



North West  
Boroughs Healthcare  
NHS Foundation Trust

# Clinical Portal User Guide

v1.3



## CONTENTS

How to Login.....	2
Forgotten Password .....	3
MyPathway Dashboard.....	4
Find Patient .....	4
Managing the Patient.....	1
Patient Overview .....	1
Pathway .....	2
PROMs / PREMs .....	2
Resources .....	4
Messages .....	6
Clinical Safety & Risks .....	7
MyPathway Patient View.....	8
Help & Assistance.....	9

## HOW TO LOGIN

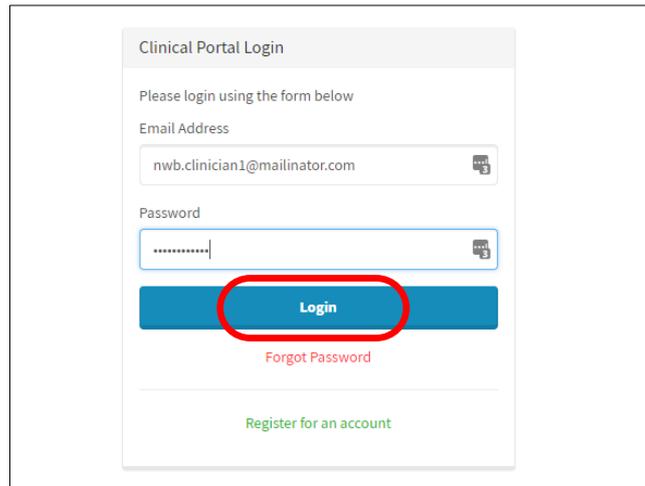
Your login details to access the MyPathway clinical portal will be sent to you by email.

To log in to the MyPathway portal, go to the following web address:

[https://portal.mypathway.care/clinical\\_portal/login](https://portal.mypathway.care/clinical_portal/login)

When you login for the first time:

- Input your email address and password and click on login:



Clinical Portal Login

Please login using the form below

Email Address  
nwb.clinician1@mailinator.com

Password  
.....

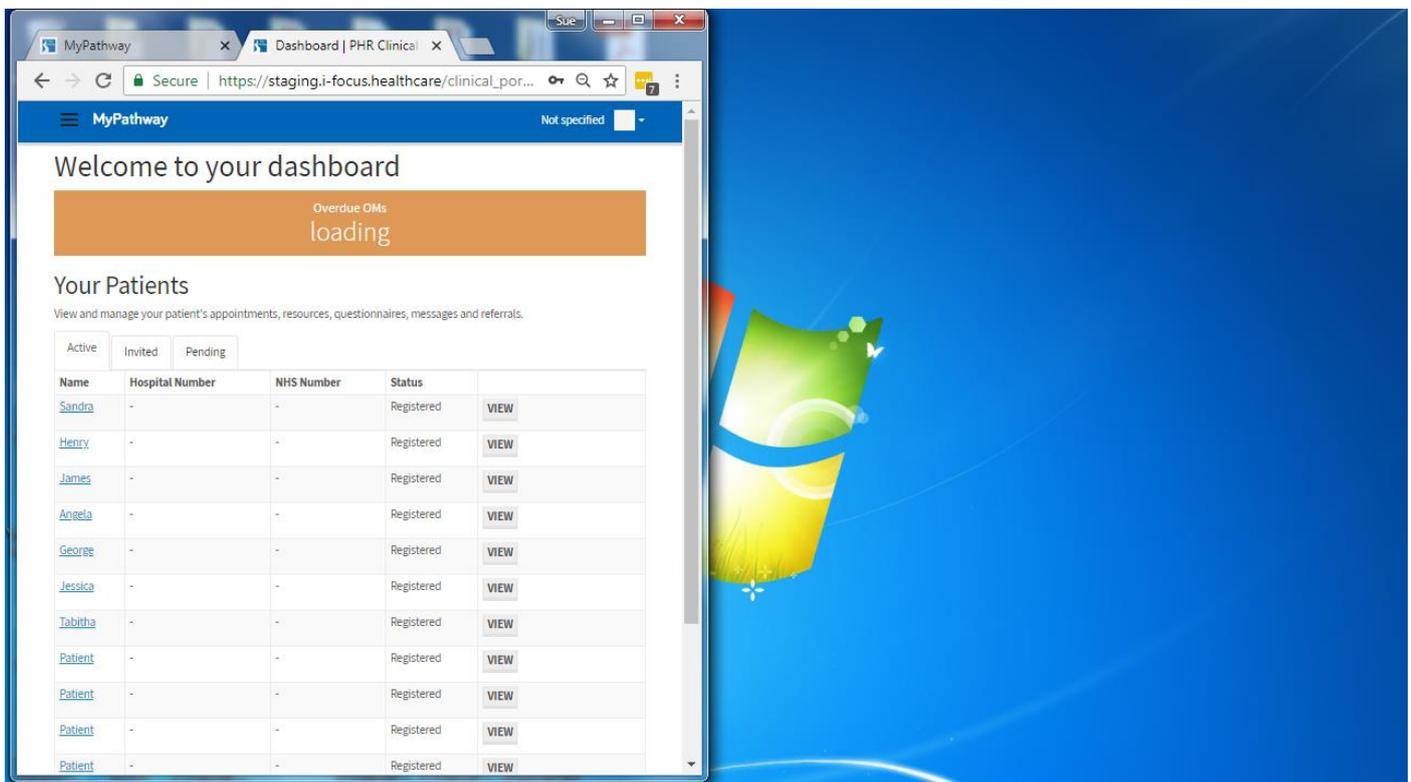
**Login**

[Forgot Password](#)

[Register for an account](#)

After you have logged in for the first time, **create a shortcut to your login**:

- 1) Resize your Web browser so you can see the browser and your desktop in the same screen.



MyPathway

Welcome to your dashboard

Overdue OMs  
loading

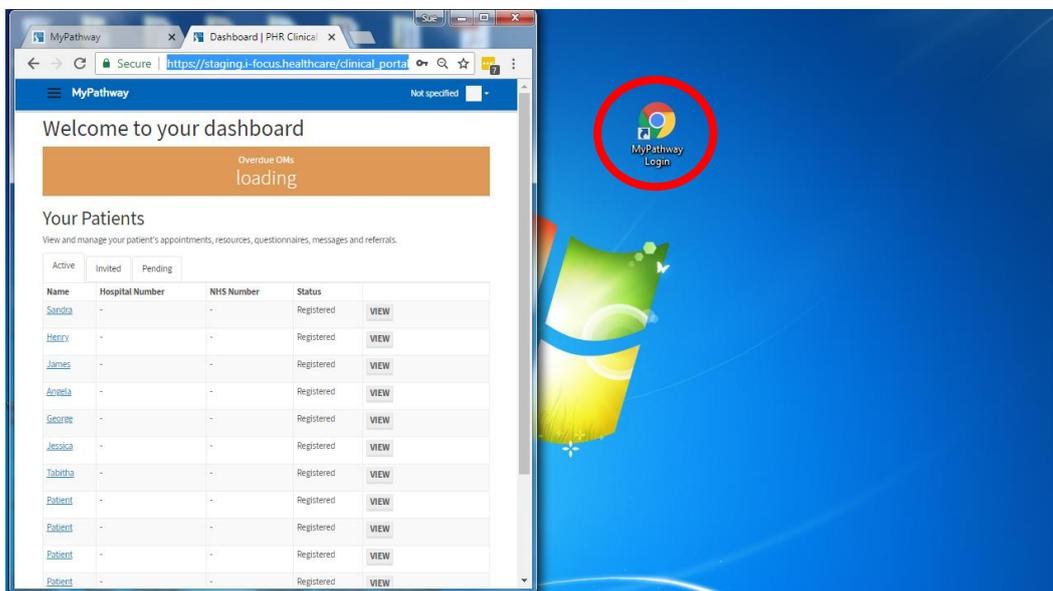
Your Patients

View and manage your patient's appointments, resources, questionnaires, messages and referrals.

Active	Invited	Pending	Name	Hospital Number	NHS Number	Status	
			<a href="#">Sandra</a>	-	-	Registered	<a href="#">VIEW</a>
			<a href="#">Henry</a>	-	-	Registered	<a href="#">VIEW</a>
			<a href="#">James</a>	-	-	Registered	<a href="#">VIEW</a>
			<a href="#">Angela</a>	-	-	Registered	<a href="#">VIEW</a>
			<a href="#">George</a>	-	-	Registered	<a href="#">VIEW</a>
			<a href="#">Jessica</a>	-	-	Registered	<a href="#">VIEW</a>
			<a href="#">Tabitha</a>	-	-	Registered	<a href="#">VIEW</a>
			<a href="#">Patient</a>	-	-	Registered	<a href="#">VIEW</a>
			<a href="#">Patient</a>	-	-	Registered	<a href="#">VIEW</a>
			<a href="#">Patient</a>	-	-	Registered	<a href="#">VIEW</a>
			<a href="#">Patient</a>	-	-	Registered	<a href="#">VIEW</a>

- 2) Right click on the URL link to the website
- 3) Continue to hold down the mouse button and drag the icon to your desktop. This creates the shortcut.

Next time you want to login, just click on the shortcut and this will take you straight in to the MyPathway clinical portal.

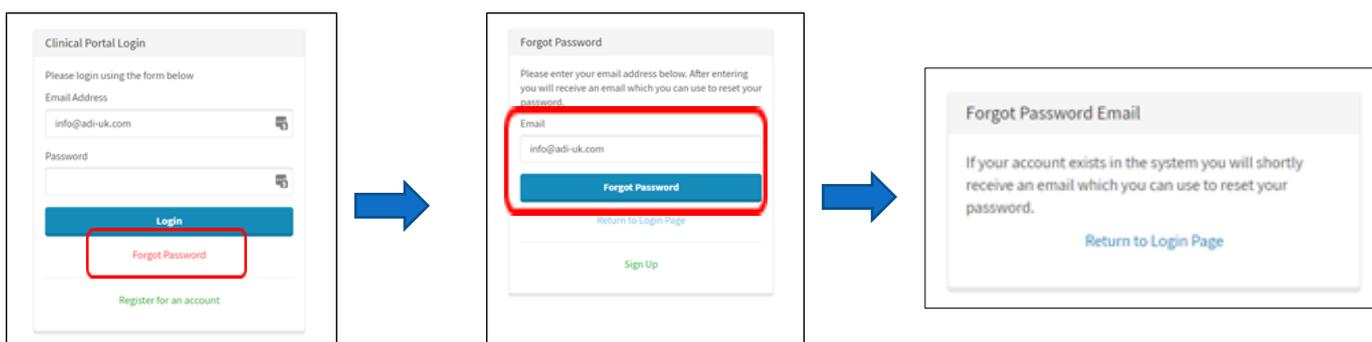


## FORGOTTEN PASSWORD

Go to the login page: [https://portal.mypathway.care/clinical\\_portal/login](https://portal.mypathway.care/clinical_portal/login)

Click on 'Forgot Password => Input your email address and click on 'Forgot Password'.

A message will then pop-up advising an email has been sent so you can reset your password – **please check your junk / spam folders** if it doesn't appear in your inbox.



Click on 'Click here to reset your password' the link in the email then input your new password in the 'Password' field and click on 'Reset password'.



## MYPATHWAY DASHBOARD

The dashboard provides an overview of MyPathway patient numbers invites and is used to find the patient record.

There are 2 tabs:

- Active = patients who have been invited and have registered
- Invited = patients invited who have not registered
- Pending = patients who could not be sent the invite due to incorrect / missing data

The screenshot shows the MyPathway dashboard interface. At the top, there are navigation tabs: MyPathway, Overview, My Team, Find Patient..., and Go. A search bar contains 'Not specified'. Below the navigation, a 'Welcome to your dashboard' message is followed by a 'Overdue OMs' widget showing '0'. The main section is titled 'Your Patients' and includes a sub-header: 'View and manage your patient's appointments, resources, questionnaires, messages and referrals.' Below this are three tabs: Active, Invited, and Pending, with 'Active' selected. A table displays patient records with columns: Name, Hospital Number, NHS/HIS Number, Status, and actions. Two rows are visible, both with 'Not Set' for Name and 'Pending' for Status. The table is highlighted with a blue border, and the tabs are circled in red.

Name	Hospital Number	NHS/HIS Number	Status	VIEW	Re-invite
Not Set	-	123 zzz 1000	Pending	VIEW	Re-invite
Not Set	-	620 700 8383	Pending	VIEW	Re-invite

Each tab has five sections of patient

- Name
- Hospital Number
- NHS Number
- Status (*registered / invited*)
- View

## FIND PATIENT

To find a patient enter their **NHS number** in the 'Find Patient' field and click 'Go':

The screenshot shows the MyPathway dashboard with the 'Find Patient' field highlighted in red. The field contains the text '999 999 9999' and a 'Go' button. The rest of the dashboard is visible, including the 'Welcome to your dashboard' message, 'Overdue OMs' widget, and 'Your Patients' section with tabs for Active, Invited, and Pending.

**Always cross check patient details – name and date of birth – to ensure they match.**

To access and manage the patient details, either click on the patient name or 'VIEW':

MyPathway Overview My Team 0102082018 Go Demo Clinician

My Team

Patients Overdue Questionnaires Reports User-Feedback Worklists

## Patients

This page lists the patients records associated with your team or organisation. You can filter the list or search for specific records using the form below.

Filters

Status

All Patients

You can optionally filter the list to only show records with the given status. Note that "Pending" records were previously referred to as "Preinvited".

Name	Date of birth	NHS Number	Hospital Number	Status	Actions
Patient_Test_01	01-Jan-1965	010 208 2018	-	Registered	VIEW

Total number of results: 1

## MANAGING THE PATIENT

### PATIENT OVERVIEW

Once you are in the patient record you can access the following:

- **Pathway** = a real time view of the patient's pathway
- **PROMs** = allocated and completed clinical and non-clinical questionnaires
- **Resources** = allocated and available resources
- **Messages** = messages sent to the patient

MyPathway Overview My Team Not specified

Overview > Find Patient > Ms Sharon Buzzard

## Manage Patient

View and manage your patient's appointments, resources, questionnaires, messages and referrals.

BUZZARD, Sharon (Ms) Born: 01-Jan-1965 (53y) NHS/HIS Number: 999 999 9996

### Patient Overview

Pathway PROMs Resources Messages

A quick snapshot of what this patient can see in their app of referrals, appointment, PROMs etc ...

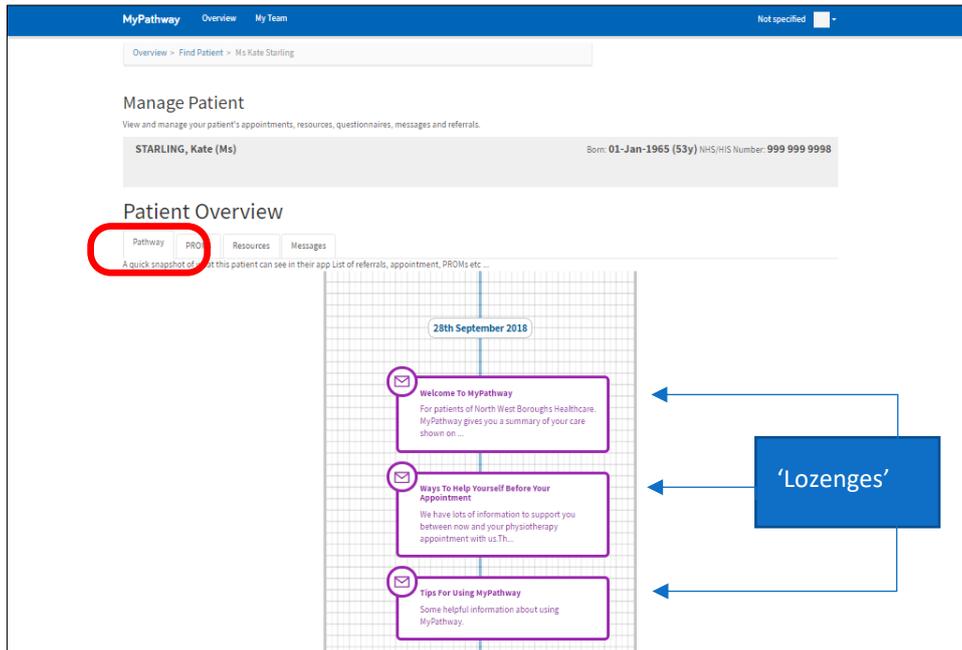
4th October 2018

Welcome To MyPathway  
For patients of North West Boroughs Healthcare. MyPathway gives you a summary of your care shown on ...

Ways To Help Yourself Before Your Appointment  
We have lots of information to support you between now and your physiotherapy appointment with us. T

## PATHWAY

In the 'Pathway' tab you can see a real time snapshot of what the patient can see in their MyPathway app. All items added to the pathway either manually or automatically are shown in a 'lozenge'.



## PROMS / PREMS

All PROM / PREM questionnaires added to a patient's pathway are automated:

MSK-HQ (1) and STarTBack:

- Are allocated at the point the patient is set up on MyPathway.
- An automated reminder is sent after 5 days if the patient hasn't completed the MSK-HQ questionnaire.
- Are automatically expired if the patient does not complete them prior to their first appointment.

Post intervention: MSK-HQ (2), CollaboRATE and Feedback:

- Are allocated 12 weeks after the patient has attended their first appointment
- Automated reminders to complete any incomplete questionnaires is sent 5 days after issue and then 10 days after issue
- Are automatically expired 15 days after the second reminder to complete them is sent

From the 'Questionnaire' tab you can view the following questionnaires and their status – 'Assigned' = not completed; 'Scored' or 'Complete' status = completed:

- MSK-HQ (1 and 2)
- STarTBack
- CollaboRATE
- Feedback (*MyPathway app*)

\*\*\*\* health& work msk

To view questionnaire status / results, click on 'VIEW'

MyPathway Overview My Team Not specified

Overview > Find Patient > Ms Kate Starling

### Manage Patient

View and manage your patient's appointments, resources, questionnaires, messages and referrals.

**STARLING, Kate (Ms)** Born: **01-Jan-1965 (53y)** NHS/HIS Number: **999 999 9998**

### Patient Overview

Pathway PROMs Resources Messages

Allocate Questionnaire

Questionnaire	Score	Status	Issued By	Due Date	Issued On	Version	
<a href="#">MSK-HQ</a>	MSK-HQ 26	scored	Trigger Engine	No due date	28-Sep-2018 10:50	<a href="#">VIEW</a>	106
<a href="#">STarTBack</a>		Assigned	Trigger Engine	No due date	28-Sep-2018 10:50	<a href="#">VIEW</a> <a href="#">ARCHIVE</a>	103

To allocate a questionnaire, in the 'Patient Overview' section, click on 'Allocate Questionnaire'

### Patient Overview

Pathway PROMs Resources Messages

Allocate Questionnaire

Questionnaire	Score	Status	Issued By	Due Date	Issued On	Version	
<a href="#">Feedback</a>		Assigned	Trigger Engine	No due date	10-Dec-2018 12:35	<a href="#">VIEW</a> <a href="#">ARCHIVE</a>	109
<a href="#">Collaborate</a>		Assigned	Trigger Engine	No due date	10-Dec-2018 12:35	<a href="#">VIEW</a> <a href="#">ARCHIVE</a>	301
<a href="#">MSK-HQ</a>		Assigned	Trigger Engine	No due date	10-Dec-2018 12:35	<a href="#">VIEW</a> <a href="#">ARCHIVE</a>	106
<a href="#">STarTBack</a>	Score 8	scored	Trigger Engine	No due date	15-Oct-2018 13:34	<a href="#">VIEW</a>	106
<a href="#">MSK-HQ</a>	MSK-HQ 4	scored	Trigger Engine	No due date	15-Oct-2018 13:34	<a href="#">VIEW</a>	106

Click on the – Select a Questionnaire – drop down list; select the questionnaire and then click on 'Allocate Questionnaire'

### Patient Overview

Pathway PROMs Resources Messages

Back to Questionnaires List

## Allocate Questionnaire

The questionnaire section allows you to allocate questionnaires.

Questionnaire:

-- Select a Questionnaire --

- Select a Questionnaire --
- Feedback
- MSK-HQ**
- STarTBack
- Collaborate

[Allocate Questionnaire](#)

## RESOURCES

Resources in MyPathway consist of any information to be sent to a patient to help them with their care and treatment.

The **standard resources** below automatically be added to all MyPathway patients 'Resources' repository. **Please do not edit or remove these resources.**

- Physiotherapy Service Information
- Protecting Your Information leaflet
- NWBH MSK Physio landing page
- Lifestyle Advice page

To view allocated and available resources click on the 'Resources' tab:

MyPathway Overview My Team Not specified

Overview > Find Patient > Ms Kate Starling

### Manage Patient

View and manage your patient's appointments, resources, questionnaires, messages and referrals.

STARLING, Kate (Ms) Born: 01-Jan-1965 (53y) NHS/HIS Number: 999 999 9998

### Patient Overview

Pathway **Resources** Messages

If you wish to add a personalised resource please speak to your Team Manager

Resources. You can suggest or remove resources like videos, pdfs and web links here. Use the predefined list that has been set up in the resource library or you can suggest a personalised resource.

### Already suggested

These links and resources have already been made available to your patient

Type	Category	Label	Details
url	Upper Limb	Trigger finger	EDIT REMOVE
url	video	Physiotherapy Service	EDIT REMOVE
url	video	Protect your information	EDIT

Additional available resources in the library by category:

### Lower Limb

- TA tendinopathy
- Plantar fasciitis
- GTPS
- OA hip
- Knee OA
- PFPS

### Spinal

- Neck pain
- Back pain
- Sciatica

### Upper Limb

- CTS
- De quervains
- Dupuytrens
- OA thumb
- Trigger finger
- Frozen shoulder
- SAPS
- Golfers elbow
- Tennis elbow

To allocate the patient a resource(s) from the 'Resource Library', in the 'Resources' tab:

- Scroll down to the 'Available Resources' section and click on the 'Category' drop down box
- Select the resource category; find the resource and click on 'ADD'

Available Resources  
Send some new resources to your patient

Category:

Upper Limb  
Upper Limb  
Spinal  
Lower Limb

url	CPS	Carpal tunnel syndrome	ADD
url	De quervains	De quervains	ADD
url	Dupuytrens	Dupuytrens	ADD
url	OA Thumb	Basal thumb arthritis	ADD
url	Trigger finger	Trigger finger	ADD
url	Frozen shoulder	Frozen shoulder	ADD
url	SAPS	Subacromial Pain Syndrome	ADD
url	Golfer's elbow	Golfer's elbow	ADD
url	Tennis elbow	Tennis elbow	ADD

You can also send a message to the patient's timeline to advise them that they have been sent a resource. This message can be standard or you can write and send a bespoke message.

- To send a standard message, tick the 'Notify Resource on Patients Timeline' box and then click on 'Suggest Personalised Resource' box a standard message will be sent to the patient to notify them of the resource.

Patient Overview Status: Registered

Pathway PROMs Resources Messages Settings

Back to Resource List

Suggest Personalised Resource

Type  
URL

Label  
OA Thumb

URL  
http://www.bsish.ac.uk/patients/conditions/24/basal\_thumb\_arthritis

Description  
Basal thumb arthritis

Category

Notify Resource on Patient's Timeline

Lozenge Title

Lozenge text

Suggest Personalised Resource

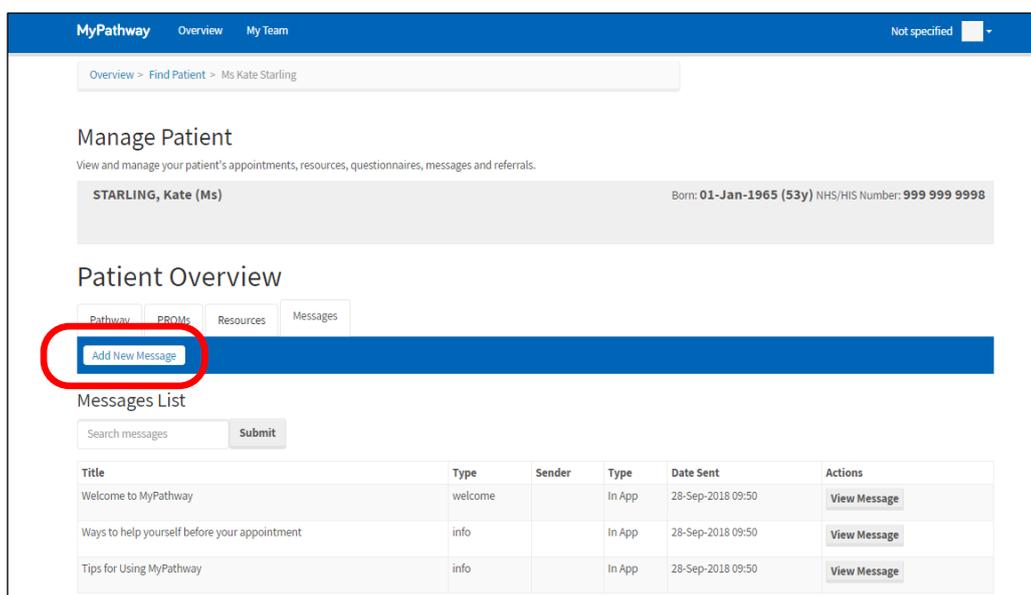
## MESSAGES

Via the 'Messages' tab, you can send a standard message or a bespoke message to the patient and view any past messages that have been sent.

In the future, messages may be assigned automatically to a patient depending on their pathway, and the 'Message List' pre-populated with messages for:

- Opt-in
- Appointment Booking

To send a message: in the 'Messages' tab click on 'Add New Message':

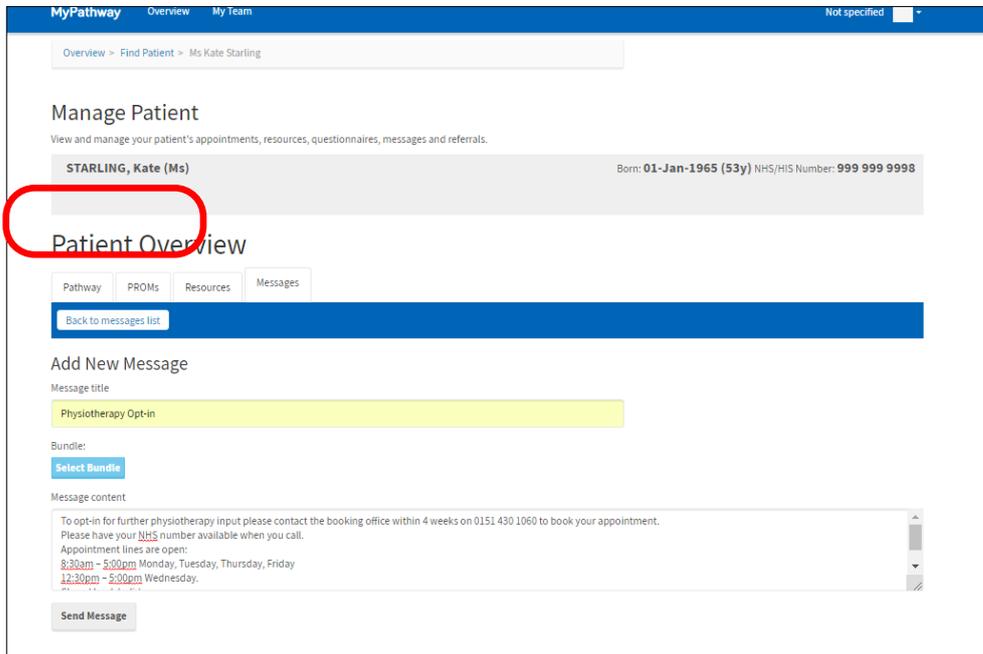


The screenshot shows the 'MyPathway' interface for a patient named Ms Kate Starling. The 'Messages' tab is selected, and the 'Add New Message' button is highlighted with a red circle. Below the button is a 'Messages List' table with columns for Title, Type, Sender, Date Sent, and Actions.

Title	Type	Sender	Date Sent	Actions
Welcome to MyPathway	welcome		28-Sep-2018 09:50	<a href="#">View Message</a>
Ways to help yourself before your appointment	info		28-Sep-2018 09:50	<a href="#">View Message</a>
Tips for Using MyPathway	info		28-Sep-2018 09:50	<a href="#">View Message</a>

In the 'Message title' field, either add the message title or choose from an already populated title from the dropdown list

Type the message in the 'Message content' field and click on 'Send Message'



## CLINICAL SAFETY & RISKS

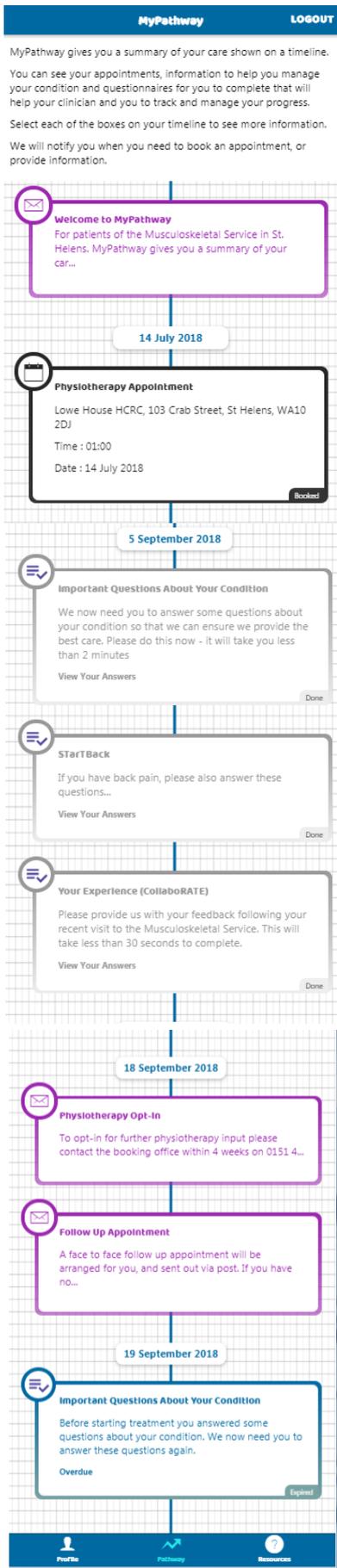
The MyPathway clinical portal contains patient data and like other clinical systems where data protection and information governance issues can arise, it must be used with due diligence. Below are some do's and don'ts that must be considered when using the MyPathway clinical portal.

Once you are logged in to the clinical portal, **do not** open a new window and log in to the clinical portal again. Having multiple sessions of the clinical portal open can potentially lead to confusion as to which patient you are viewing. Technical work is currently in progress to prevent MyPathway clinician and admin users being able to run two sessions of the portals concurrently and also to for the patient banner information to remain at the top of the screen to minimise such clinical risks.

**Always** use the patients unique NHS number to find the patient and if the patient is unknown to you always ask additional security questions to for identity verification i.e. date of birth; email address. Instructions on how to find a patient can be found on page 4 of this User Guide.

# MYPATHWAY PATIENT VIEW

Below are examples of the view and information the patient may see on their pathway for appointments, messages, PROMs and resources.



Welcome Lozenge

Booked Appointment.

Completed questionnaires

Messages

Questionnaire to complete

**Physiotherapy Appointment**

Your appointment is at Lowe House HCRC, 103 Crab Street, St Helens, WA10 2DJ. To speak to someone about your appointment please call 0150 430 1060.

Lowe House HCRC, 103 Crab Street, St Helens, WA10 2DJ

If, before your appointment, you find that your condition has improved and you no longer have symptoms, please consider cancelling your physiotherapy appointment. This will free up one of the much-needed appointments for somebody else. Cancelling your appointment couldn't be easier - simply call 0151 430 1060.

**MSK-HQ**

Completed on 5 09 2018

We want to ask you for information about how you feel so that your clinician can ensure we provide the right care. We will ask you at the start of your care and at certain times during your treatment.

**VIEW YOUR ANSWERS**

questionnaire copyright MSK-HQ © Copyright Oxford University Innovation Limited 2014. All Rights Reserved. The authors have asserted their moral rights. <br> The authors acknowledge the kind support of Arthritis Research UK in the development of the MSK-HQ.

**Follow Up Appointment**

A face to face follow up appointment will be arranged for you, and sent out via post. If you have not been contacted regarding your appointment within 2 weeks please contact the booking office on 0151 430 1060. Please have your NHS number available when you call.

Appointment lines are open: 8:30am – 5:00pm Monday, Tuesday, Thursday, Friday 12:30pm – 5:00pm Wednesday Closed bank holidays

**MSK-HQ**

Due on 6 September 2018

We want to ask you for information about how you feel so that your clinician can ensure we provide the right care. You may have answered these at the start of your care, and now we want to check how you are progressing.

**START HERE**

questionnaire copyright MSK-HQ © Copyright Oxford University Innovation Limited 2014. All Rights Reserved. The authors have asserted their moral rights. <br> The authors acknowledge the kind support of Arthritis Research UK in the development of the MSK-HQ.

If you have any queries regarding the content within MyPathway or any clinical related questions, please speak with your Line Manager.

If you experience any technical problems with the MyPathway portal, please contact ADI on **0330 321 1223**.

There is a North West Boroughs webpage which covers the information in this User Guide available via the link below:

<http://mypathway.healthcare/nwb-help/>