Clinical Portal User Guide

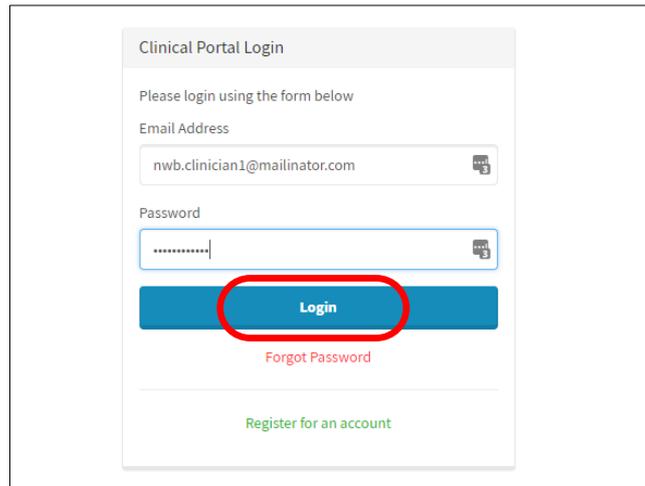## v1.3

CONTENTS

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

When you login for the first time:

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

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.

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.
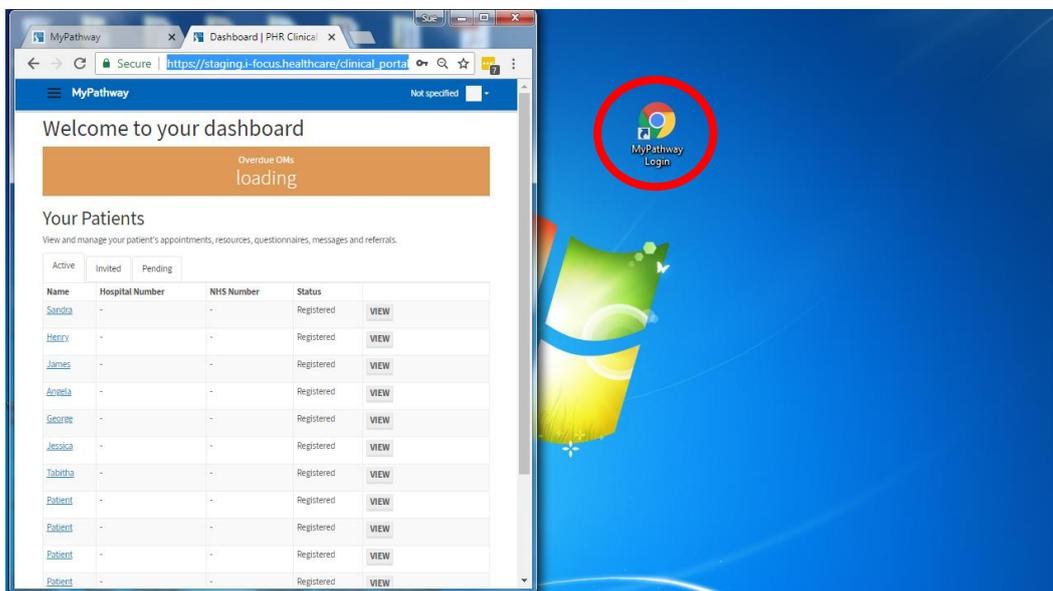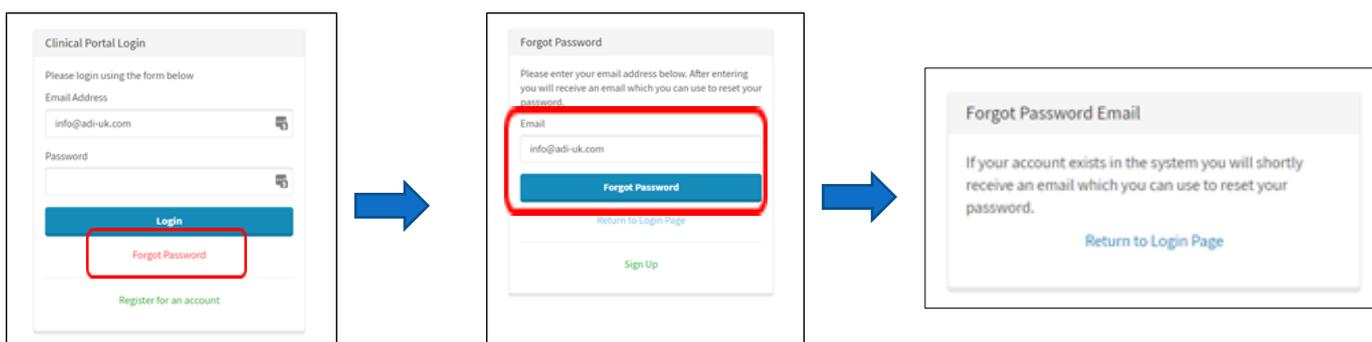
Go to the login page: https://portal.mypathway.care/clinical_portal/login

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'.

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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

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':

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':

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

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'.
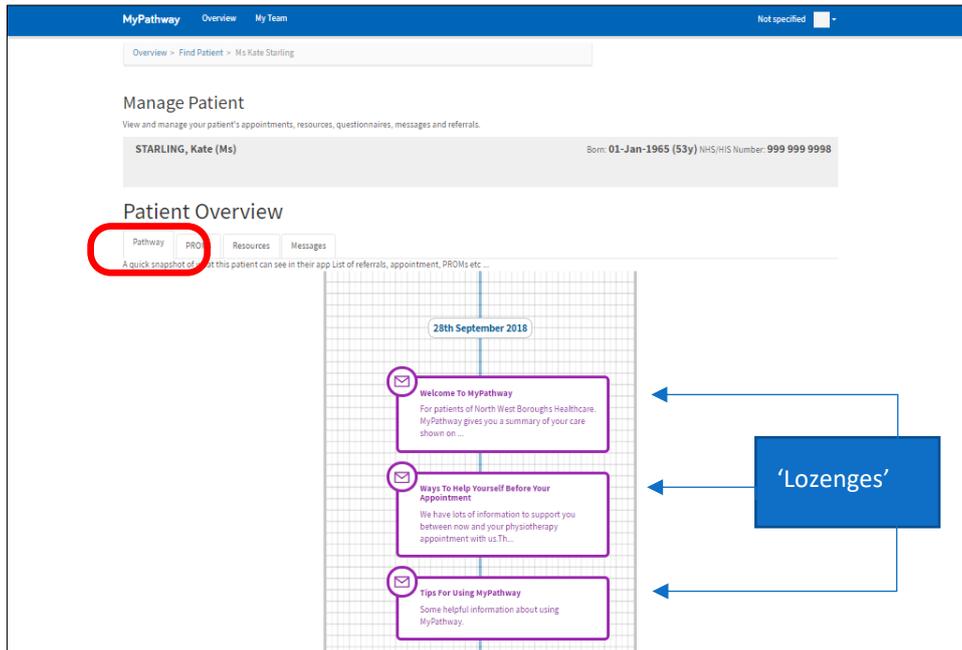
PROMS / PREMS

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

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

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

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:

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'

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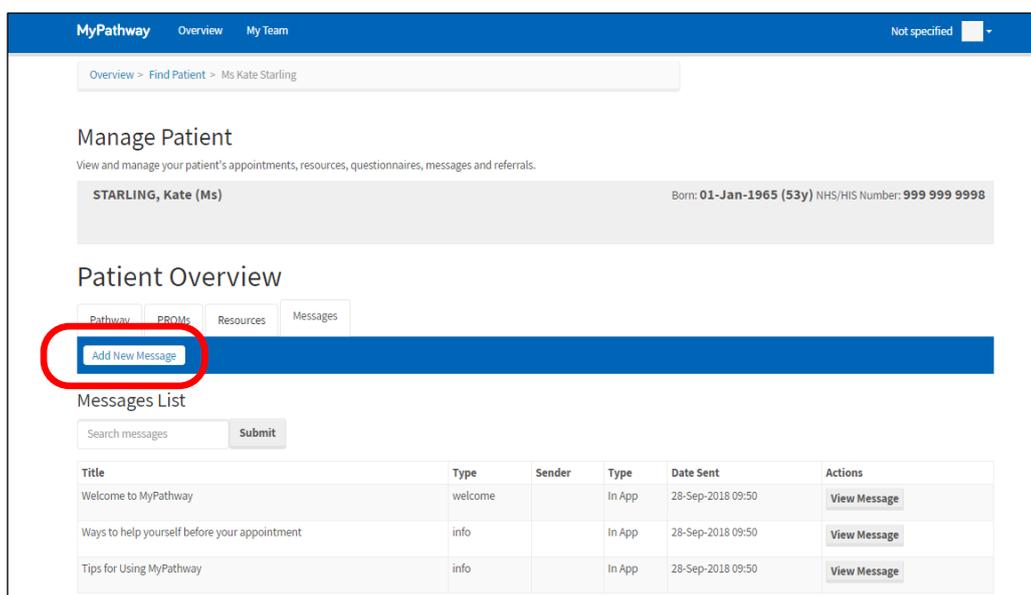
Via the 'Messages' tab, you can send a standard message or a bespoke message to the patient and view any past messages that have been sent.

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

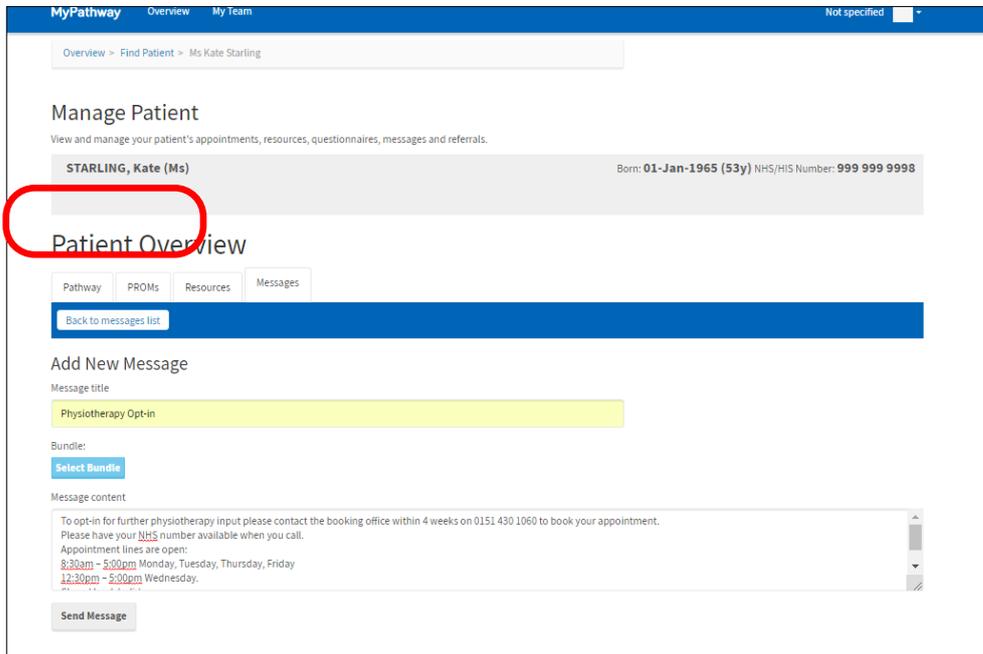To send a message: in the 'Messages' tab click on 'Add New Message':

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'
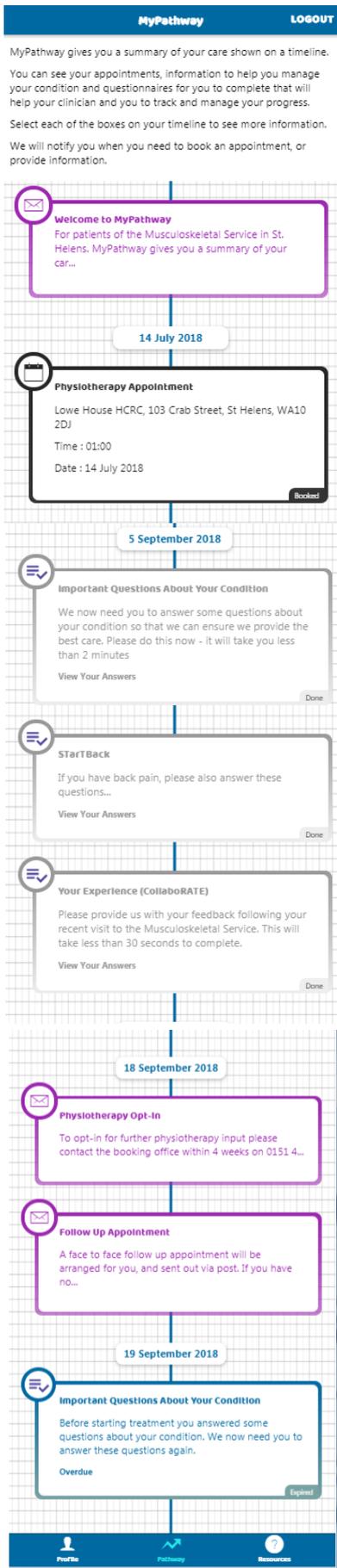
CLINICAL SAFETY & RISKS

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.

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

HELP & ASSISTANCE

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/