

MY HEALTH MEMORY SMARTPHONE APP BY CARTULA HEALTH PROCEDURE [®]

DOCUMENT SUMMARY/KEY POINTS

- My Health Memory (MhM) Smartphone App by Cartula is a patient and family app.
- It's another way for Sydney Children's Hospitals Network (SCHN) to support patients and families/legal guardians to access appointment information and reminders, information in their medical record and (if activated by the clinicians) engage in secure text base communication with hospital staff from their smartphone.
- This document provides details about the app, training and associated responsibilities.

CHANGE SUMMARY

- The MhM app is provided by a new vendor (Cartula Health) therefore a review of the policy is required.

READ ACKNOWLEDGEMENT

- All clinical staff who use the app as an alternate method of communicating with their patients and all administrative staff associated with the app should be aware of this document and understand the MhM registration process.
- All clinical staff completing documentation in the eMR should be aware of this document

Approved by:	SCHN Policy, Procedure and Guideline Committee	
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Team Leader:	Health Information Manager	Area/Dept: Health Information Unit

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What is the My Health Memory (MhM) Smartphone App?

My Health Memory (MhM) Smartphone App by Cartula: *The Patient and family app* is another way for Sydney Children's Hospitals Network (SCHN) to support patients and families in receiving care. It is a mobile app for SCHN patients, and parents or their legal guardians, to access appointment information and reminders, information from their health care record and (if activated by the clinicians) engage in secure text base communication with hospital staff from their smartphone.

Who needs to be trained on the My Health Memory App by Cartula

All SCHN staff who will send invitations for a MhM App account and those teams wishing to open lines of communication will need training. All families should be given individualised training depending on their needs" i.e., education, language spoken etc. training. If families require assistance, they can contact the My Health Memory Team via email [SCHN-MyHealthMemory@health.nsw.gov.au](mailto:MyHealthMemory@health.nsw.gov.au)

Abbreviations and definitions

- The **Electronic Medical Record (eMR)** is a computerised version of the historical patient paper-based health record.
- **MhM** is a mobile app patient and family held record **accessed by download** via the App Store or Google Play at your next presentation to the hospital. The MhM Smartphone App by Cartula app can only be used when a MhM account has been activated through the SCHN eMR.
- **Activation** is the process of gaining a MhM account.
- **Account holder** is a parent, carer or patient who uses the app when linked to the SCHN eMR
- **Deactivation** is the process of revoking access to a MhM account, which is completed in both Patient Management and Cartula Console
- **Legal Guardian** refers to a person with legal decision making responsibility for a child or young person. This is usually the parent but can include, among others, the Department of Health and Human Services by order of the Children's Court. The child or young person's current carer is not always a legal guardian and in most cases foster parents are not legal guardians. Consult with Social Work or Legal Services if unclear about legal guardianship status.
- **Proxy** is the term assigned to a person who has a parental or legal guardianship relationship to the patient. Parents or legal guardians requesting access to MhM may be asked to complete a MhM: Parent/Legal Guardian Request for Proxy Access Form.

- **MhM: Terms and Conditions** describe the rights and responsibilities the patient and parent or legal guardian accept as a user of MhM.
- **Child (<14 years):** Only the parents or legal guardians of a child, from birth to 14 years of age, (i.e. up to 14 years of age but not past their 14th birthday) will be able to access MhM as per the Health Records Information Privacy (HRIP) Act 2002.
- **Child/young person (14 - 16):** A child/young person between the ages of 14 and 16 years, (i.e. from the day of their 14th birthday and up to their 16th birthday) can share access to MhM with their parents or legal guardians.
- **Young person (16+):** A young person from the age of 16, (i.e. from the day of their 16th birthday) can have full access to MhM. Parents or legal guardians can continue to have access with the consent of the patient.

Access to a My Health Memory Account - Eligibility

- The MhM app by Cartula health is a public facing app and anybody can download the app and add their family however, only SCHN patients can be linked to the SCHN eMR.
- SCHN patients and parents or legal guardians will be able to sign up as account holders. Access to the app is restricted in accordance with relevant NSW legislation based on the age and cognitive ability of the patient, as described below and in Table 1.
- **From 0-14 years of age:** only parents or legal guardians will be able to create a My Health Memory account
- **From 14-16 years of age:** patients and parents or legal guardians can all create My Health Memory accounts;
- **From 16 years of age:** the patient has full access and parents or legal can only continue to access My Health Memory account with the patients consent.
- A parent or legal guardian of a patient with a cognitive impairment or disability may have full access regardless of the age of the patient. The process for determining the appropriate access for a parent or legal guardian, where the patient is cognitively impaired or disabled, may be determined by the treating clinician in consultation with the patient and parent or legal guardian. What patients and parents or legal guardians can see and do in the app is available on the SCHN website.

<https://www.schn.health.nsw.gov.au/hospitals/parents-carers/my-health-memory>

Table 1. Eligibility and access to a My Health Memory App account

	Child (<14 years)	Child / young person (14 - 16)	Young person (16+)	Cognitively impaired
SCHN Patient	No access	Full access	Full access	No access
Parent / legal guardian	Full access	Full access	No access* without patient consent	Full access

Process for activating a My Health Memory account

Requests for app access and activation will be managed by clinical and administrative staff at point of care and will follow the activation process outlined below.

<https://learning.schn.health.nsw.gov.au/my-health-memory-admin-script-cartula>

SCHN staff are responsible for asking the right questions to ensure they are confirming the Parent/Legal Guardian identity.

Checking the age of the patient to ascertain whose details should be recorded. Refer to table above.

Checking the Patient Management system for active social alert flags "Out of Home Care - OOHC and/or Apprehended Violence Order -AVO. If there are any social alerts against the patient, then direct the patients to contact the Health Information Unit (HIU) to assist them in accessing the App.

If an AVO is produced after activation of the app, once recorded in eMR and PM the app will then be revoked.

HIU will then:

Check the accuracy of the information in Patient Management and document this process in the "HIU use only" section in patient management" This includes consulting with Social Work or Legal Services if staff are unclear about legal guardianship status.

Adding the parent or legal guardian as a proxy to the patient's eMR, depending on legal status.

If there are no social alerts:

Admin will proceed with completion of the account holder invitation in the Patient Management system.

SCHN Patients (14 years and under)

SCHN staff are responsible for identifying SCHN patients and proxies by following the above process. Once confirmed staff need to enter the valid email address and mobile number on Patient Management. The details should be "parents/legal guardian" details only.

SCHN Patients (14 – 16 years)

SCHN staff will be responsible for Checking the valid email address and mobile phone number for the patient is marked as "patient's own details". Advising the patient that their parents may also be proxies and capturing their email address and mobile phone number.

SCHN Patients (16 years and over)

SCHN staff will be responsible for checking the accuracy of the information on the Patient Management system and adding in a valid email address and mobile number. "Patients own details" should be recorded in the patient management system.

If patient's parents and legal guardian want to be a proxy on their account, the patient will need to consent. Patient can consent verbally or by contacting the Health Information Unit.

Managing requests for access and activation for cases that require clinician approval

There are cases where the treating clinician is required to assess the patient's situation and request the appropriate relationship type in the "proxy" section of the patient's EMR. Administrative staff are notified of these cases by the clinician.

These cases are:

- Parents or legal guardians of children who are cognitively impaired or disabled. The process for determining the appropriate access for a parent or legal guardian, where the patient is cognitively impaired or disabled, needs to be determined by the treating clinician in consultation with the patient and parent or legal guardian. Clinicians may contact HIU to advise that the patient is over 16 and is unable to access their account. HIU will grant proxy access to the parents/legal guardian and note this in the Patient Management system.
- Patients with active social alert Flags and Flag types "AVO" and "OOHC". There may be instances where granting proxy access to a parent or legal guardian may place a patient or other family members at risk of harm, such as suspected or known child abuse or family violence. Clinicians can ask families to contact HIU for assistance.
- If at any time, an SCHN staff member identifies any reason why a parent or legal guardian must not be granted proxy access, they must contact the Manager of HIU immediately. HIU will check the status of the persons listed in the My Health Memory account. If it is active, a request for immediate deactivation is made to the My Health Memory team.

Parents or legal guardians requesting proxy access to a My Health Memory account for a patient 16 years and older

Once a patient turns 16 years, and they have an active proxy account, access to My Health Memory for the proxy is automatically revoked. Written consent from the patient must be obtained before access to the parent or legal guardian can be reactivated and/or granted.

SCHN staff are responsible for reactivating or granting access as per the face-to-face or remote activation process as appropriate.

Parental or legal guardian responsibility changes

There are times when parental responsibility changes, for example:

- The Court has removed a parent's rights;
- A guardianship arrangement changes;
- Carers adopt foster children; or
- In these circumstances, a representative of HIU will act on the written notification received. HIU will check the status of the persons listed in the *My Health Memory* account. If it is active, a request for immediate deactivation is made to the *My Health Memory* team.

Inappropriate use of My Health Memory by a patient, parent or legal guardian

If a SCHN staff member identifies behaviour by a *My Health Memory* user that breaches the My Health Memory: Terms and Conditions, an Incident Management System (ims+) incident report is lodged as per the [NSW Ministry of Health Incident Management Policy](#).

Some examples of inappropriate use include:

- Obscene or offensive language;
- Defamatory comments about SCHN staff or other patients; or
- Harassment of SCHN staff.

My Health Memory Functionalities

Appointment Reminders:

Secure In App messaging Appointment reminders:

- All appointments made in SCHN Scheduling will be sent to the App. There are minor exceptions (e.g. case conferences, MDT).
- Reminders are standardised for consistency and the Account holder is reminded 7 days and then 24 hours prior to the scheduled appointment.

Secure In App messaging:

Clinicians within SCHN are able to initiate secure communication with patients, parents and carers using the App. Clinicians can start message threads, review and write message in the Cartula Communication window in the SCHN eMR. This window can be accessed on all Summary pages such as Nursing or Paediatric view.

Once a communication thread has been started patients, parents and carers can communicate with their treating team. All messages can be accessed by users of the SCHN eMR and the system regularly creates a summary note of all message which is part of the medical record.

Message responses to a thread will show up in the message centre of the staff member who has started the thread, the message centre can be shared to allow for shared workload or leave cover. See the relevant [QuickStart](#)

Conversation threads can be deactivated if no longer required. Patients, Parents and Carers are no longer able to respond.

Document sharing

A selection of documents is automatically sent to the App upon signing in the SCHN eMR and will appear as a PDF in the App.

This list is updated regularly but some of the most common documents are listed below:

- Inpatient and ED discharge summary
- Asthma Action Plan
- GPS Management plan
- Clinical note from SCHN Cartula

Clinical note from SCHN Cartula

This is a blank progress note that can be used by any SCHN clinician to add relevant content and it is then sent to the App account holders.

The note is added by selecting the 'Clinical note sent by SCHN (Cartula)' from the progress note list in the eMR and once signed is automatically sent to the App.

The purpose of this note is that relevant information can be shared with the patient, parents and carers so they can have easy and quick access and are able to share with other clinicians or use for their own records.

Management of complaints about My Health Memory activation or deactivation

Complaints from a patient, parent or legal guardian regarding the activation or deactivation of My Health Memory is managed as per the [SCHN Consumer Feedback Management Procedure](#).

Related Documents:

- [SCHN Consumer Feedback Management Procedure](#)
- [NSW Ministry of Health Incident Management Policy](#)
- [Privacy Manual for Health Information](#)
- [Electronic Information Security](#)
- [Access and Amendment to Patient Information by the Patient, Parent, Guardian or other Parties](#)
- [Consent To Medical and Healthcare Treatment Manual](#)
- [My Health Records Act 2012](#)
- [My Health Records Rule 2016](#)
- [My Health Records Regulation 2012](#)
- [My Health Memory SCHN Intranet landing page](#)

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