MyChart guide for General Practitioners

Guy's and St Thomas' and King's College Hospital NHS Foundation Trusts

MyChart is a new app and website for patients launching in October 2023 at Guy's and St Thomas' NHS Foundation Trust (GSTT), and King's College Hospital NHS Foundation Trust (King's). This document provides key information that you might find helpful to have available if a patient asks about MyChart. Patients can visit either trust website and search 'MyChart' for more information or call the Patient MyChart Helpdesk for support.

At Guy's and St Thomas'	**At King's**
Phone 020 7188 8803	Phone 0203 299 4618
Monday to Friday, 9am to 5pm.	Monday to Friday, 9am to 5pm.
Email mycharthelpdesk@gstt.nhs.uk	Email kings.mychart@nhs.net

What is MyChart

MyChart allows patients to access their health record securely and quickly on their computer, mobile phone, or tablet. MyChart links to the trusts' Electronic Health Record system, provided by Epic, allowing patients to see their GSTT and/or King's health information relating to their care at the relevant trust. Other NHS Trusts using Epic will have their own version of MyChart. There is no expectation on the patient's GP to monitor their MyChart app. This is handled by the Trust's clinical team.

By using the MyChart app or website, patients can have more control over their care. With MyChart, patients can view GSTT or King's appointments online and keep track of important details. Patients can choose to access or receive notifications for test results, questionnaires related to their care, clinic letters, clinical documents, and information about conditions, procedures, tests and treatments.

We hope your patients will find MyChart to be a helpful way to keep track of their healthcare, with all of their GSTT/King's details in one convenient place. We would encourage patients to sign up for MyChart, and to contact the MyChart Patient Helpdesk if they need support.

What MyChart means for GPs

- Patients can see their appointments, letters and test results, without asking their GP.
- Patient and proxy access to appointment and clinic information at a glance will reduce the need to contact primary care to navigate care pathways.
- Messaging between secondary care teams and patients can enable ongoing dialogue for long term conditions or follow-ups, without requiring new referrals.
- Patients having increased control and sight of their own data can help inform primary care consultations and make care more seamless.
- Patients can choose to share their MyChart record with a GP or any other health professional, through the temporary access function 'Share Everywhere'; the GP can then if they wish, comment directly into the patient's record.
- Patients' control of their own secondary care data can help to inform primary care consultations and support GPs to manage their patients' ongoing care, making care across primary and secondary care settings more seamless.

Benefits of MyChart for patients

- Patients have an up-to-date summary of medical information from their healthcare record including current health issues, medicines, allergies and immunisations.
- Patients can find hospital letters and test results (where clinically appropriate) in one, easy place and share information with other organisations involved in their care.
- Patients can view and cancel upcoming appointments and give clinics important information before or after by completing questionnaires.
- Patients can update their own record (confirmed by a clinician at their next visit).
- Clinical services will have tools to support outpatient clinics, such as short notice slots enabling patient booking.
- In some services, clinical teams can initiate direct messaging with patients. This is recorded directly into the patient's record.
- Proxy access can be given to those supporting a patient with their healthcare.
- There will be links to NHS websites for information about medical conditions.

How patients can access MyChart

Patients are invited to sign up to MyChart by their healthcare team and will need an activation code. The activation code is sent to patients in an appointment letter, text, email, or is given at their appointment. This code matches the patient to the patient record and verifies their details and demographic information; quickly creating an account.

Patients can also sign up by inputting personal information and NHS number.

Opening MyChart
Visit mychart.guysandstthomas.nhs.uk or mychart.kch.nhs.uk or download the MyChart app.

GP access to a patient's MyChart record

Using a feature called 'Share Everywhere', a patient can choose to securely share information from MyChart with healthcare professionals including GPs. Patients can search for 'Share Everywhere' in MyChart. From there, patients generate a 'share code' to give to healthcare professionals, who must then enter it at shareeverywhere.com
Share codes are active for 60 minutes and require the patient's date of birth to be entered.

'Share Everywhere' only displays the data that the patient can see in MyChart. This is not their full medical record. This health information may include allergies, medicines, health issues, test results and past visit summaries.

MyChart and other healthcare apps

You may be asked about how MyChart works with other healthcare apps and portals. MyChart does not replace or integrate with the NHS app currently. It is a separate app for patients accessing GSTT and/or King's services only.

If patients have health records at another Epic trust they will have a separate MyChart account that can be selected via the same smartphone app or the unique web portal URL address, and they can opt to share information between the two Epic organisations.

In future, patients may be asked by clinicians to integrate (or link) a device or healthcare application such as Fitbit, Apple Health or Google Health. The function will be available when MyChart launches but will not be actively promoted initially. Patients will be able to link to their health apps if they choose to.