



coordinate
my care

NHS



myCMC

A step-by-step guide to creating
your personal care plan.

You can complete your care plan request at your own pace and in any order. The information that you enter will be saved automatically as you move from one section page to the next. At any point up to pressing the "Send to my doctor or nurse for completion" button, you can stop, save your information, and return to it later within a 60 day period.

<p>About Me</p> <ul style="list-style-type: none"> Identify your GP practice Your background beliefs <p>In Progress</p>	<p>My Health</p> <ul style="list-style-type: none"> Your thoughts about your health and wellbeing Identify your level of activity and any disabilities <p>Not Started</p>	<p>In an Urgent or Emergency Situation</p> <ul style="list-style-type: none"> Gaining access to your home Your coping strategies with health problems Your responsibilities for others <p>Not Started</p>
<p>My People</p> <ul style="list-style-type: none"> Important people to be contacted if you experience a deterioration in health <p>Not Started</p>	<p>My Place of Care Preferences</p> <ul style="list-style-type: none"> Your 'place of care' preferences in different health circumstances <p>Not Started</p>	<p>My Wishes, Cultural and Religious Needs</p> <ul style="list-style-type: none"> Your likes, dislikes, beliefs and cultural needs for carers to be aware of <p>Not Started</p>
<p>Organ Donation</p> <ul style="list-style-type: none"> Your wishes <p>Not Started</p>	<p>Cardiopulmonary Resuscitation</p> <ul style="list-style-type: none"> An explanation of Cardiopulmonary Resuscitation (CPR) decisions Your thoughts on a CPR attempt <p>Not Started</p>	<p>Send to my doctor or nurse for completion</p> <ul style="list-style-type: none"> Find out the next steps to take Submit your request

Cancel Care Plan Request Save Progress for Later View Introduction Video



Your care, your way.

Coordinate My Care puts you at the heart of planning your urgent medical care: by making sure that your wishes are taken into account by everyone who will be looking after you.

Through myCMC you create a Coordinate My Care (CMC) urgent care plan, together with your doctor or nurse. It includes important information about your illness, how and where you'd like to be cared for and people to contact in an emergency.

Then we share the information with all the health professionals who might be involved in treating you, such as 111, your out of hours GP, the ambulance paramedics and the doctors and nurses in the Emergency Department.

So everyone knows what your diagnosis is, what you need, what you want, what your clinical team recommends, and in an urgent or emergency situation, everyone can take it all into account. **For more information please visit www.coordinatemycare.co.uk**

How do I create my care plan?

STEP 1

Go online

The easiest way to create your CMC plan is online: go to mycmc.online

We'll need some personal information about you and your care preferences, and then your doctor or nurse will add the medical information we need.

You can do your bit all in one go, or in stages (your log-in details will remain active for a 60 day period, so we'll keep what you put in, and you can come back and pick up where you left off during that time period).

You can do it on your own or with family and friends, in your own home, and in your own time. And you'll find helpful videos on the site to guide you through the process.

This leaflet tells you the personal information you will need to have with you to complete each stage. When you're ready to start, just click "Start myCMC".

How Does myCMC Work?



Click on myCMC and start your care plan



Submit your preferences to your doctor or nurse



Book a consultation with your doctor or nurse who will complete the clinical details



Your approved CMC care plan is now live and available to everyone who cares for you



You can view your care plan and request edits at any time. You can also choose other people to view your care plan

Start my CMC Plan

If you are ready to request your CMC care plan and start recording details for submission to discuss and complete the plan with your doctor or nurse, click here:

[Start myCMC](#)

View your Approved CMC Plan

If you already have a CMC care plan and have been enrolled in myCMC by your doctor or nurse, you can view your plan here:

User name
password



You can complete your care plan request at your own pace and in any order. The information that you enter will be saved automatically as you move from one section page to the next. At any point up to pressing the “Send to my doctor or nurse for completion” button, you can stop, save your information, and return to it later within a 60 day period.

STEP 2

Some basic details

First, we'll ask you to put in some simple personal information. This helps us to know who you are, where you live, and to locate your GP. We will ask you to enter your postcode to check whether CMC is available in your area.

Before you start, you will need:

- Your postcode
- Your NHS number (you'll find this on any letter from your GP, or call the surgery and they may be able to tell you over the phone)
- Your e-mail address





About me

The more health professionals know about you, the more sensitively they can care for you. So, in this section, we'll ask you to tell us about you.

What is your preferred language? What are your religious beliefs if any? These questions are designed to help medical staff to treat you as a person not just as a patient and in the way that you feel is most appropriate.



My health

Here, we'd like to know about your health generally.

How would you describe your activity level? Your general thoughts about your health and wellbeing, and disabilities you may have.

These answers will help urgent care services to look after you, especially in a situation where you aren't able to communicate your thoughts clearly.



In an urgent or emergency situation

Now we'll ask for information that will help us to help you in an urgent or emergency situation.

Here we ask if there are ways in which you manage problems or do things to feel better. Who has spare keys? How do we contact them?

Are there any dependants or pets that you are responsible for and will need to be cared for?

This information could be invaluable in an emergency, and will help urgent care and emergency responders to treat you more quickly, and to keep your loved ones considered.

**STEP
5**



STEP 6

My people

Here you can add the details of your personal contacts and where we can reach them.

Who needs to know if something happens to you? Where can we reach your loved ones to keep them informed?

STEP 7

My place of care preferences

If temporary urgent medical attention is needed, many people might wish to go to hospital, while others would prefer to be seen at home if possible. You can give us your preferences here.

If you put this into your care plan, healthcare professionals will do all they can to respect your wishes.

The same is true for many people approaching the very end of their lives. Some people may want to be in hospital, others would much rather be at home. We want to provide a space where anyone this is relevant for can share their thoughts and preferences.

Expressing such wishes in advance also makes these decisions easier for family and friends.





Some things to think about

In these sections, we will ask you to consider some other important issues that might affect you if you are approaching the end of your life. How do you feel about organ donation? If your heart stops, are there treatments you would or would not want medical staff to attempt?

You may want to discuss these options with your doctor before you decide, but your answers to these questions will help clinicians to look after you in the way you wish.



My wishes, cultural and religious needs

Here you can inform healthcare professionals about the things that would be important about you personally in an urgent care situation. This could include some likes and dislikes, your cultural requests and religious needs.







STEP 10

Save – and submit

Now your part of starting the CMC urgent care plan is almost complete.

Please check all the factual information, and review your preferences. As soon as you are happy with everything, simply click “Send to my doctor or nurse for completion”.

After you have clicked “Submit” you won’t be able to go back into the plan and make changes until you sit down with your doctor or nurse.



Over to your doctor...

As soon as you submit your plan it will be available electronically to your doctor or nurse.

They will then go on to add all the important clinical information: health history, diagnosis, treatments, medications and recommendations.

Your doctor or nurse can attach important documents to your CMC plan such as an Advance Decision to Refuse Treatment and hospital discharge letters.



Book an appointment

The final step in creating your plan is to meet your GP, hospital doctor or clinical nurse specialist to discuss your choices, and confirm the plan.

Simply ask the receptionist for a “Coordinate My Care” appointment. We recommend that you request a GP appointment. You are welcome to bring a friend or a family member with you.

As soon as your care plan is approved, simply ask your doctor or nurse to ‘enrol’ you. They do this by entering your email address, after which Coordinate My Care will send you an email telling you how to view your plan.

Once enrolled you can also make requests to your clinician for some edits to be made, and you can also give your doctor or nurse, or someone important to you access to the plan. They too would have to be enrolled to view your plan by your doctor or nurse.

After the appointment there might be things you want to think about some more. That’s fine; discuss them with your doctor or nurse and your plan can be updated as your health and situation evolves.

Your plan, shared

As soon as your plan is agreed with your doctor it will be available to those who care for you on the Coordinate My Care system.

If there's an urgent care or emergency situation, all the healthcare professionals who may treat you - from paramedics to hospital doctors, from NHS 111 to specialist nurses - will be able to see your plan and be guided by it.

They will all know who you are, what you have, and how you want (and don't want) to be treated, and they will do all they can to respect your wishes.

And you will know that, whatever happens, in an urgent or emergency situation, the clinical teams will be trying to deliver your care, your way.



For more information:

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Find us on

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mycmc.online

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