# Clinical Portal User Guide

MyPathway for Sheffield Teaching Hospitals NHS Foundation Trust

Cardiology and Respiratory Services

V1.4

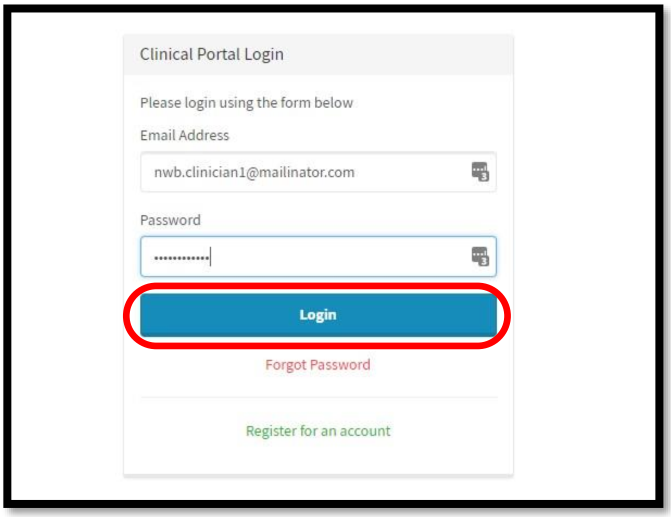
## HOW TO LOGIN

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:

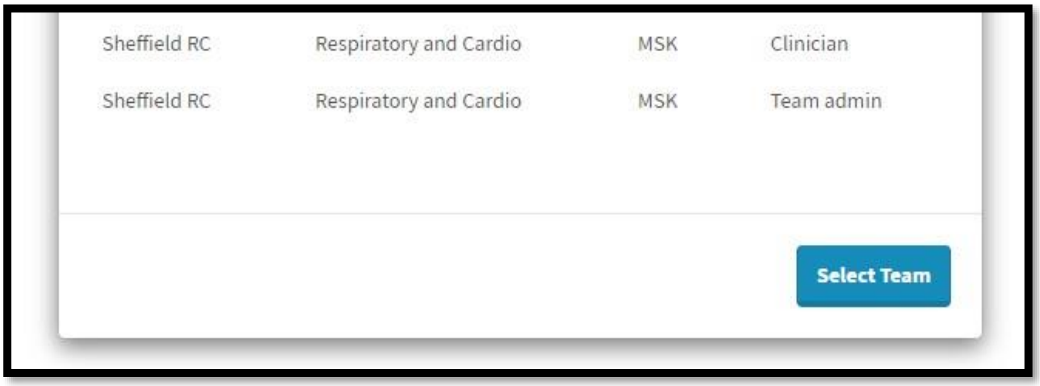



IMPORTANT: STH IT may not allow MyPathway access through Internet Explorer. In this case Google Chrome can be used.

To log into the Admin portal, follow the link https://portal.mypathway.care/admin_portal/login Through the Admin portal the user can:

- Create and change message templates.
- Add and remove resources

Users will need to log out of Admin and Clinician portals to access the other

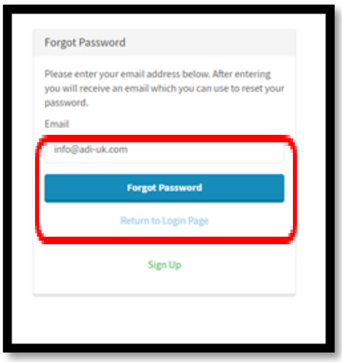


## FORGOTTEN PASSWORD

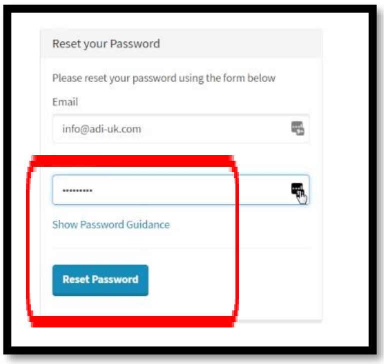
Go to the login page: [https://portal.mypathway.care/clinical_portal/login](https://portal.mypathway.care/clinical_portal/login)

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’.

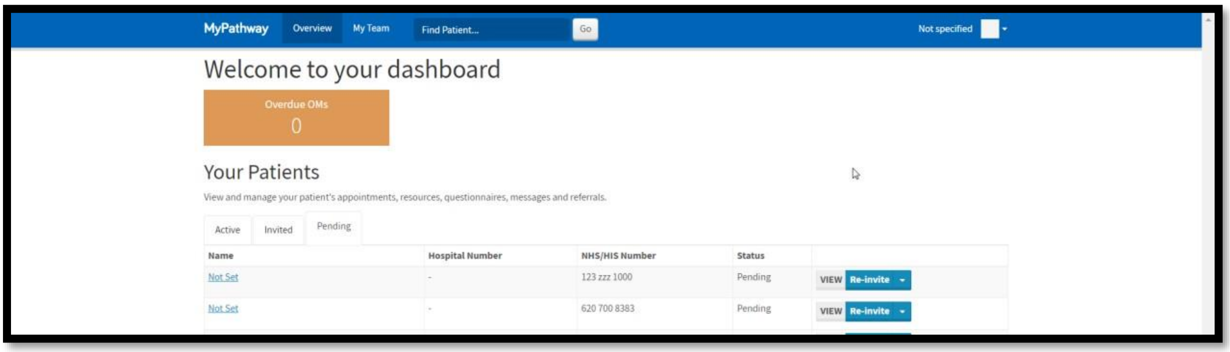



## MYPATHWAY DASHBOARD

The dashboard provides an overview of MyPathway patient numbers invites and is used to find the patient record. There are 3 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

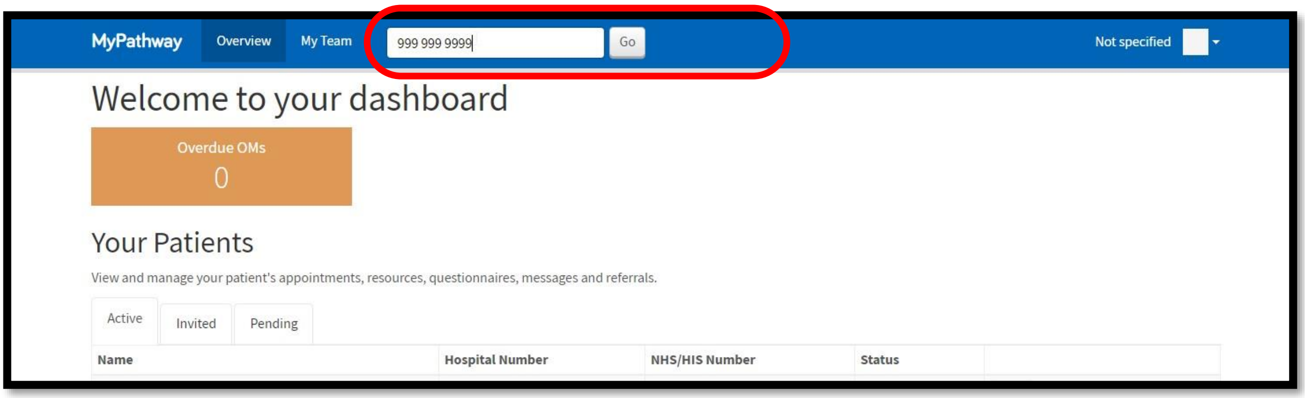



Each tab has five sections of patient data:

- Name
- Hospital Number (only populated if provided)
- NHS number
- Status (*registered / invited*)
- View

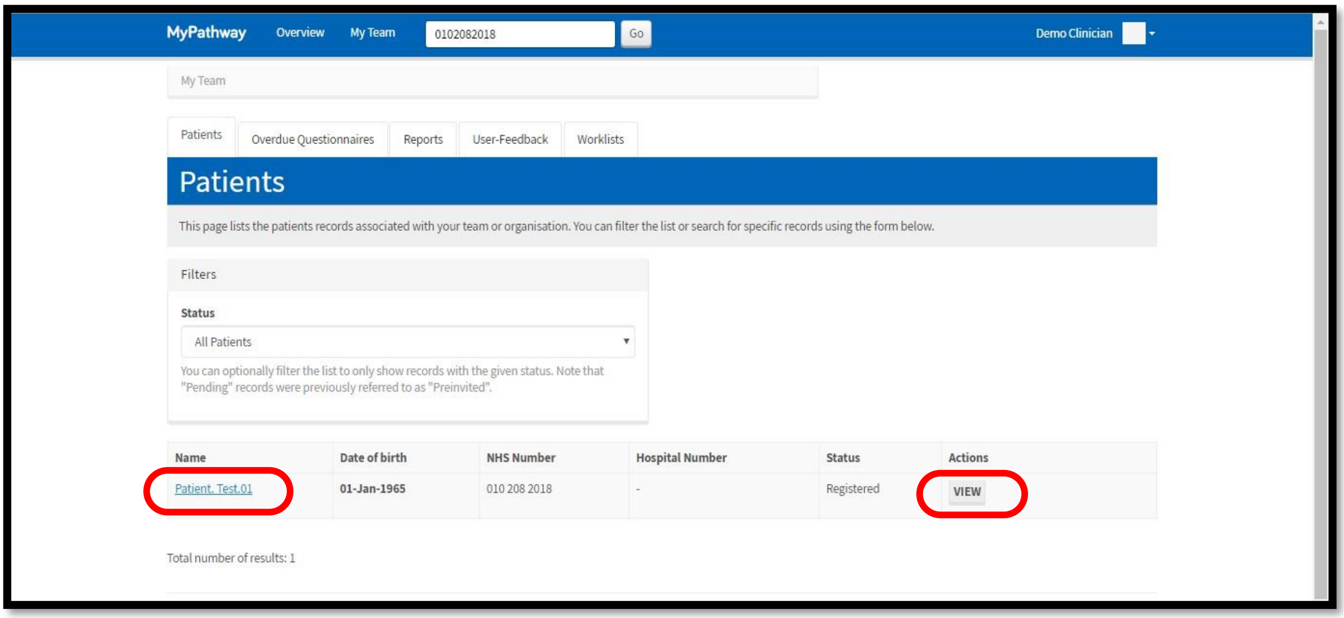
## FIND PATIENT

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



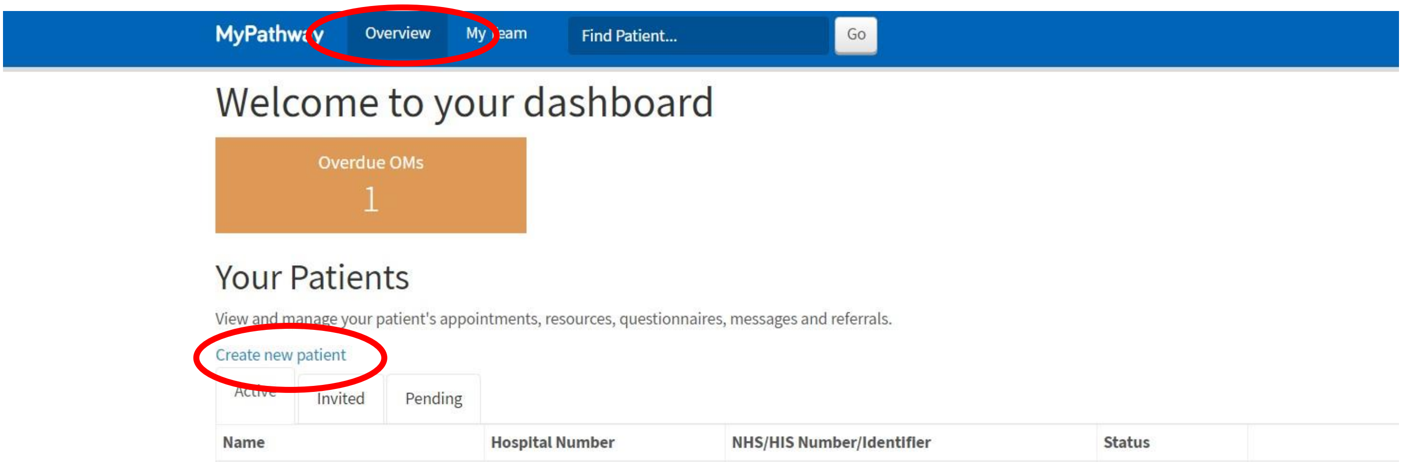

**Always cross check patient details – name and date of birth – to ensure they match.**

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



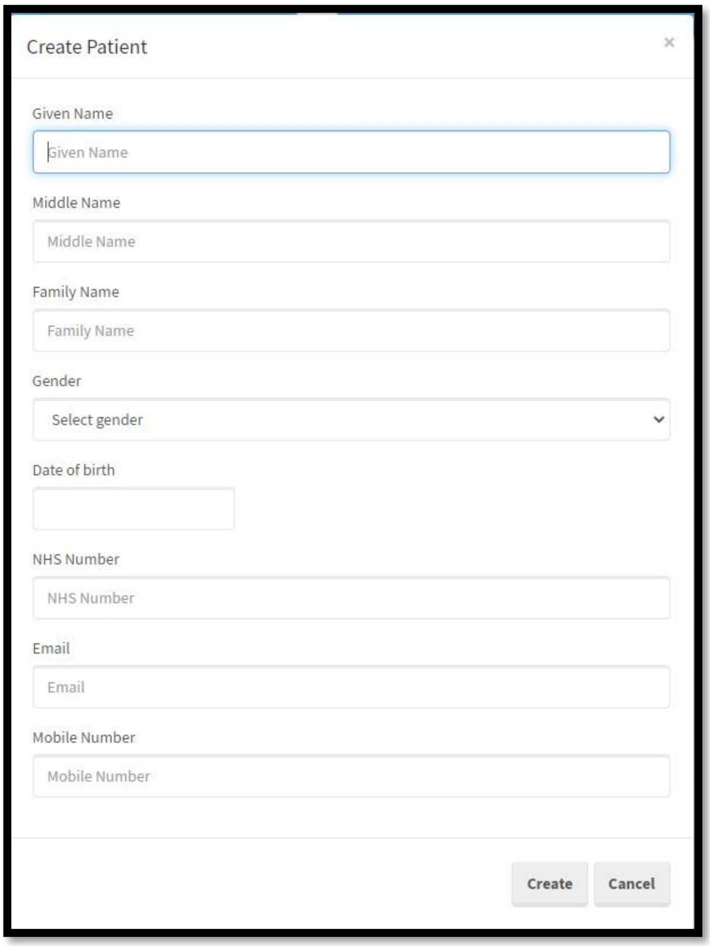

## CREATE A PATIENT

To create a patient, select 'Create new patient' in the 'overview' page.
A create patient form will appear which will allow you to fill out the patient's information and create a patient account.




The fields that need to be completed in order to create a patient are:

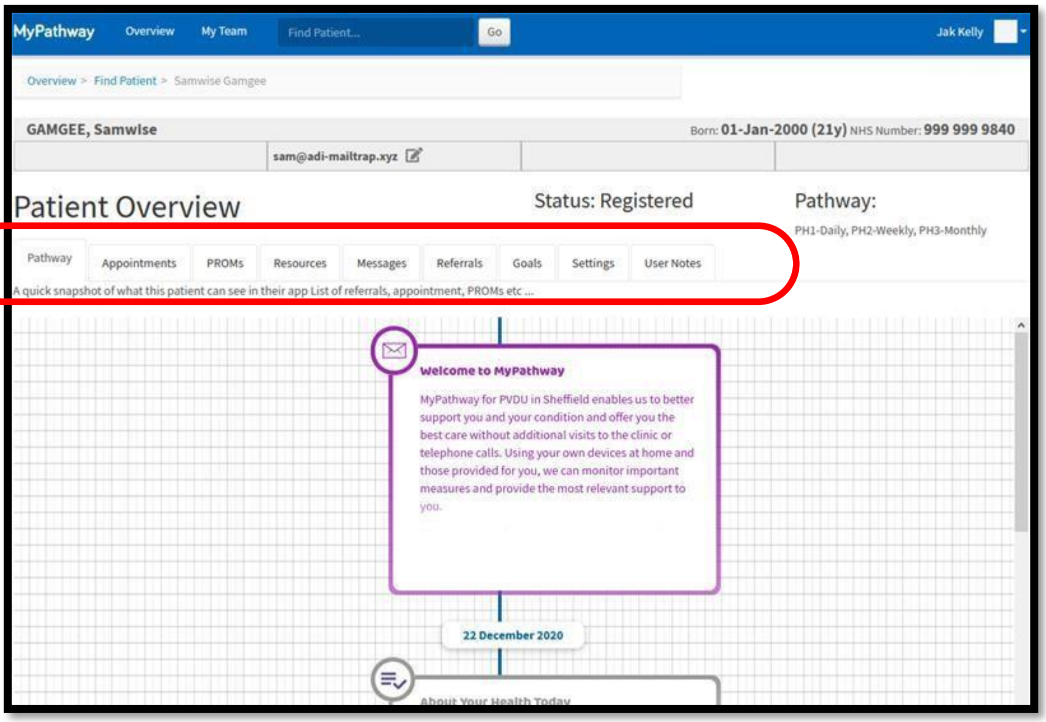
- Given name
- Family name • Gender
- Date of Birth
- NHS number
- Email




## PATIENT OVERVIEW

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

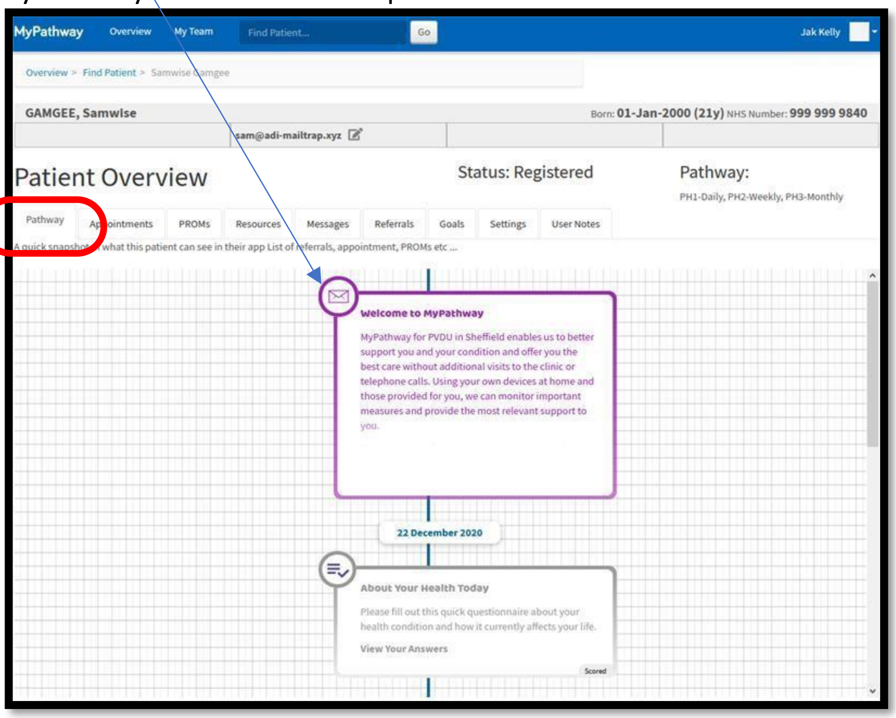
- **Pathway** = a real time view of the patient's pathway
- **Appointments** = not in use
- **PROMs** = allocated and completed clinical and non-clinical questionnaires
- **Resources** = allocated and available resources
- **Messages** = messages sent to the patient
- **Referrals** = How frequently patients update measurements
- **Goals** = not in use
- **Settings** =opt patient out or opt patient back into digital communications • **User Notes** = Patient readings




## PATHWAY

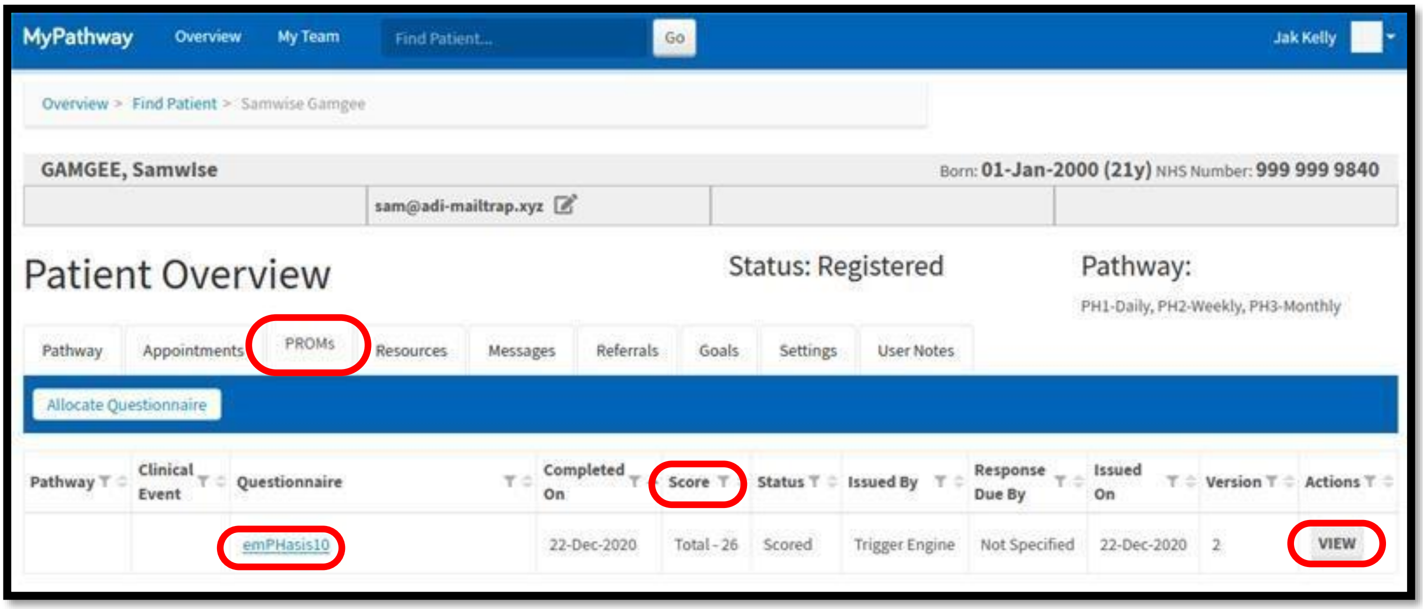
In the 'Pathway' tab you can see a real time snapshot of what the patient can see in their MyPathway app. All items added to the pathway either manually or automatically are shown in a 'lozenge'.

By selecting a lozenge, you will be taken to the appropriate tab
See below MyPathway from the clinician portal:

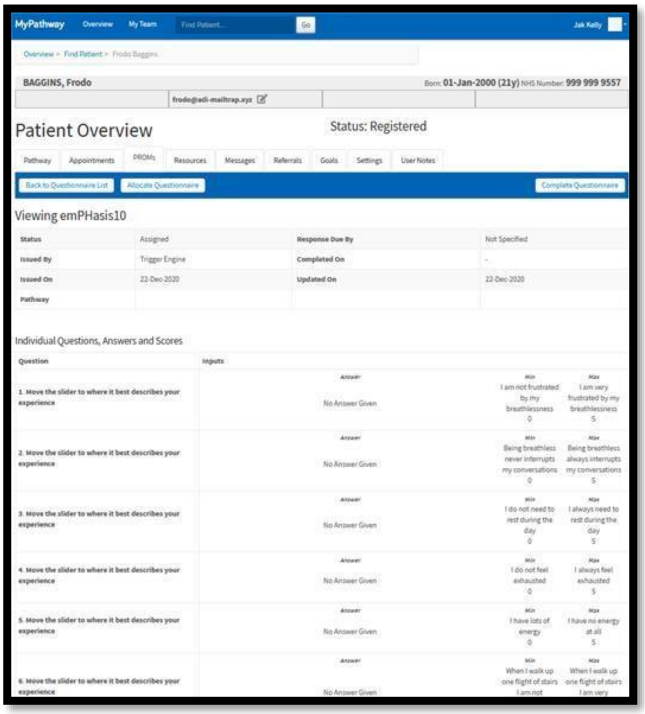


When the patient registers for MyPathway, they automatically receive the emPHasis10 questionnaire listed below.

In the ‘PROMs’ tab you can view the following questionnaires and their status – ‘Assigned’ = not completed; ‘Scored’ or ‘Complete’ status = completed:



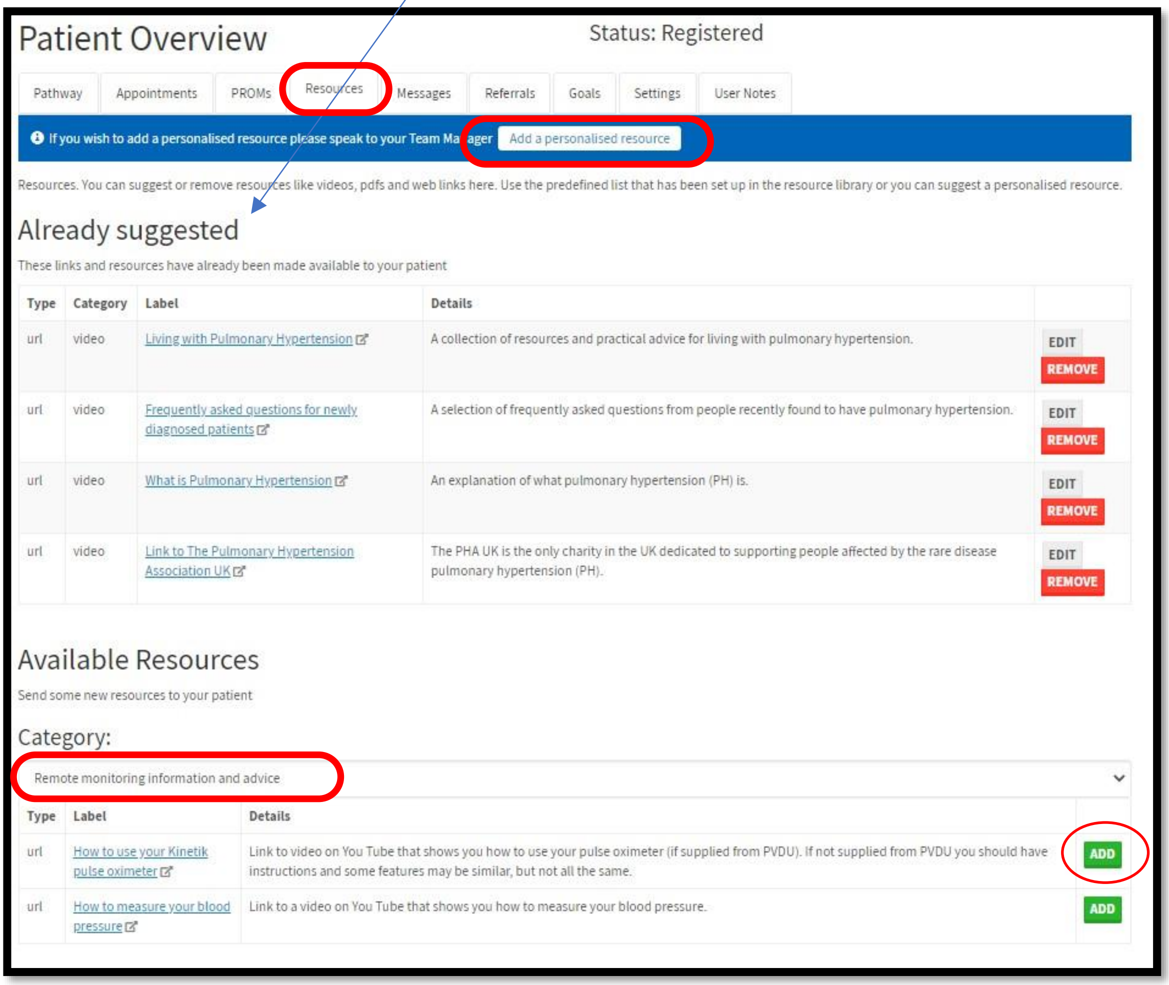

To view the patient’s responses to a completed questionnaire, click on ‘VIEW’ and you can see the answers given to each question along with any related score values:



The resources library in MyPathway consists of resources and information that can be sent to a patient to help them with their health. You can also upload a personalised resource in a variety of formats including PDFs and send them to the patient.


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

You can then see any 'Already suggested' resources which the patient has been sent and can access via MyPathway and also the 'Available Resources' that you can send to the patient.



To allocate the patient a resource 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 then also send a message to the patient’s timeline to advise them that they have been sent a resource:

- Tick the ‘Notify Resource on Patient’s Timeline’ box and then click on: ‘Suggest Personalised Resource’

Click on the ‘Select Type’ dropdown and select the resource type. To upload a PDF, select ‘Upload new file’

- In the ‘Label’ field, type the name of the resource
- In the description field type the resource description
- If the resource is a link to a web page, copy the URL in to the URL field
- Enter lozenge title and lozenge text, this will appear on the patients Pathway.
- After the resource has uploaded, click on ‘Notify Resource on Patients Timeline’ and
- then click on: ‘Suggest Personalised Resource’

There is now an option to select ‘notify patient with push notification’ which will send a notification to mobile app users when a resource is sent to the patient.

If the ‘lozenge title’ and ‘Lozenge text’ are not completed, patients will receive a predefined automatic message, shown below on their timeline.

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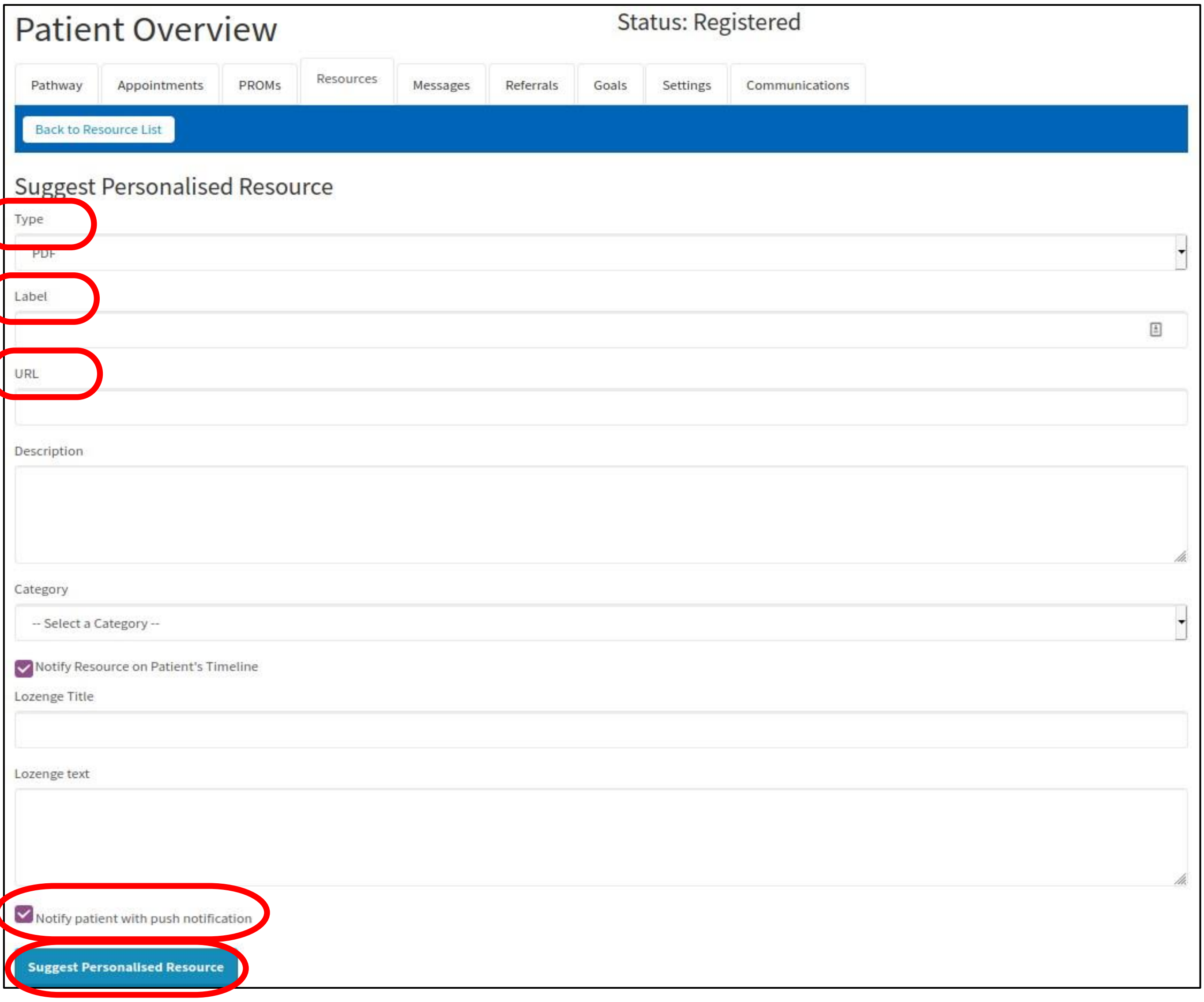
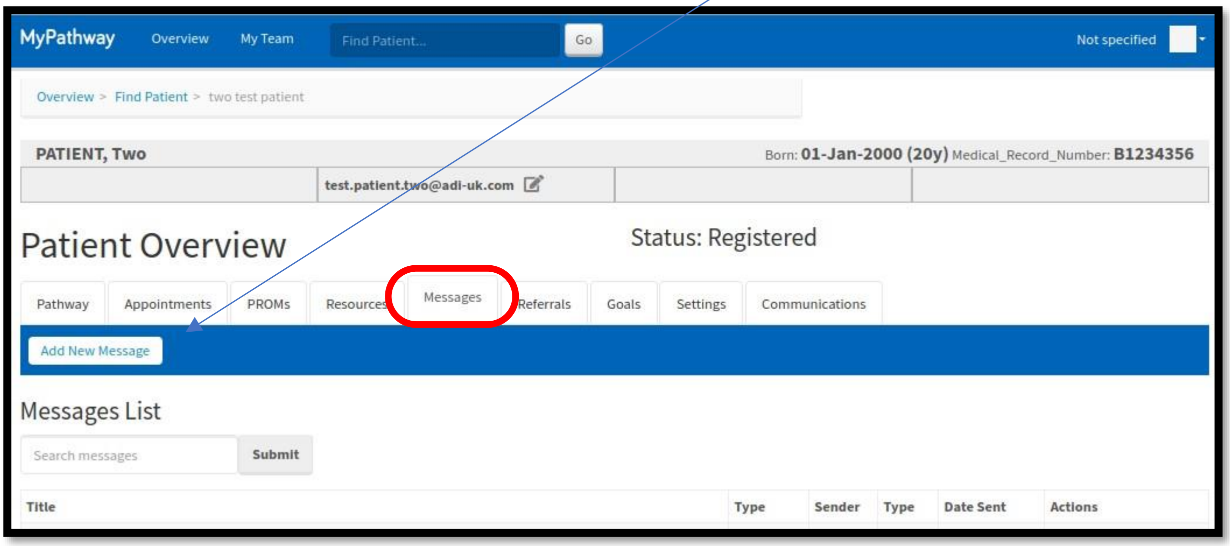


Patient Overview
Status: Registered
Pathway
Appointments
PROMs
Resources
Messages
Referrals
Goals
Settings
Communications
Back to Resource List
Suggest Personalised Resource
Type
PDF
Label
URL
Description
Category
-- Select a Category --
Notify Resource on Patient's Timeline
Lozenge Title
Lozenge text
Notify patient with push notification
Suggest Personalised Resource

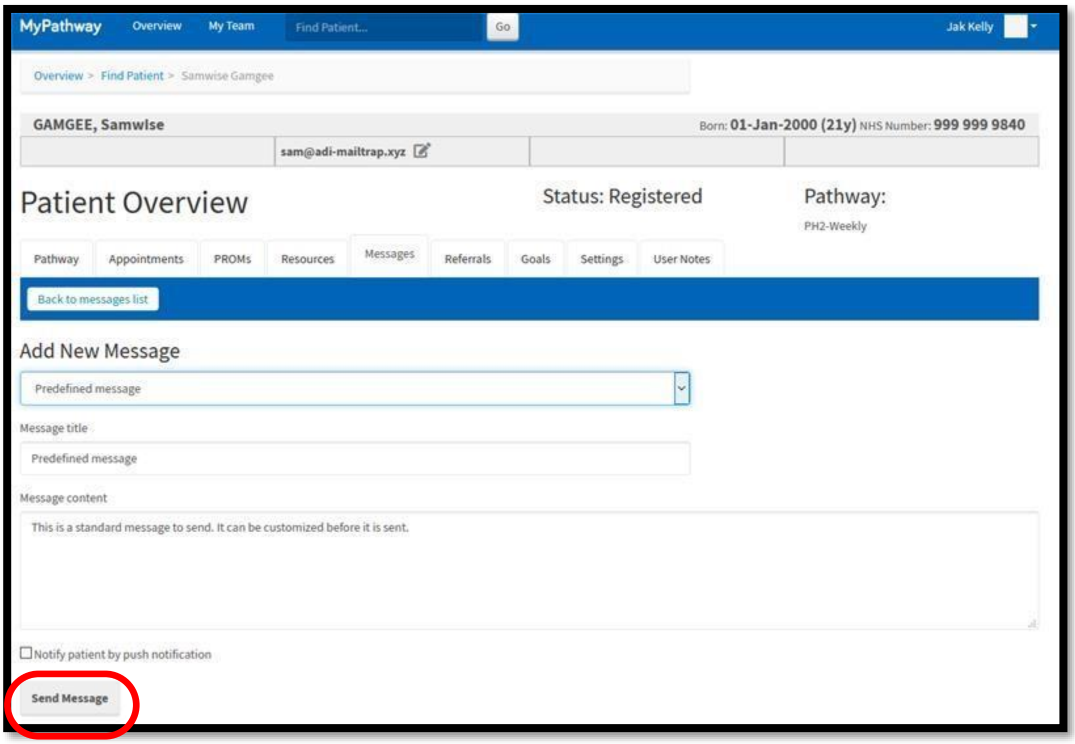

Information to help you
Your clinician has suggested some information that may be helpful to you. Tap here to read it

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

To send a bespoke message: in the ‘Messages’ tab click on ‘Add New Message’:

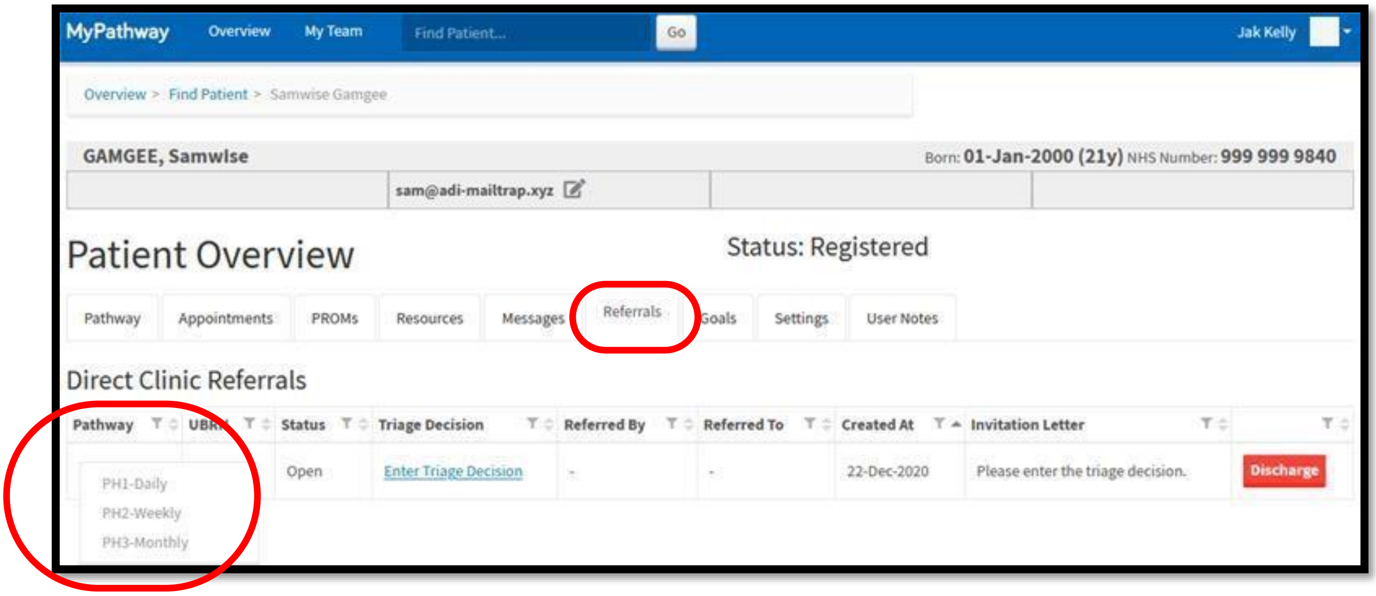



Type in the message title and the content and press click on ‘Send Message’:



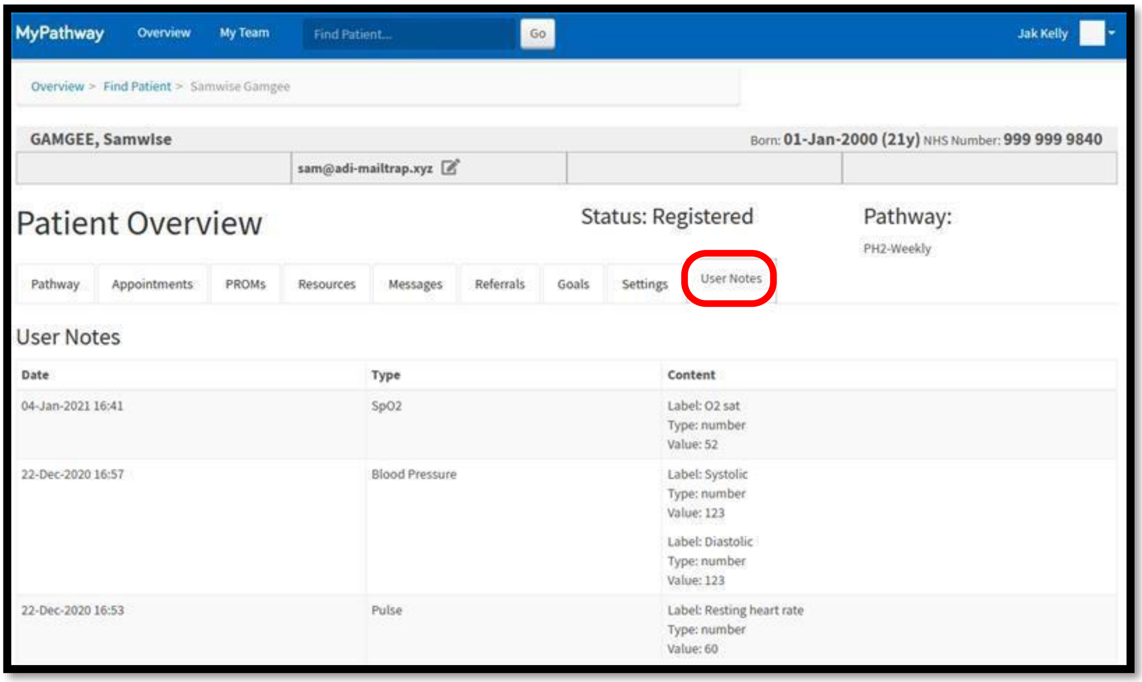
## REFERRALS

The ‘referral’ tab allows the clinician to select how frequently a patient should be updating their health measurements. By selecting the pathway category, clinicians can choose whether a patient should be uploading their measurements Daily, Weekly or Monthly. -The ’enter triage tab’ is not to be used in this trial.




## USER NOTES

The ‘user notes’ tab allows you to view all measurements from patients.

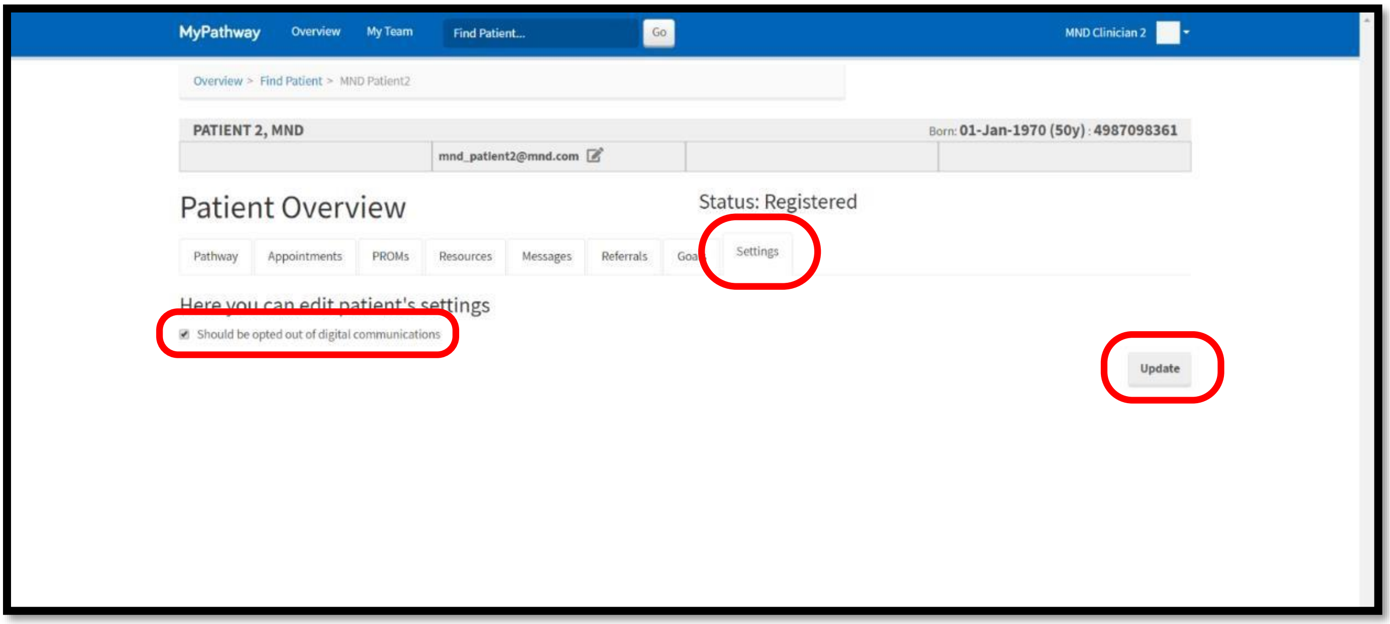


## SETTINGS – OPTING PATIENT OUT OF DIGITAL COMMUNICATIONS

The 'Settings' tab enables you to opt the patient out of receiving digital communications and they will no longer receive emails from MyPathway. The patient can still view their pathway and it will continue to be updated for as long as we receive data relating to that patient. To opt out a patient:

- Click on the 'Settings' tab
- Click on the box next to 'Should be opted out of digital communications' – the box will then be ticked and a message will come up confirming that '*After updating the settings the patient will no longer receive emails*
- Click on 'Update' and the opt out will be complete. The patient will receive an email confirming that they will no longer receive any electronic communications from MyPathway on behalf of STH.

To check if a patient is already opted out, the box next to 'Should be opted out of digital communications will have a tick in it.
You can opt a patient back in by unticking the 'Should be opted out of digital communications' and clicking update




## CLINICAL AND SAFETY RISK

**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.**

There may be other patients with the same name in the service using MyPathway. When searching for a patient record in MyPathway, please **always** search by inputting their unique **NHS Number** in to the ‘Find Patient…’ field to minimise the risk of selecting the wrong patient record. Once you have found the patient in the portal, if the patient is not known to you, please **always** cross reference the information with their full name / date of birth / email address to ensure you are definitely looking at the correct patient record.

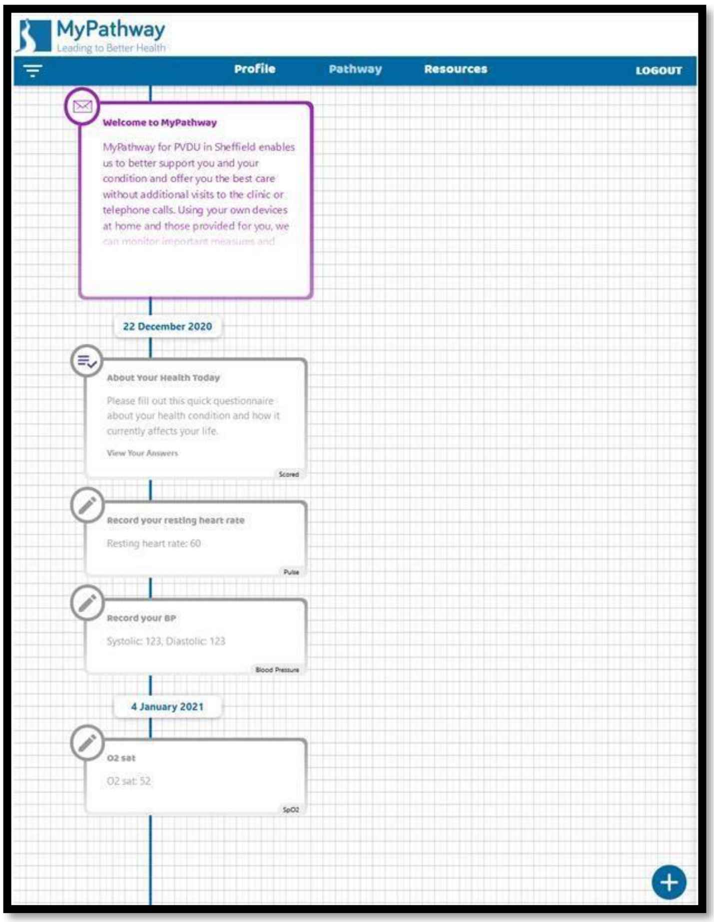
Once you are logged in to the clinical portal, please **do not** open a new window and log in to the clinical portal again. Having multiple sessions of the clinical portal open can potentially lead to confusion as to which patient you are viewing. Technical work is currently in progress to prevent MyPathway Healthcare Professional and admin users being able to run two sessions of the portals concurrently.

When you open a patient record in the clinical portal, it is potentially possibly to obscure the patient banner by repositioning the browser window or placing other windows on top of it. Please **avoid** doing this wherever possible.

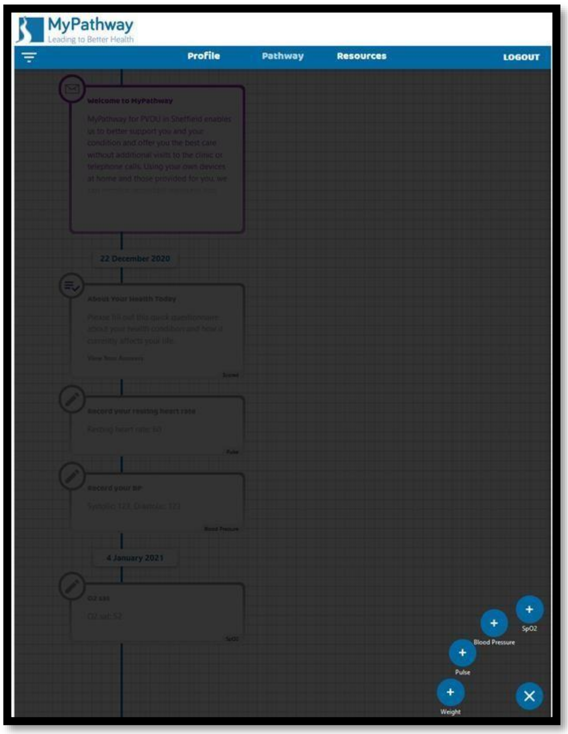
The banner showing the patient's identifiers at the top of the patient record can be scrolled off the screen when scrolling down in the tabs and thus not readable. Please **always** ensure you have the correct patient record open when using the MyPathway clinical portal during a patient’s appointment. Technical work is in progress for the banner containing the patient’s identifiers to remain at the top of the screen when you scroll down to minimise such clinical risks.

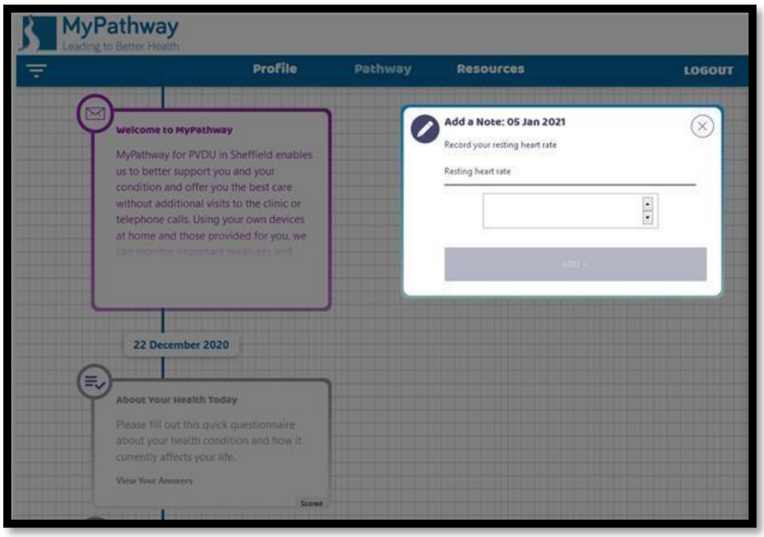
## PATIENT VIEW OF MYPATHWAY:

See below MyPathway from the patient app:




Patients will have use of buttons (patient reading button) which will allow them to easily submit their weight, pulse, blood pressure and Sp02. The results of these can be viewed by the clinician on the ‘user notes’ tab.


MyPathway
Leading to Better Health
Profile
Pathway
Resources
LOGOUT
SpO2
Blood Pressure
Pulse
Weight


MyPathway
Leading to Better Health
Profile
Pathway
Resources
LOGOUT
Welcome to MyPathway
MyPathway for PVDU in Sheffield enables us to better support you and your condition and offer you the best care without additional visits to the clinic or telephone calls. Using your own devices at home and those provided for you, we
22 December 2020
About Your Health Today
Please fill out this quick questionnaire about your health condition and how it currently affects your life.
View Your Answers
Scored
Add a Note: 05 Jan 2021
Record your resting heart rate
Resting heart rate

## HELP AND 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 at **adi.mypathwaytechsupport@nhs.net**