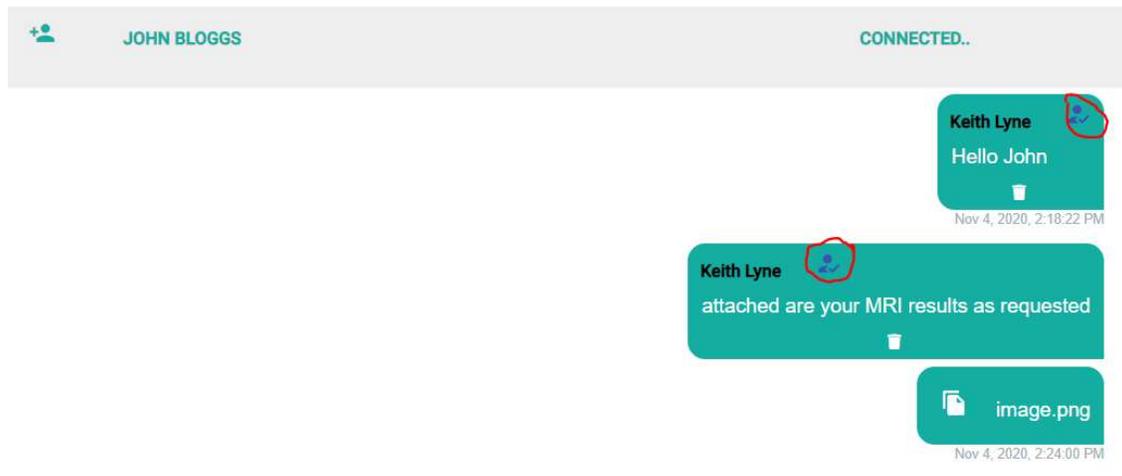
Select File

Click Upload and then Save the File

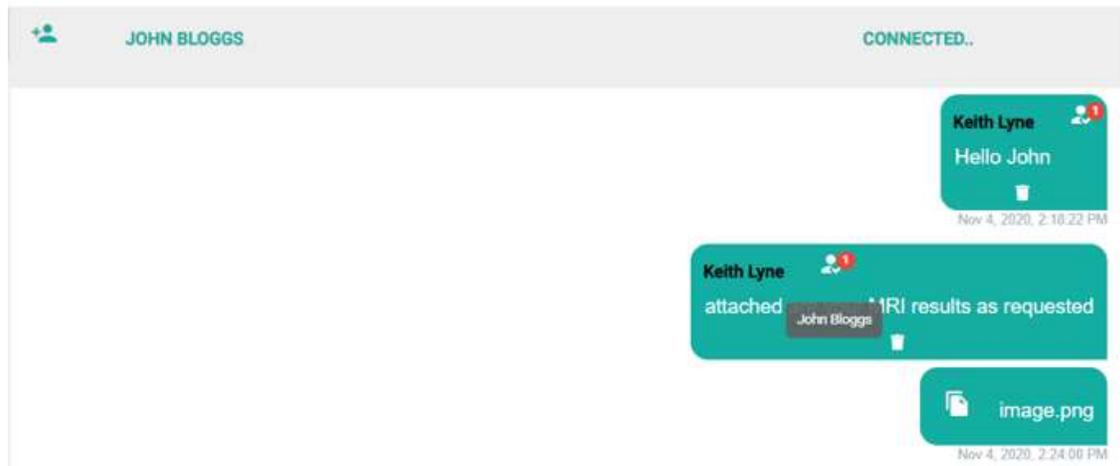
No.	Name	Upload	Remove
1	image.png	<input type="button" value="upload"/>	<input type="button" value="remove"/>

Click upload and save. This adds attachment to message. You cannot send image without adding supporting text.

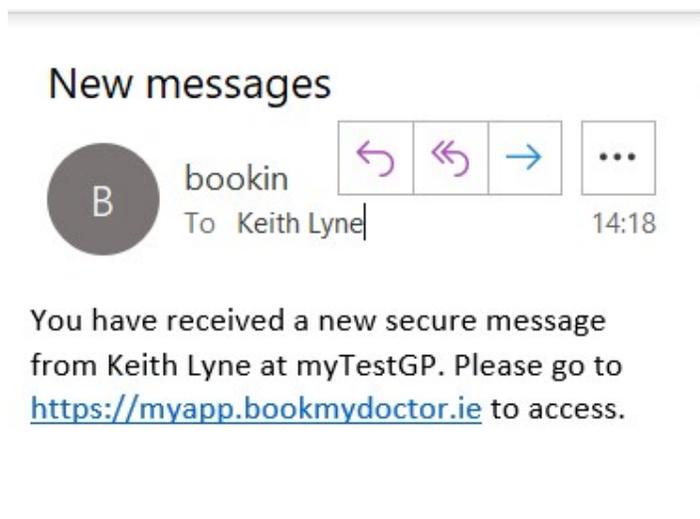
- 4) The message once sent has two different statuses that are fully audited:
- Delivered – message has been delivered but not read. This is presented in the top right corner of the message as a blue icon.



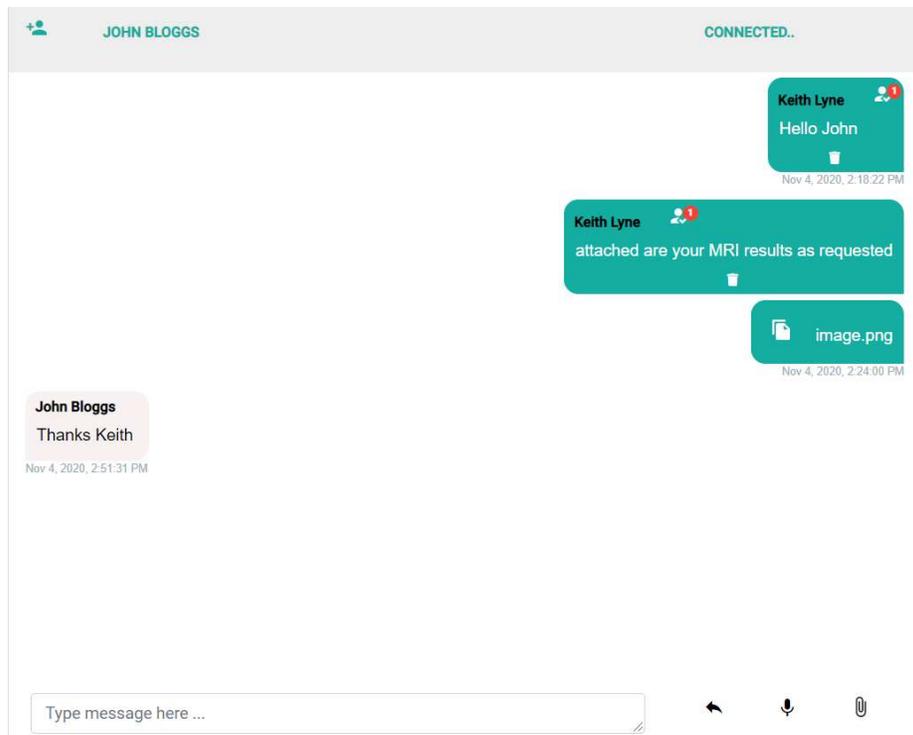
- Delivered and Read – message has been read. The icon turns to red and a number appears identifying how many individuals read the message. If you hover your mouse pointer over the icon it shows the names of the individuals that have read the message.



Patient will be notified that they have a new secure message. They will only get one notification per day to ensure they are not inundated with notifications. This also reduces the cost for the practice. This notification will be sent using the notification rules configured for the practice.



This conversation was created allowing 2-way conversation which allows the patient respond.



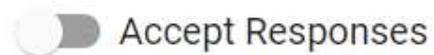
Senders messages are on the right side of the screen and are in the darker green. The received messages are on the left and in the light shade of grey.

Disabling 2-way conversation

To disable 2-way conversation click on the edit button for the conversation you wish to change:

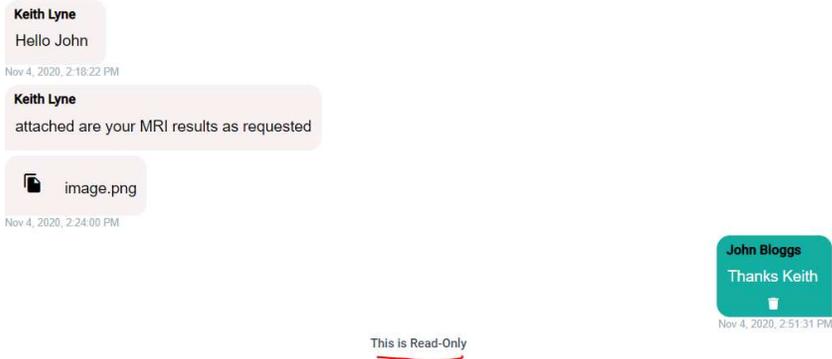


Turn off accept responses and click save



You can continue messaging the patient(s) through the conversation, but the conversation becomes read only for anybody else. This can be quickly changed to 2-way conversation again by reversing the change.

JOHN BLOGGS -> ONLINE



Group Messages

You can also send group messages to either patients, staff or both. Patients in the group will only get read receipts for messages that are read by the Healthcare professional. They will not be able to see the names of other patients

Deleting Messages

Messages can be deleted by clicking on the trash can within the message.

The message doesn't actually get deleted; its status is updated to deleted but the message remains in the database. This is for audit purposes.

Patient App

For now, the patient app is a responsive web app. In the future we will be publishing native apps to the Apple App Store and the Google Play Store.

Patients can access the app @ <https://myapp.myclinic365.com>

Patients can register with either their telephone number or their email depending on what is stored in their patient record.

To register we ask them for their phone number or email address and their DOB. We then send a 6-digit verification code to their device for validation of their account.

Messaging

Patients cannot initiate a message. All conversations will need to be started by the practice.

If conversations are created as 2-way conversations patients can then respond and send messages.

They can also add attachments as required.

