myHeart - Onboarding Patients

This document provides an overview of myHeart and explains how to register a patient to access myHeart. 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.

myHeart overview

The myHeart 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 exercise 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

myHeart is a comprehensive platform for patients suffering with heart disease, and for those who have undergone recent heart surgery. myHeart has been designed by clinical experts to support, guide and empower patients with cardiac conditions. It is also a complete, online, comprehensive cardiac rehabilitation program for those recovering from a cardiac event or surgery. myHeart covers the following conditions:

- Heart Failure
- Angina
- Heart Attack
- Post PCI
- Valve Replacement
- Valve Repair
- Coronary Artery Bypass Graft Surgery
- Valvular Heart Disease

myHeart adapts its content based on diagnosis to ensure patients only see information that is relevant to them. It contains the following:

- Symptom monitoring
- Weight monitoring/Fluid intake monitoring (if heart failure patient)
- Self-management plan
- Medication diary
- Reports and targets
- Cardiac rehabilitation (Seated, level 1 and 2 available)
- Walking
- Lifestyle
- Flexibility/breathing (if recently had surgery)

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- Blood pressure monitoring
- ECG/ECHO photo upload
- Smoking cessation
- Comprehensive educational course (adaptable dependent on diagnosis)
- Mindfulness
- Weather/pollution

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 sort patients to view progress through Cardiac Rehabilitation.

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, for a patient using myHeart, it will show you their medication, their health and activity targets and their risk factors etc.. From the patient profile page, you can access the patient menu. The patient menu allows you to:

- Change medication
- Access patient reports e.g. Weight report or blood pressure report
- 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.

Example onboarding script

Below is an example of how myHeart 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 myAsthma.

myAsthma is a digital platform designed by experts to support people living with a heart condition to be as independent and healthy as possible, improve your heart condition and reduce the risk of having ending up in hospital. The platform is approved for use in the NHS and offers self-management tools, symptom monitoring and an educational course which can be accessed from your home.

If you would like to start using mHeart 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 myAsthma. 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 self-management plan and the education course and. We will phone back in *<XXXX>* weeks to see how you are getting on and have a look at your self-management Plan together

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**