



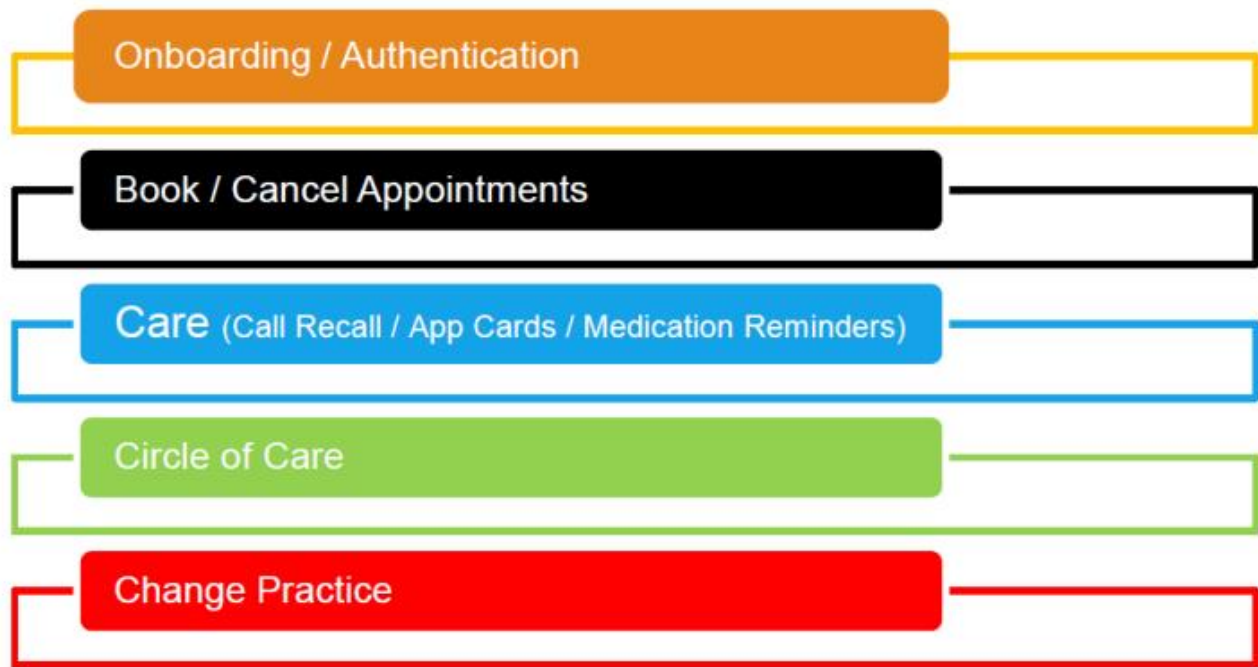
myGP V3.0 Main Processes



myGP Business Architecture



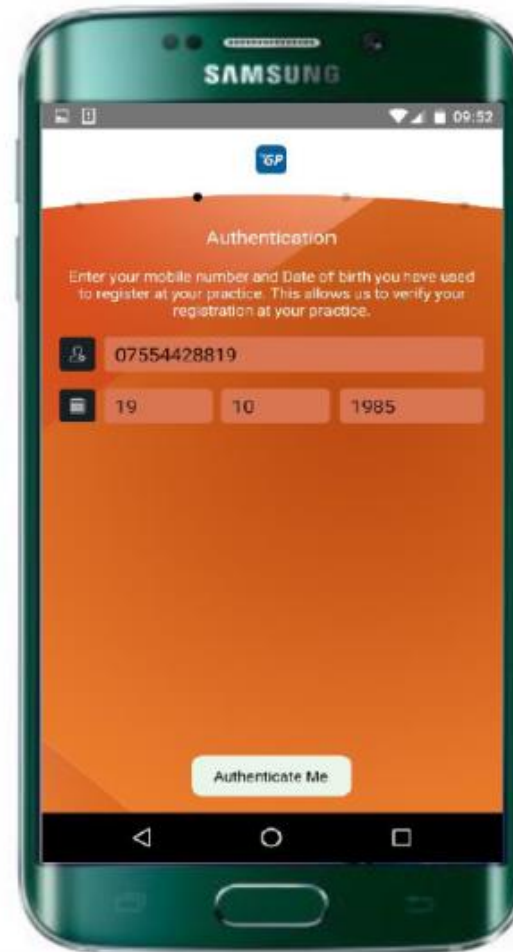
myGP is an extension to iPLATO's *Patient Care Messaging* software, which is FREE for patients and practices to use. Patients will only be able to use the App if they are registered at a practice that uses PCM.



Onboarding / Authentication



Welcome Page
Terms & Conditions.
To continue the user
**must agree to the
terms**

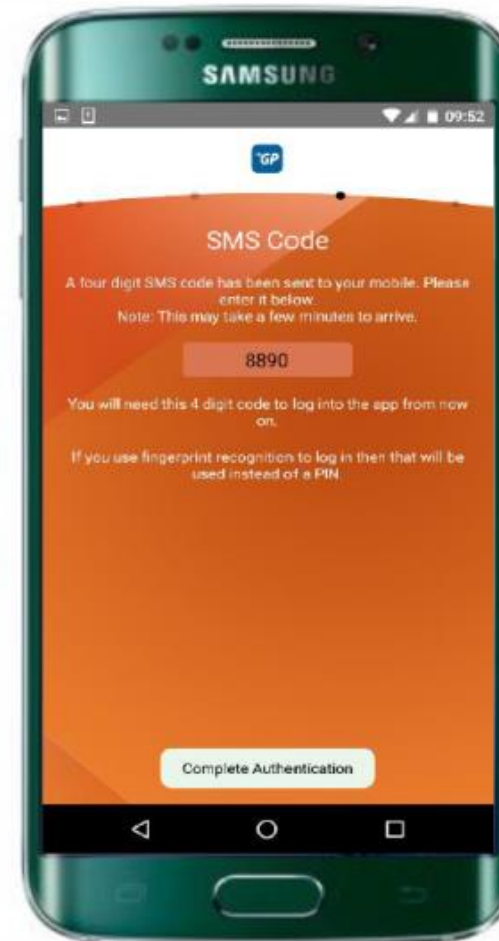


Authentication using
mobile number & DOB
used when registered at
practice

Onboarding / Authentication

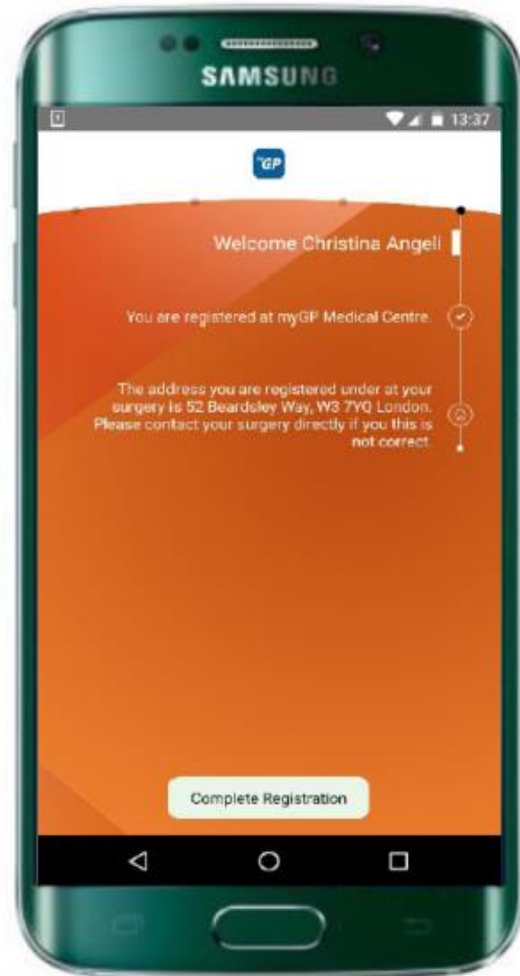


Enter 4 digit SMS code received on device as a text message



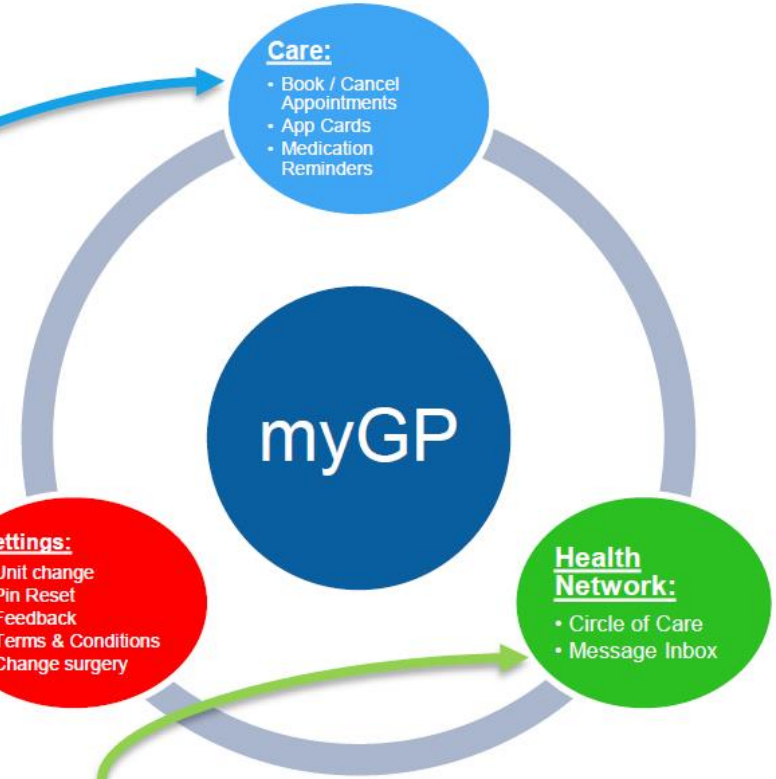
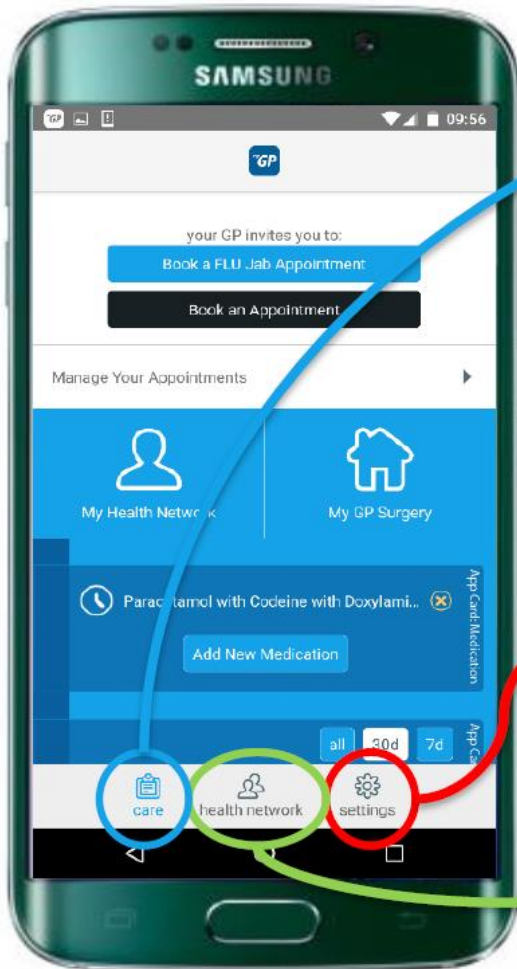
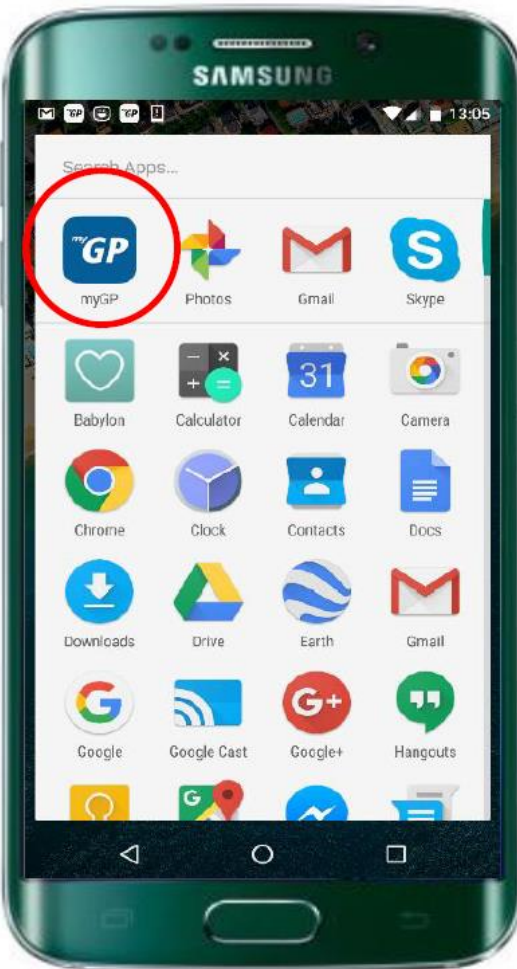
Complete Authentication once 4 digit code entered

Onboarding / Authentication

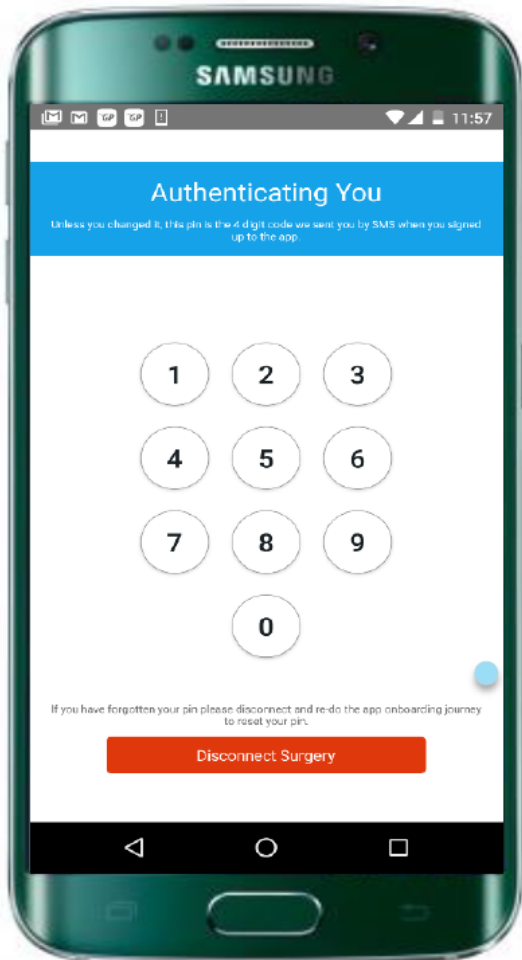


- Welcome Message and identification of the practice the patient is registered at.
- The patient's address is also picked up according to what is registered on the practice clinical system. This cannot be amended within the App. The patient will have to contact the surgery if this is incorrect.

myGP App Tabs



Onboarding / Authentication

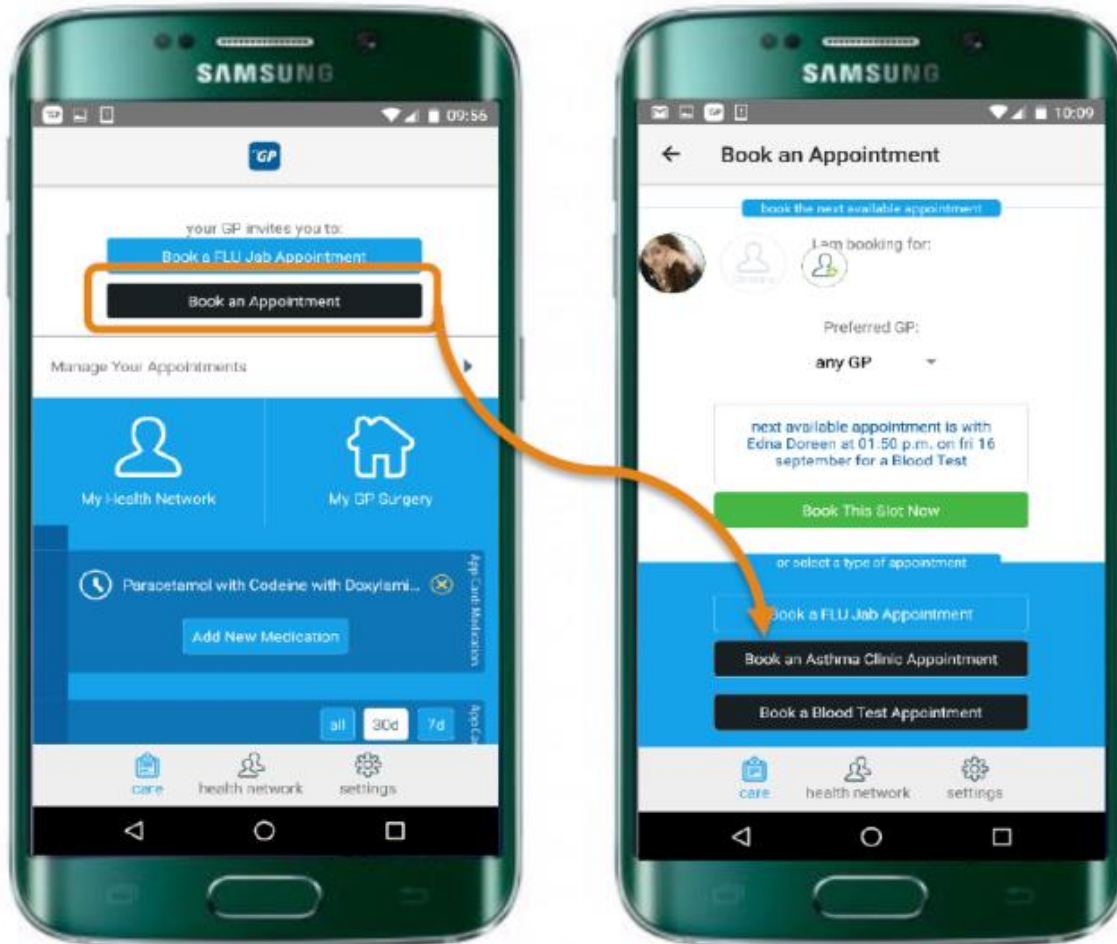


- After the first entry to myGP Homepage, and unless this has been changed within the Setting tab, the 4-digit code sent to the device has now become a **mandatory PIN** used to enter the App when this stops running in the background.
- When device is locked, there is a 2 minute window (**Android only, iOS to be implemented in next release**) until this the App is locked and the PIN is needed.
- The PIN can be reset by **disconnecting from the surgery (Android only, iOS to be implemented in next release)** and repeating the Onboarding/Authentication process.
- Mandatory Push Notification to be sent to all myGP users in December 2016 asking for a **Smoking Status update**. After December, the push notification will be sent to all new myGP users 24 hours after the user has onboarded.

Following GPsOC standards & requirements the user will be prompted to enter their pin every time they wish to open the App making sure they pass secure Authentication

Smoking Status: Mandatory field; myGP will send regular notifications to the users for them to update their Smoking status without the practice having to run a campaign. This will automatically be Read Coded back to the GP system.

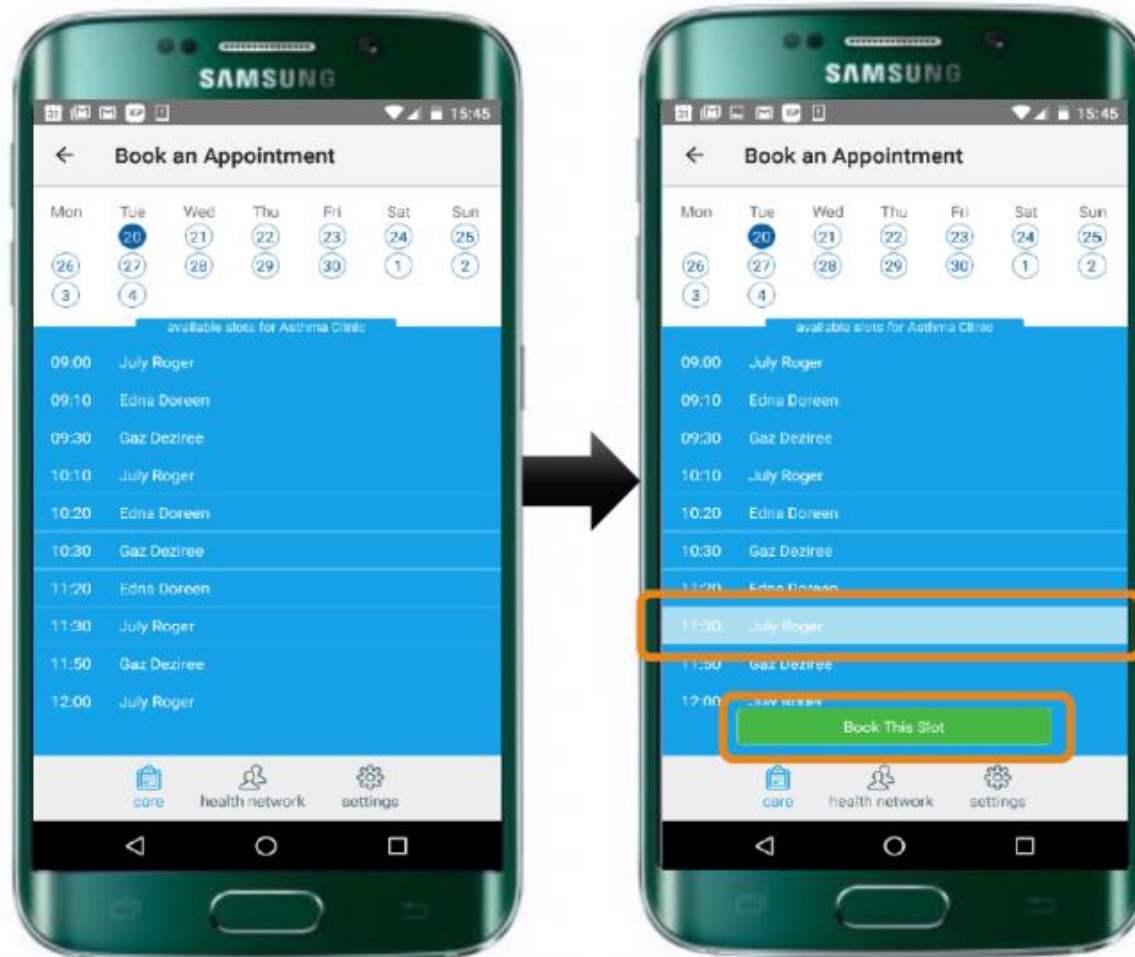
Book/Cancel Appointments



- From the myGP App Homepage, the user has the ability to book general appointments by clicking the black button.
- The list of appointments are defined according to the slots that are picked up from the clinical system which have been enabled on the myGP **Basic Settings** tab.
- i.e. in this example we have enabled **Asthma Clinic** and **Blood test** Appointments to be offered through myGP:

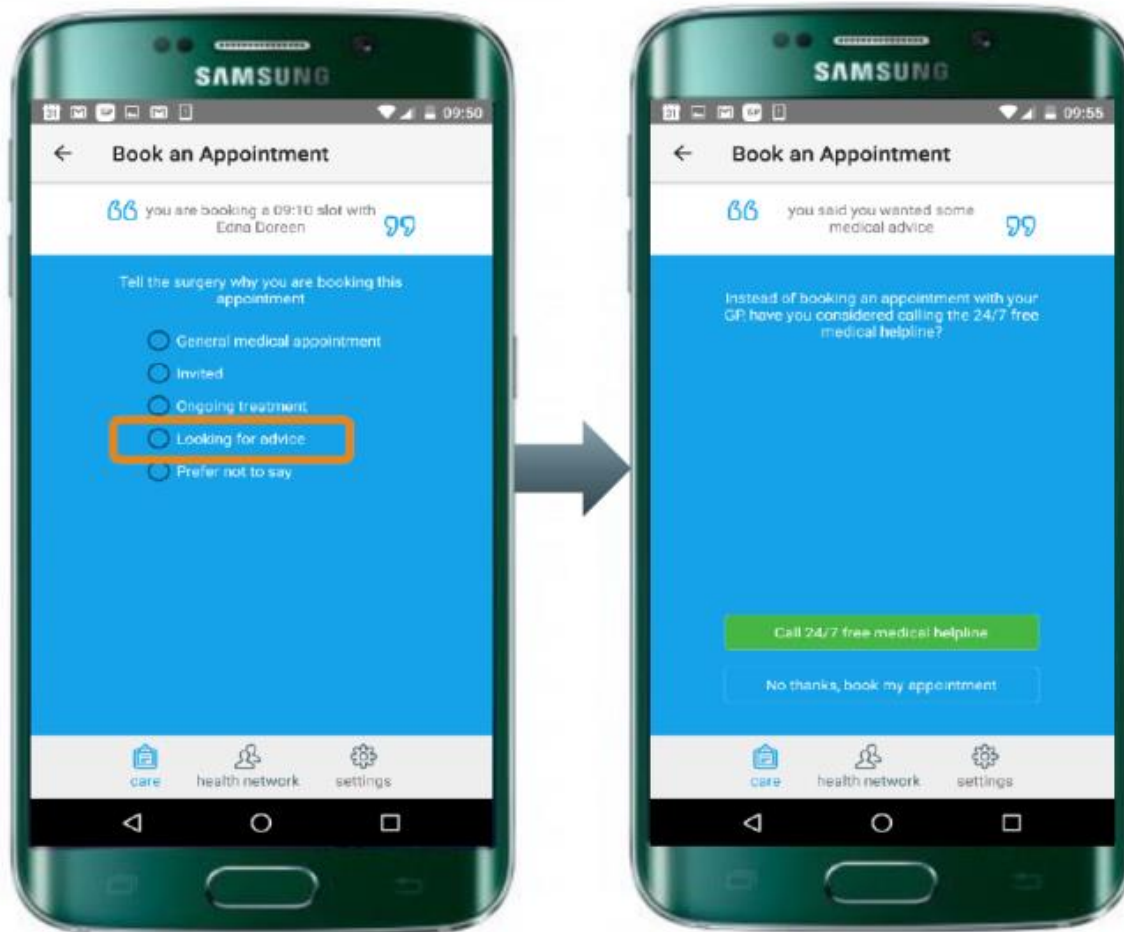
Session Types to Show in App	
Search by Name: <input type="text"/>	
<input checked="" type="checkbox"/>	Asthma clinic <input type="text" value="Asthma Clinic"/>
<input type="checkbox"/>	Wilfred Brittny
<input checked="" type="checkbox"/>	Blood Test <input type="text" value="Blood Test"/>
<input type="checkbox"/>	Wilfred Brittny

Book/Cancel Appointments



- Example of selecting the **Asthma Clinic**, allows the user to choose the slot they wish to book

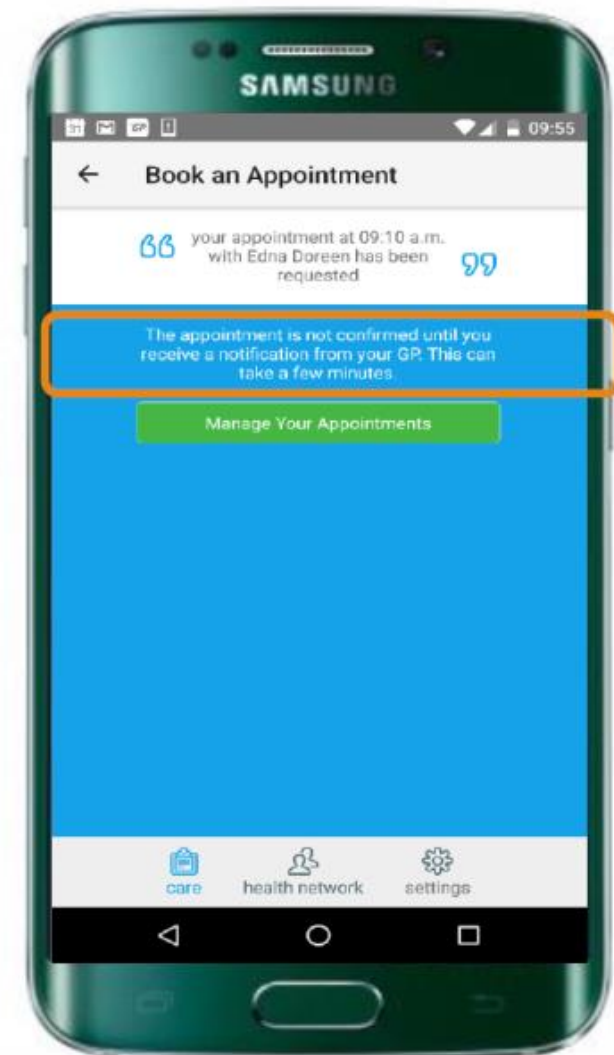
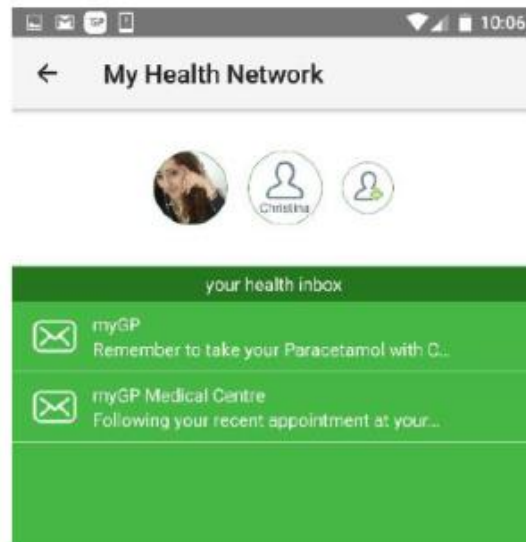
Book/Cancel Appointments



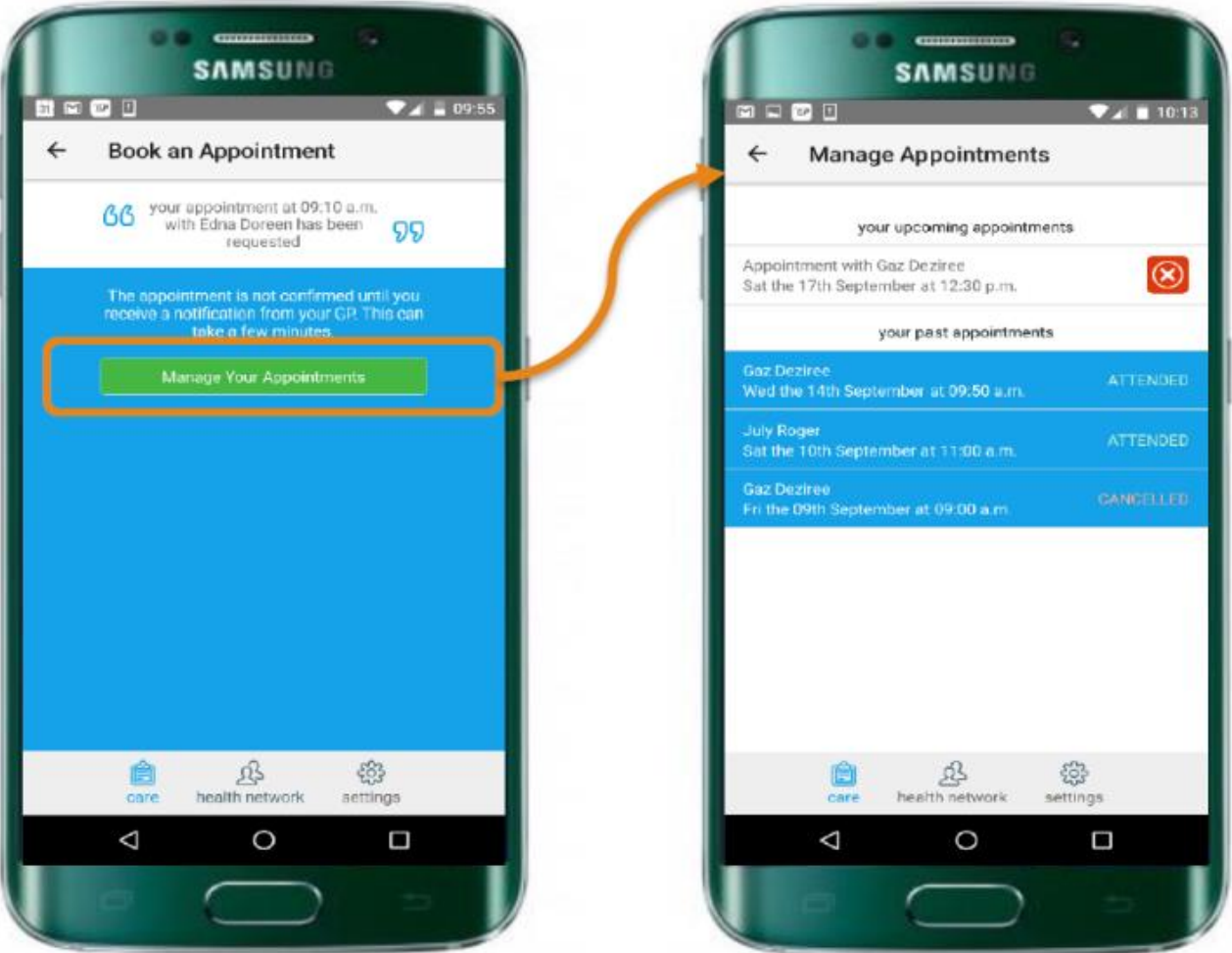
- Once the Slot has been selected, the User is given a series of reasons why this appointment is needed, in a **Triage** format.
- These are:
 - General Medical Appointment
 - Invited
 - Ongoing treatment
 - Looking for advice
 - Prefer not to say
- If “Looking for advice” is selected, this will prompt the user to first consider calling the 24/7 medical helpline service (111), before booking.
- All other options in the Triage will send the user to the confirmation page....

Book/Cancel Appointments

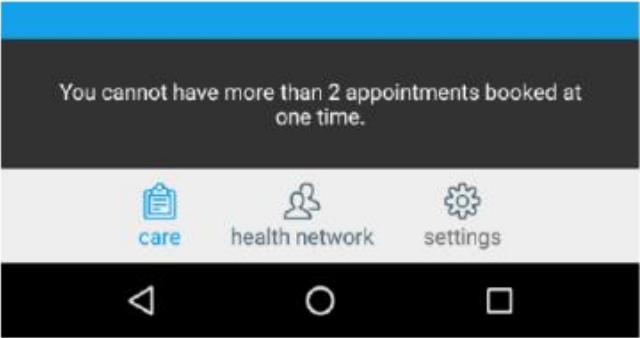
- Once the Appointment slot has been booked, the user will be informed that the appointment is not confirmed until a notification has been received from the GP. This will come through to the Messages section within **My Health Network**:



Manage your appointments



- Manage Appointments screen shows a list of all previous appointments with a status: **Attended / Cancelled**.
- Each patient can only book up to 2 appointments each in the upcoming 2 weeks of the available calendar. If the user attempts to book a 3rd, the App will not allow this by prompting them the below message:



Care: Call/Recall

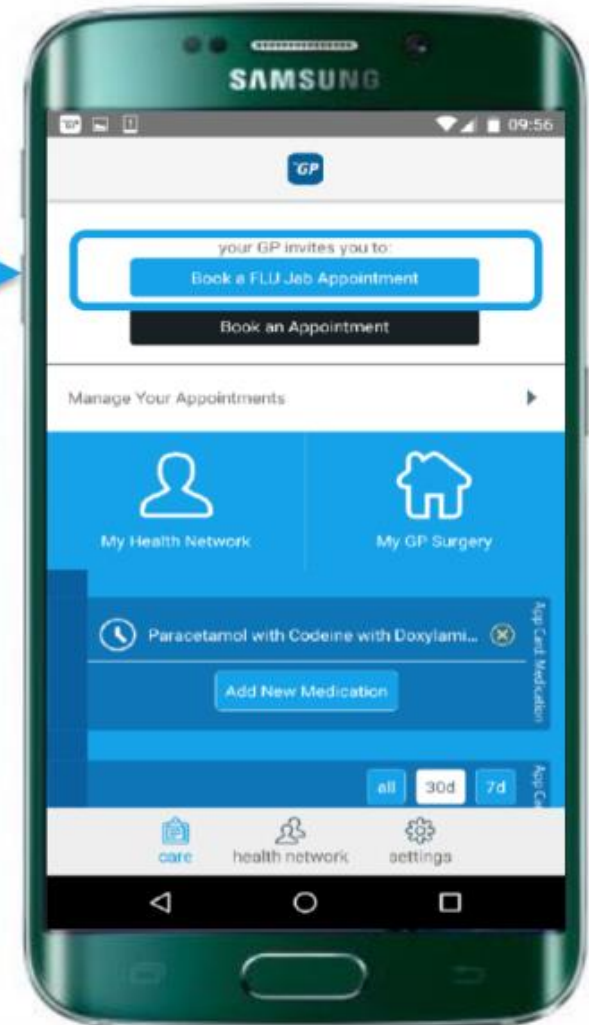
- Only an eligible patient that has been invited to a Call/Recall Campaign will be able to see a second button on their Homepage (blue button).
- The Call/Recall button appears during the specified period of the Campaign. This is the practices decision and it is set up in PCM, under the myGP tab (Call/Recall Subtab):

Allow this invitation to be available on myGP between:

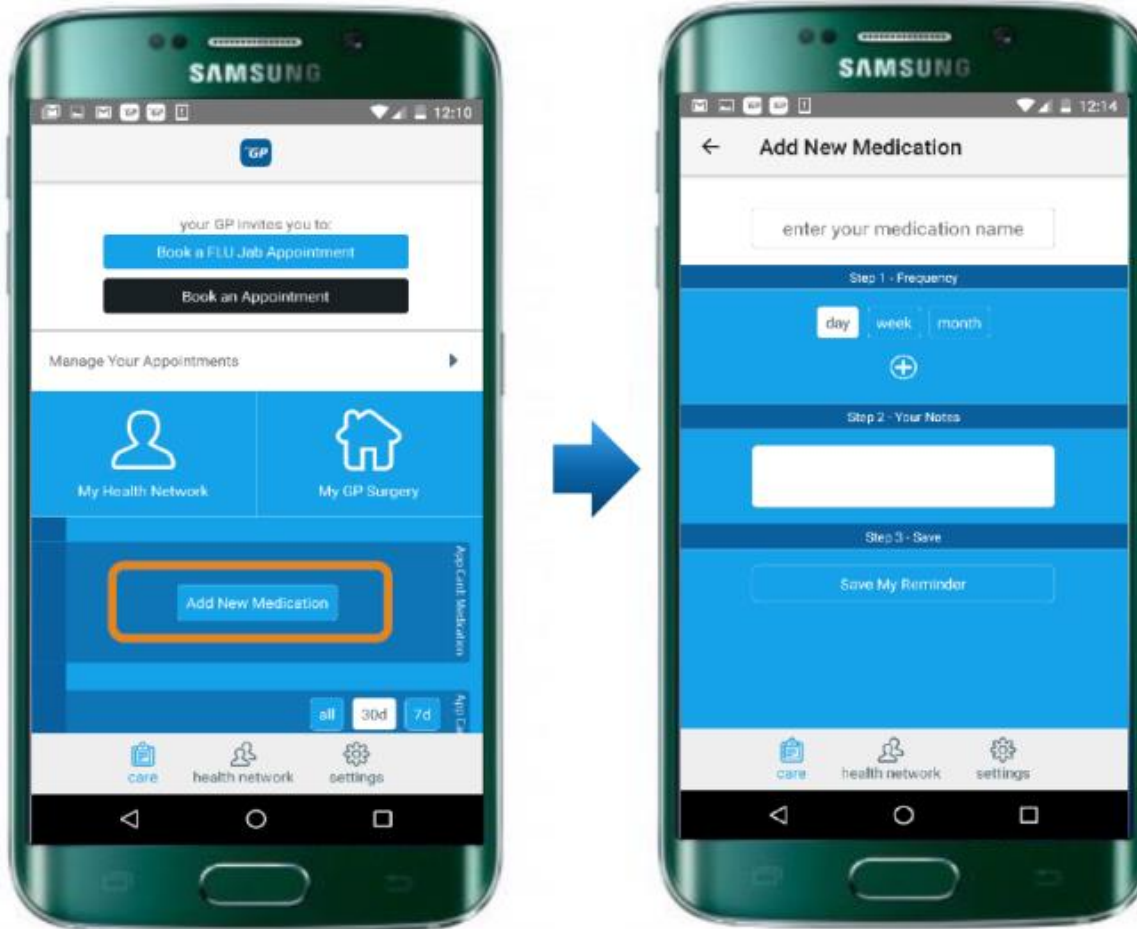
Start Date: 13/09/2016 

End Date: 22/09/2016 

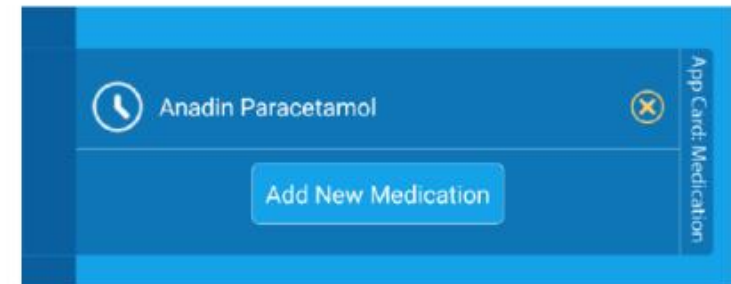
- The system will allow the user to book up to a maximum of 2 appointments, of **any** type.



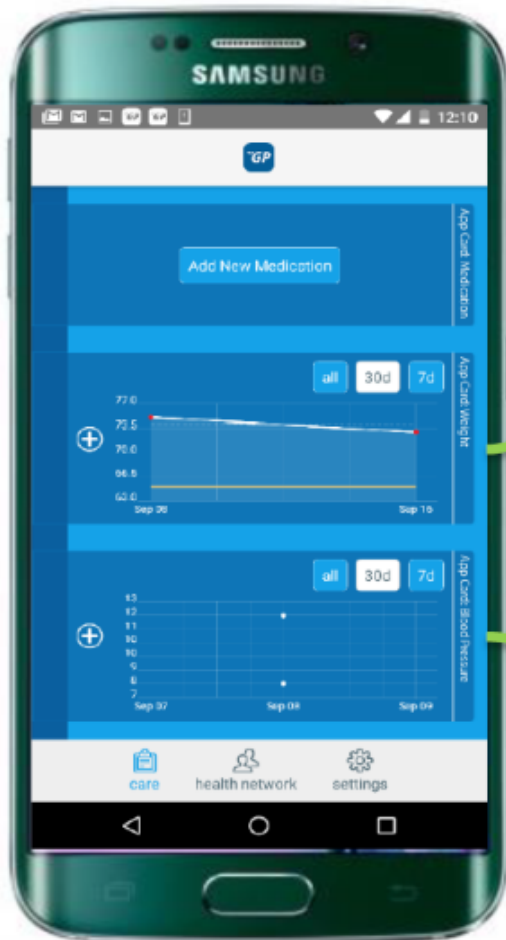
Care: App Card - Medication Reminders



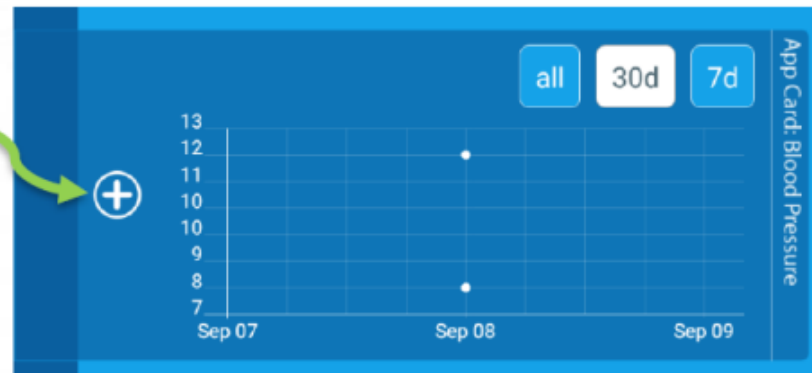
- By Clicking on **Add New Medication** the user can add the name of medication and how often they wish to receive the reminder.
- Medication is not picked up or read back to the clinical system. This is purely the patients' self-care management section.
- Users can add as many medication reminders as needed.



Care: App Cards – Weight & Blood Pressure



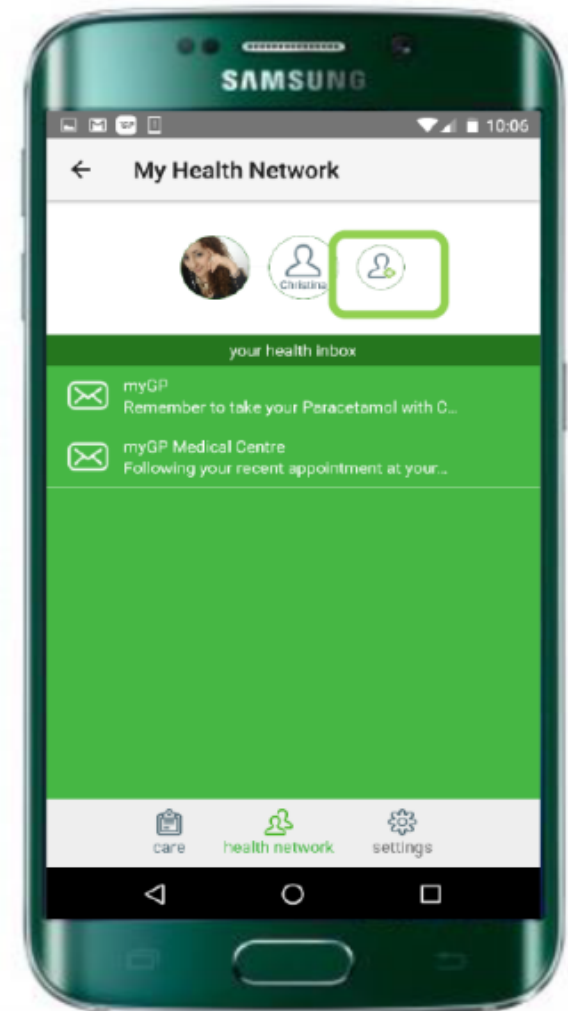
- Weekly recordings are allowed for the Blood Pressure and Weight App Cards.



- User is encouraged to self manage these important health parameters.
- Blood Pressure and Weight information is not picked up or read back to the clinical system. These are purely the patients' self-care management responsibility.

Circle of Care

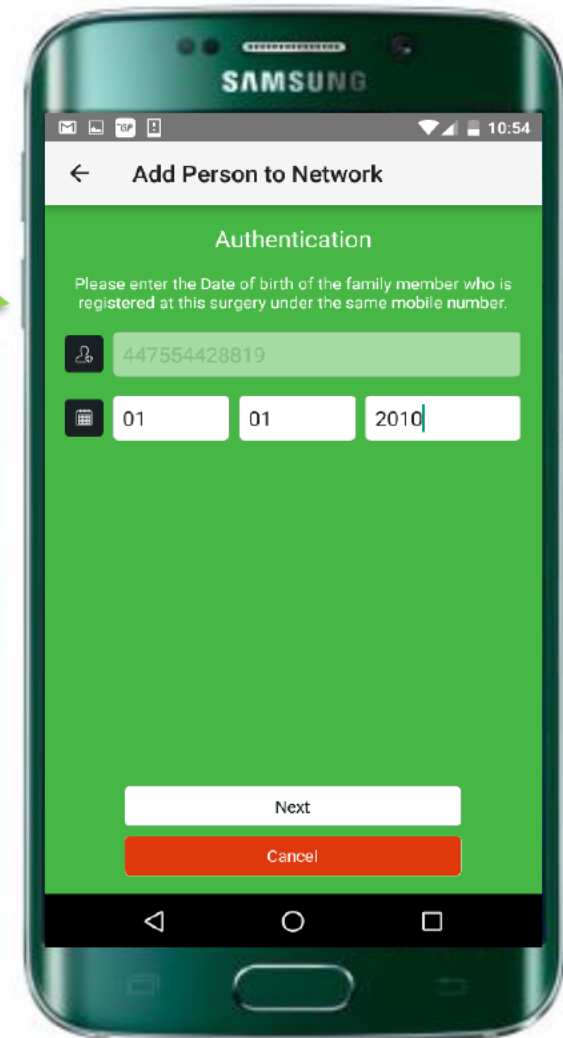
- This new functionality allows a parent to add their child (up to the age of 12) as a dependant under their Health Network section on myGP
- The child will have to be registered at the same practice with the same mobile number as the parent
- The parent will be able to book/cancel appointments on behalf of their child.



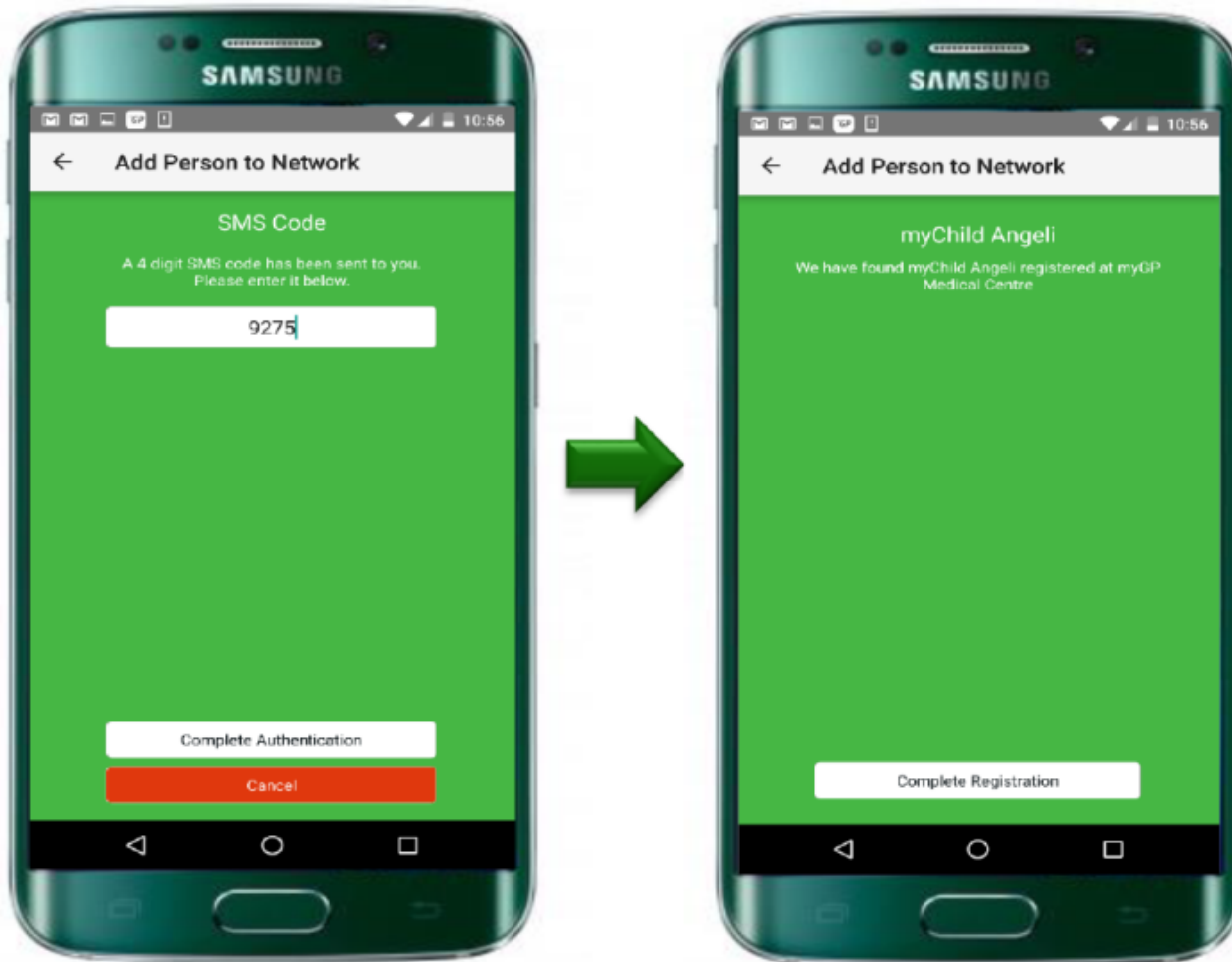
Circle of Care

- **How to add a dependant:** By clicking on the plus icon this will allow the user to add the **dob** of the child. The mobile will automatically be picked up (this will be a read only field as shown in next slide)
- This will be checking the PCM database for any patients with the date of birth given, and the mobile number of the user.
- If two parents are sharing** the same mobile number, they will both be able to add their child in their circle of care (each on the own Account) as long as the child is registered with the same mobile number at the same practice.

** For the cases of **shared** mobile numbers: this means that if two adults are registered at the same practice with the same mobile number, they will both be able to On-board myGP, each with their own Account, using their own dob. This entails that the 4-digit authentication code will be sent to the device with the SIM card inserted and this applies for the authentication code sent when adding a child under the Circle of Care network as well.

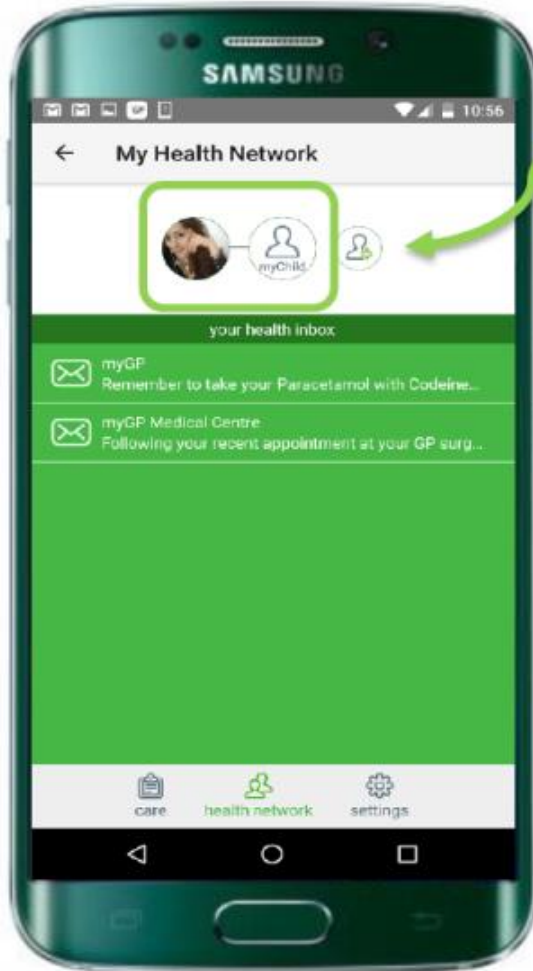


Circle of Care

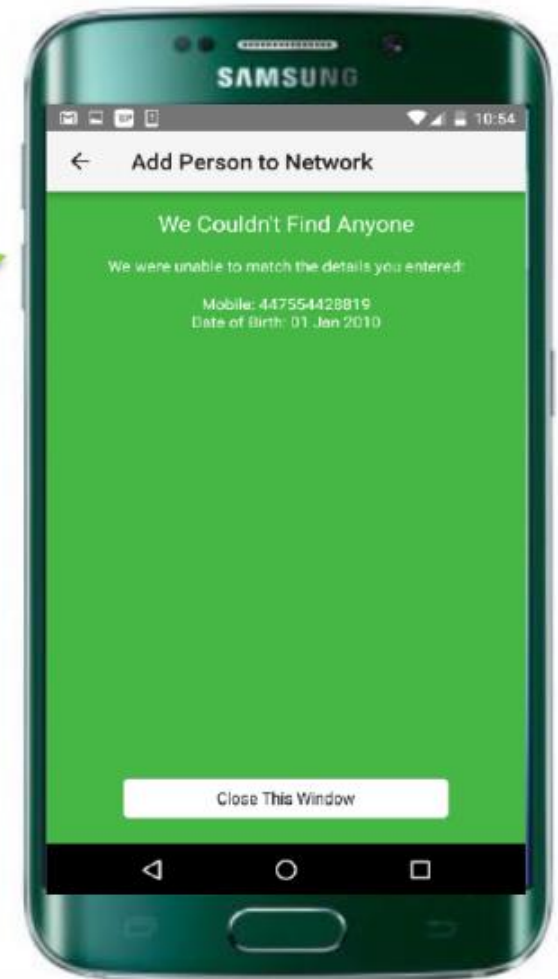


- Another Authentication level will need to be completed as done for the parent user.
- 4 –digit security code will be received on the mobile phone.
- If this is entered correctly, the App will inform the user that a child matching that combination of mobile number and dob on the system has been found.
- In this example, “MyChild Angeli” is registered with the same mobile number at the same practice

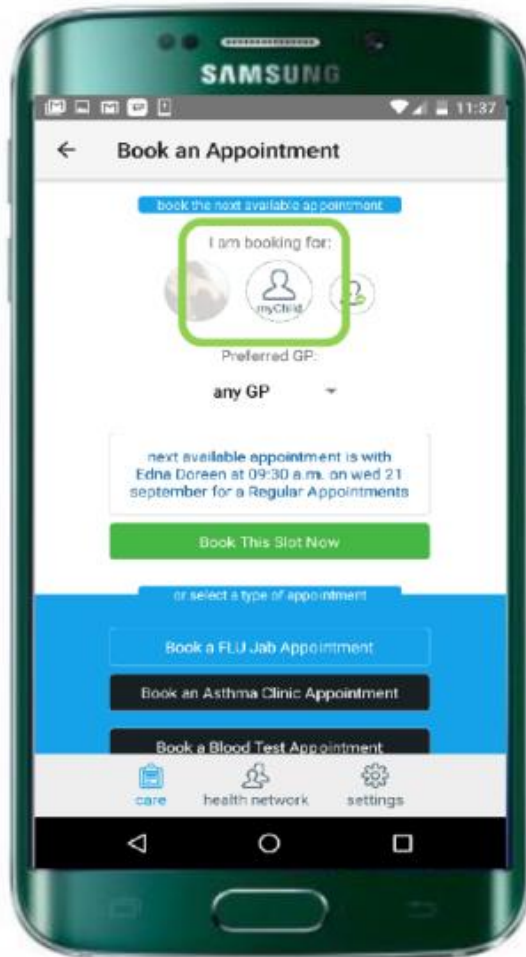
Circle of Care



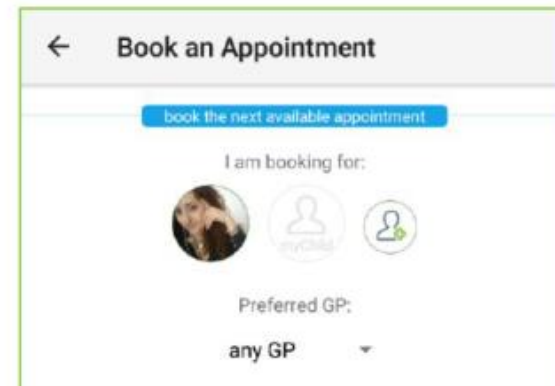
- The child has now been added to the parents' network as shown in the image on the right.
- In this example, if incorrect information has been entered the user will be prompted that a user could not be found with such information.



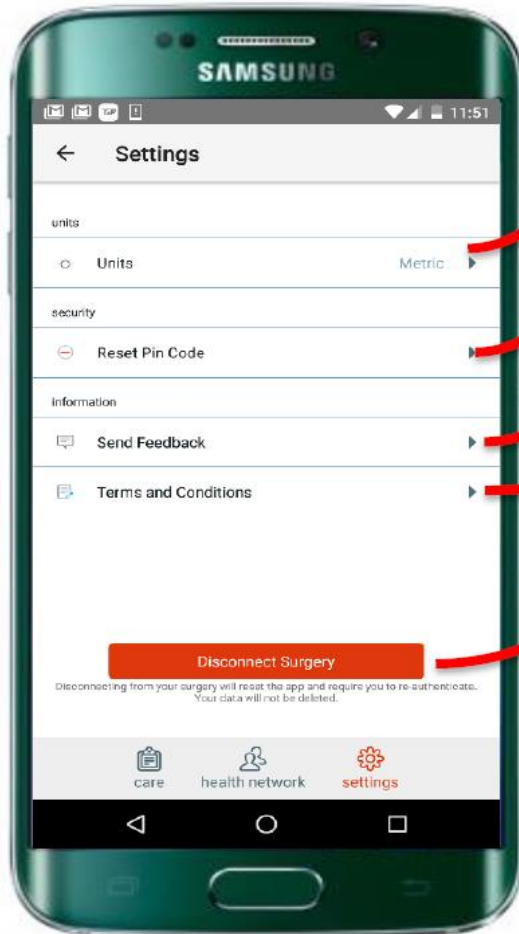
Circle of Care



- When **Booking an appointment**, the main myGP user now has the option to switch between users the appointment is being booked for, meaning they can book an appointment at any time for the dependant.
- The top round icon allows this switch by just selecting the dependants' icon.
- Photo can be uploaded for each user in the android version (**Android only, iOS to be implemented in next release**). This will connect to the devices Gallery and upload any chosen photo from there.



Change Practice (Settings)



- The User can change the measurement units between Metric / Imperial.
- User has the ability to change the mandatory PIN that is needed to access the App. The default option is set to the 4-digit number that is sent during Authentication. If this does not change from here, it will always be that PIN.
- **Feedback** can be sent straight to the iPLATO Product Developing team who will be reviewing daily.
- Terms & Conditions are available for reference of the user.
- If the patient wishes to move to a different practice, they will have to **Disconnect** from the Surgery and go through the Onboarding/Authentication process again once they are fully Registered at their new practice. This implies that the new practice will also have to be using PCM and the myGP App must be enabled.

