myCOPD - Onboarding Patients

This document provides an overview of myCOPD and explains how to register a patient to access myCOPD. We have included an example script which can be used by clinical teams and admin staff when talking to patients about the benefits of the app, how to get started and which features the patient will find particularly useful.

myCOPD overview

The myCOPD platform provides a digital solution, to support people to be as independent and healthy as possible, preventing complications, and the need to go into hospital. The platform is NHS approved and offers self-management, symptom monitoring, education and rehabilitation remotely.

The platform works on any device, including smartphones, iPads, tablets, desktop computers, laptops and smart TVs. All patients need is access to the internet through one of the following:

- Internet Explorer 11 or above and Edge
- Chrome 43 or above
- Chrome 53 for Android
- Firefox 36 or above
- Safari 9.0 or above
- Opera 33 or above
- Safari and Chrome for iOS 9.0 or above
- Apple and Android App Store
- Xbox one and PlayStation 4

Based on best evidence and national guidelines, myCOPD provides 24-hour self-management, expert advice and support for patients with COPD. myCOPD contains the following:

- Medication diary
- Symptom monitoring
- Self-management plan
- COPD assessment test
- Pulmonary rehabilitation
- Inhaler technique videos
- Comprehensive educational video course
- Smoking cessation
- Mindfulness
- Chest clearance
- Weather/air quality

Patient onboarding

Adding patients to the platform is quick and easy. To add a patient, you will need their name, date of birth, NHS number, email address and the app you wish for them to have access to. If

the patient does not have an email address, they could use the email address of a family member or loved one, providing they give permission to do so.

Once added to the platform, the patient will automatically receive an email from my mhealth, where they will be asked to click on a link within the email to get started. They will then set up a password and can then login. The patient can use their email address and this password to login on any device.

On entering the app for the first time, the patient will be asked whether they agree to terms and conditions and the privacy policy, before progressing. They will then be asked to enter their personal details and medication, before watching a short video, which explains the platform to the patient, so that they know what to expect when they get started.

The patient list
The patient list, is where admin/clinicians can manage, search and organise their patients. It is dynamic, allowing you to order patients according to symptoms, QOL (Quality of life), or severity. For example, you can prioritise patients with COPD or Asthma, according to their exacerbations status, or for patients with Diabetes you can find out instantly who needs their annual eye check, and when, or order patients with the highest HbA1C. Each condition has an optimised patient list with all this functionality integrated. For example, if you are running a pulmonary, or cardiac rehabilitation course remotely, you can find out which patients are exercising, and how far they are through the education program, enabling clinicians to be active in the rehabilitation of hundreds of patients, many of whom find access to face to face rehabilitation difficult.

The patient profile
Clicking on an individual, brings up the patient profile screen. This screen provides in a single page, the most important data required to manage that patient's condition. For example, if a patient is using myCOPD, it will show you their inhaled medication, pulmonary function, vaccination status, smoking status etc. From the patient profile page, you can access the patient menu.

The patient menu allows you to:
- Change medication e.g. swap inhalers
- Set individual patient targets
- Access patient reports e.g. QOL scores, blood pressure, lung function, glucose trends etc.
- Change disease and demographic details
- Send a message to the individual patient
- Set up an appointment
- Conduct an annual review

Each change made by the clinician in the patient profile within the clinical interface, automatically updates the content in the patient app.

<u>Example onboarding script</u>
Below is an example of how myCOPD can be introduced to appropriate patients. This is meant to be a guide and should be adapted to suit the individual patient and your service.

*Hi **<INSERT PATIENT NAME>***

*I'm getting in touch from **<INSERT PROVIDER NAME>** to offer you access to myCOPD.*

myCOPD is a digital platform designed by experts to support people living with COPD to be as independent and healthy as possible, preventing complications, and the need to go into hospital. The platform is NHS approved and offers self-management tools, symptom monitoring, education and rehabilitation which can be access from your home.

If you would like access to myCOPD I will need your:
<YOU MAY ALREADY HAVE ACCESS TO MUCH OF THIS INFORMATION, BUT IT IS WORTH ASKING THEM TO CONFIRM WHICH EMAIL ADDRESS THEY WOULD LIKE TO BE REGISTERED WITH>
1. *Name*
2. *Date of birth*
3. *NHS number*
4. *email address (If the patient does not have an email address, they could use the email address of a family member or loved one, providing they give permission to do so.*

*Once we have registered you **<PROVIDE INFORMATION ON WHEN THIS IS LIKELY TO HAPPEN>** you will receive an email from 'my mhealth', who develop myCOPD. Click on the link within the email to get started.*

You will need to set up a password. Then use the email address you have provided and this password to login. You will be guided through a registration process. You can then start to use the platform.

<FOLLOW UP IS OPTIONAL BUT BEST OUTCOMES ARE SEEN WHEN CHECKING IN WITH THE PATIENT A FEW WEEKS AFTER REGISTERING THEM, AND HAVING SOMETHING FOR THE PATIENT TO WORK TOWARDS>

*Once you have signed into your account, you will see several self-management tools for you to use. We would encourage you to focus in particular on the medication diary, the inhaler technique videos and the educational course. We will phone back in **<XXXX>** weeks to see how you are getting on and have a look at your medication diary together, and your progress with the inhaler technique videos and educational course.*

This is a self-management tool, for you to understand and monitor your condition from home. If you are feeling unwell, you will need to ring 111 or contact your GP.

*If you have any problems using the app, there is a customer support team at my mhealth, available Monday-Friday, 8am-5pm, excluding bank holidays. You can contact them by calling **01202 299583** or via email **support@mymhealth.com***

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