

My RightCare Guide For SystemOne Users



Introduction

My RightCare (MRC) is an online electronic shared care plan, which enables the sharing of essential, relevant and up to date information between providers. It means that the decisions made between the clinician and patient can be shared and accessed at point of care delivery. This is regardless of service boundaries, care provider or the time of day or night. It puts the patients' wishes at the centre of their care and helps to create an environment where all clinicians, can work together easily within their existing clinical systems.

In Lincolnshire MRC is the IT enabler for the Electronic Palliative Care Coordination System (EPaCCS) and can be used within SystemOne or EMIS. This short user guide will assist you to retrieve, create and update a MRC plan, quickly and easily within SystemOne (S1).

This guidance is also available in a video which can be found at:

[My RightCare \(MRC\) training video for SystemOne \(download\)](#)

[My RightCare \(MRC\) training video for SystemOne \(YouTube\)](#)

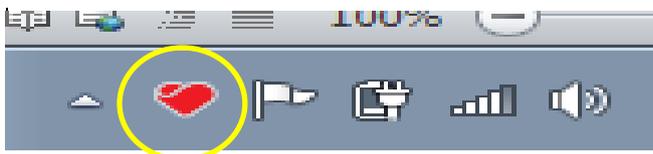
Retrieving an existing My RightCare plan

When you have logged into S1 in the usual way locate the MRC icon in the task bar at the bottom of your screen.

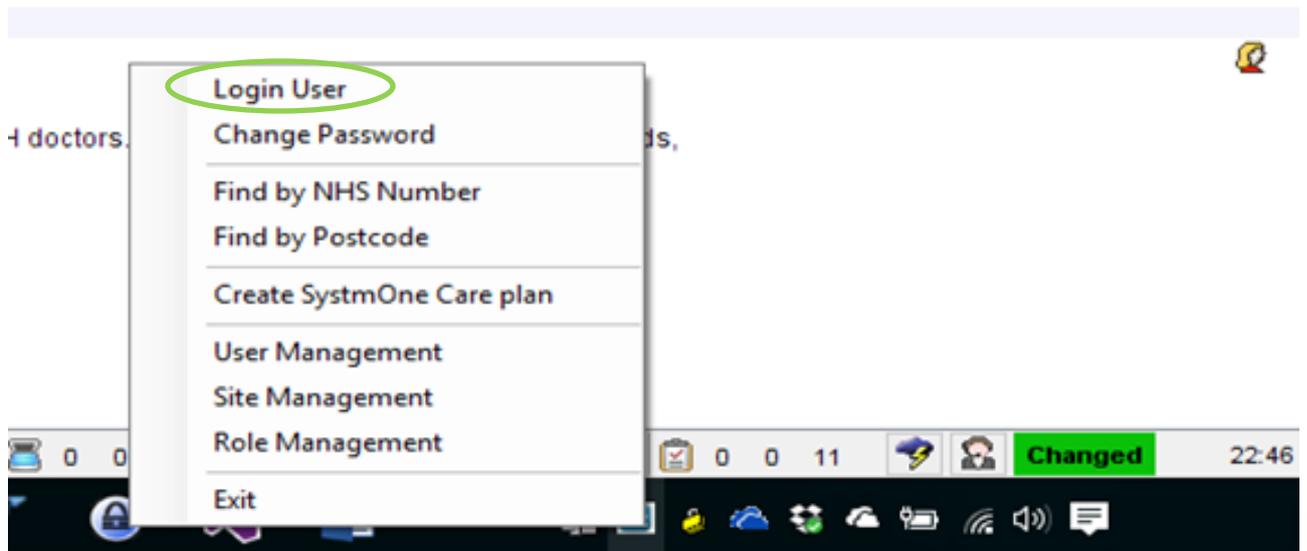
If no one is logged into My RightCare, the icon is a black heart:



If someone else has already logged in on the PC the My RightCare icon is red:

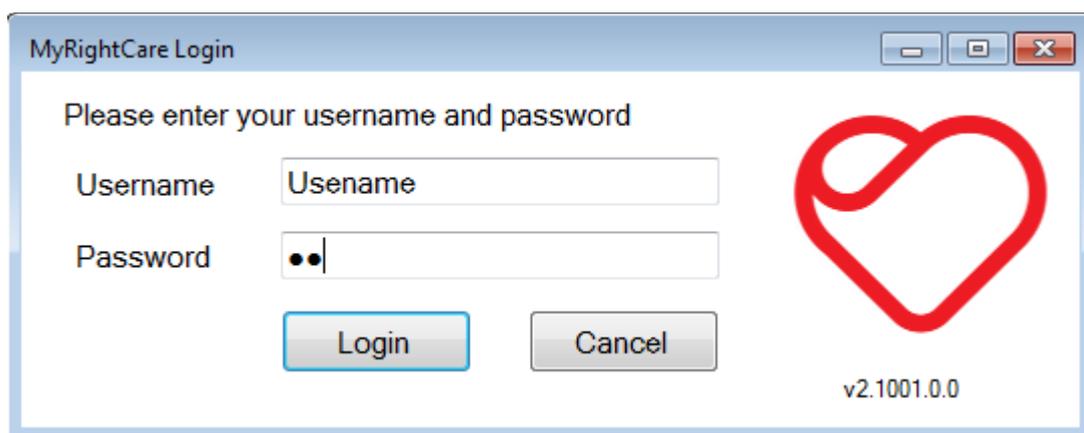


Right click on the MRC icon, this will show you a small menu, select login user.

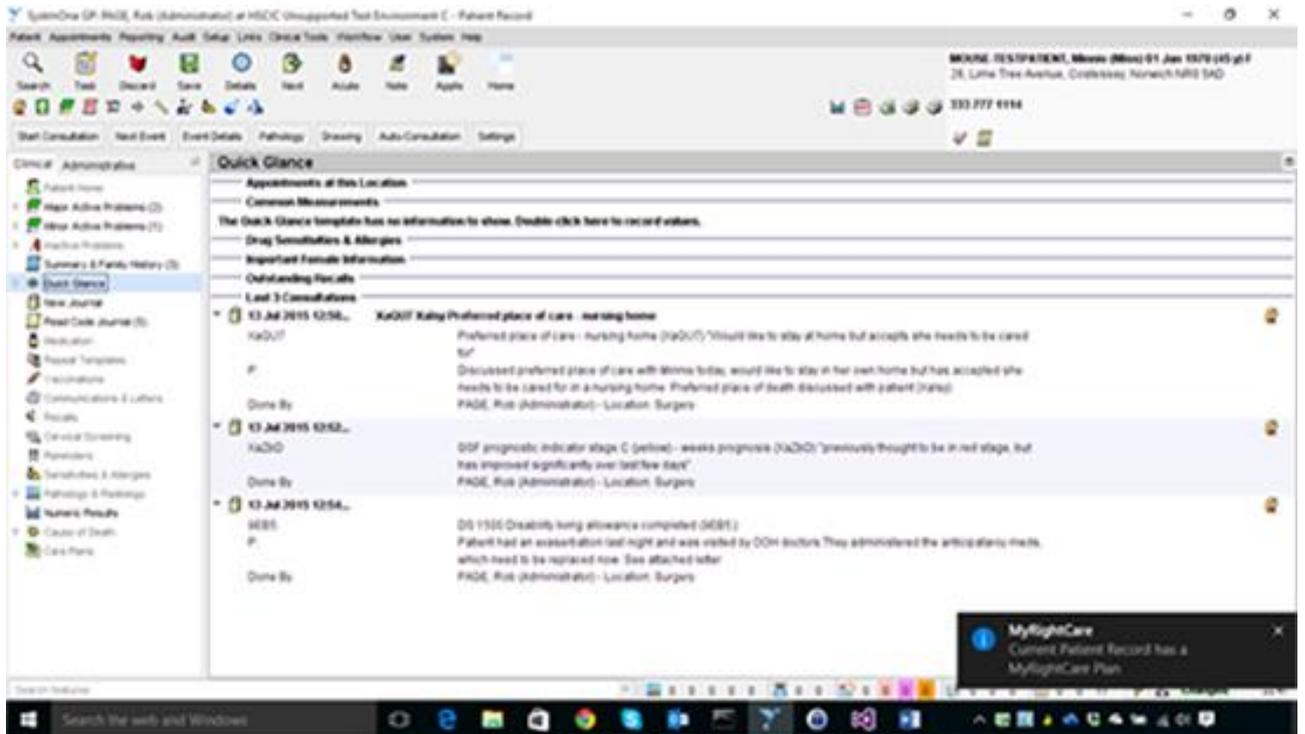


Insert your username and password in the boxes provided, please note passwords are case sensitive. Then click login. If you have not previously been provided these details please contact your local IT helpdesk.

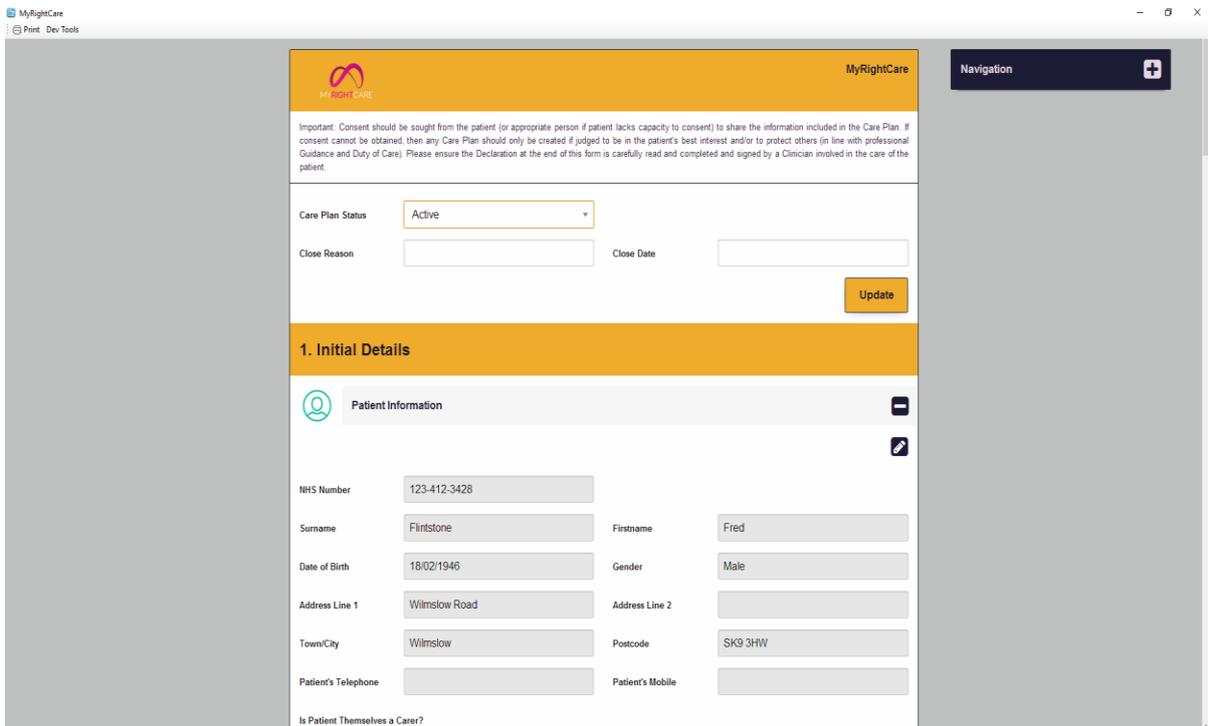
On your first login please ensure you change your password.



Use SystemOne in the usual way. When you open up a patient's record now, if there is a MRC plan for them you will be notified via a pop up on the bottom of your screen, this will be visible for 10 seconds.



If you then click on the pop up the plan will open up in a separate screen.



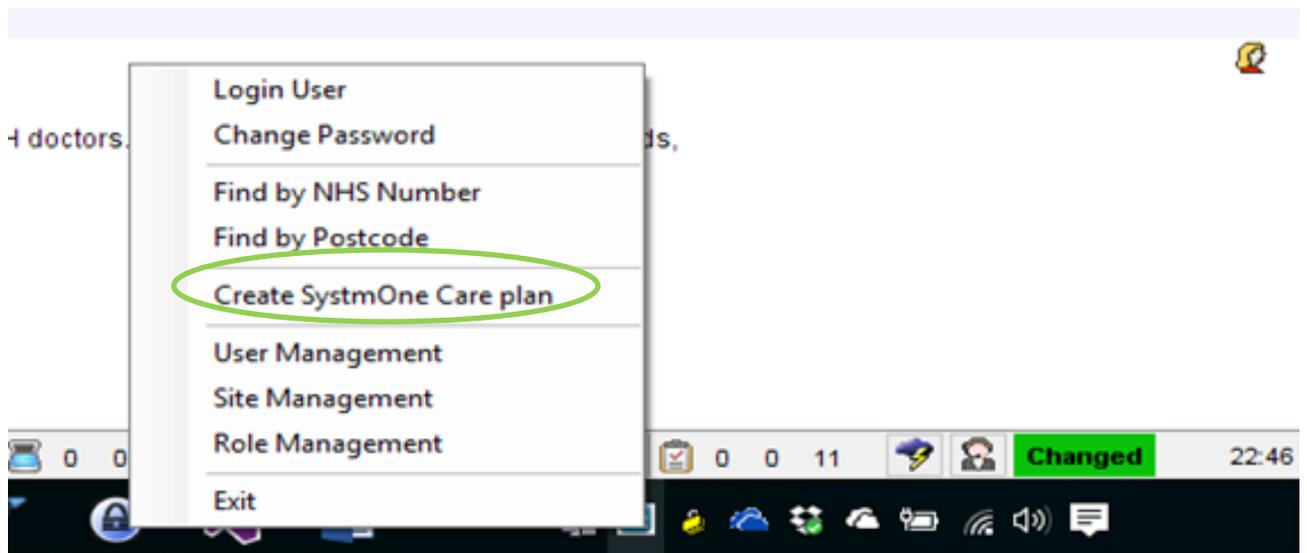
You will see in the top right hand corner a list of sub sections of the plan. By clicking on one of them, it will take you directly to that section if you want, instead of having to scroll to the whole plan.



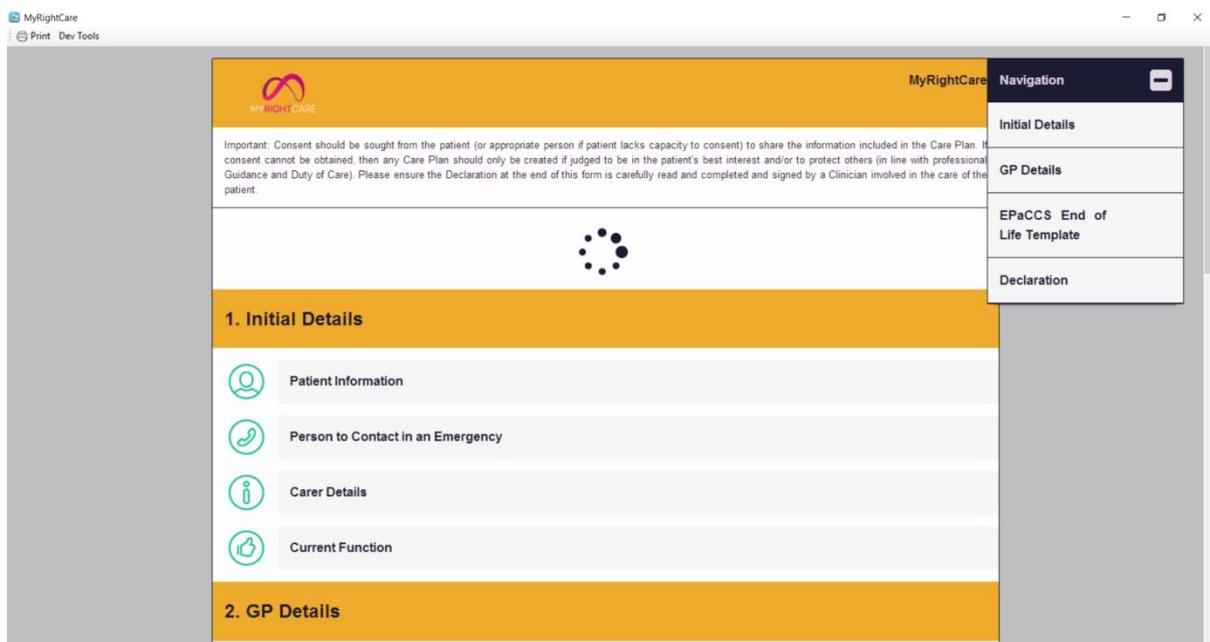
Read through the information and use the content as required to inform your clinical decision making.

Create or Update a My RightCare plan

Locate MRC icon on the task bar at the bottom of your screen. Right click and select create care plan. It will take a couple of seconds now for the MRC plan to auto-populate from the information you have previously recorded in your SystemOne EPaCCS template.



Once the information has populated you will need to check through care plan. The majority of plan will be auto populated. Please check the details to ensure they are correct.



The following sections are required to be populated manually.

Using drop down arrow choose the Care Plan Status

Important: Consent should be sought from the patient (or appropriate person if patient lacks capacity to consent) to share the information in consent cannot be obtained, then any Care Plan should only be created if judged to be in the patient's best interest and/or to protect other Guidance and Duty of Care). Please ensure the Declaration at the end of this form is carefully read and completed by a Clinician involved in the

Care Plan Status

Close Reason

Close Date

Care Plan Status Definitions

Active – Care plan in use.

Inactive – Patient no longer classed as palliative.

Closed – Deceased or Moved out of area.

Enter details of Person to Contact in Emergency by clicking on  then

Select a Contact

MyRightCare

Print

Person to Contact in an Emergency

Relationship

Title

Forename

Surname

Address Line 1

Address Line 2

Town

Postcode

Phone Number

Mobile Number

Select a Contact

Update

11:37
14/03/2017

Using the Suggested Contacts box, click on drop down arrow and select. This will auto populate the section with persons details. Carer Details can be entered in the same way.

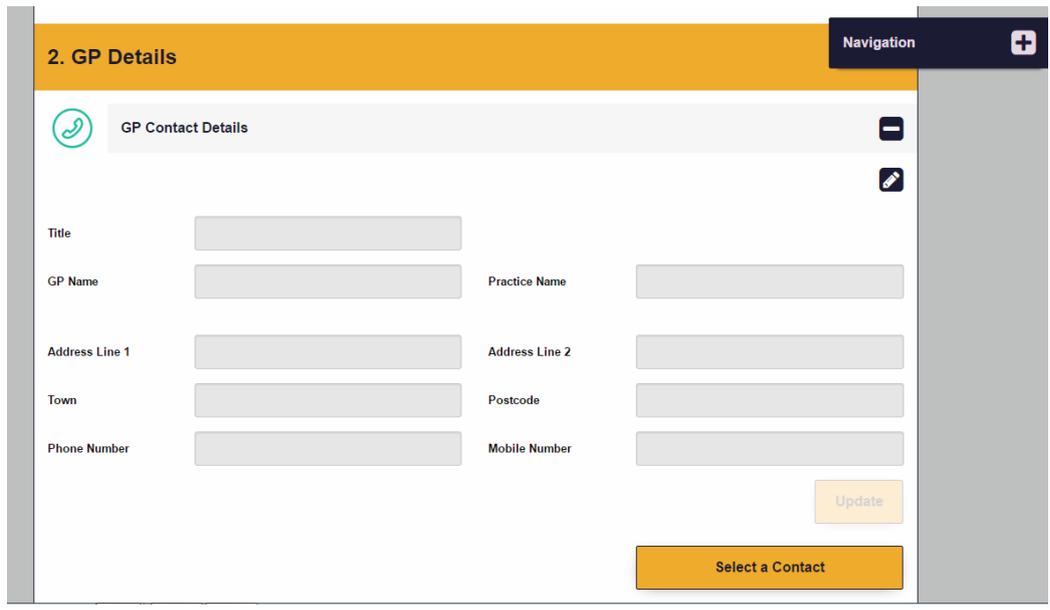
Person to Contact in an Emergency

Select a Contact

Suggested Contacts

Back

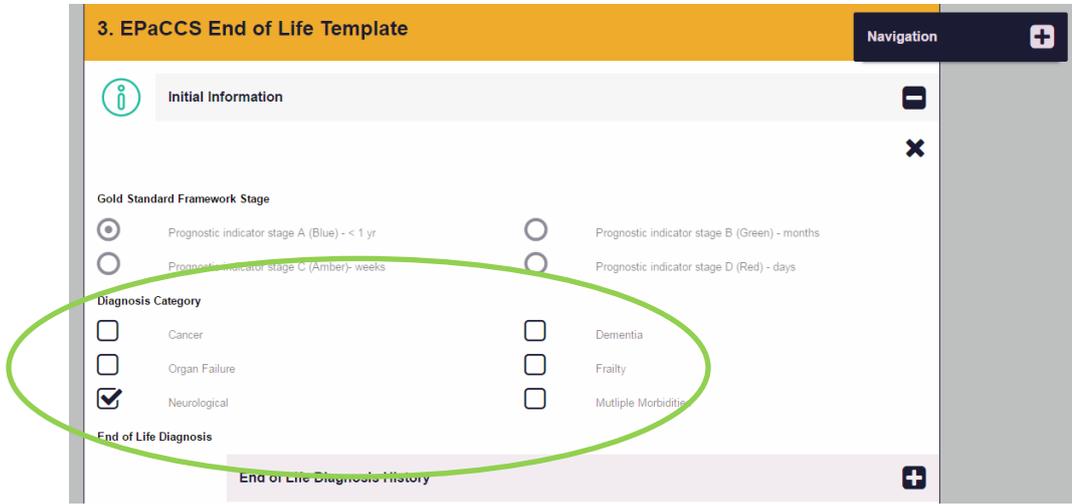
Enter GP Details by clicking on  then 



In the Suggested Contacts box start to type in the GP Practice for the patient. Suggestions will appear. Click on the correct response. This will auto populate all the GP Practice Details.



Select the appropriate Diagnosis Category for the patient. Click on . Tick the box next to the appropriate selection



The remainder of the plan will be auto-populated.

Please check, once you are happy with the content of the MRC plan, you will then need to tick the boxes for those providers with whom the patient or their representative has consented for their information to be made available to. Tick all boxes unless patient specifically states they dissent to share with a specific provider.

4. Declaration Navigation +

Declarations -

MyRightCare will share details with the following providers:

<input checked="" type="checkbox"/> NHS 111	<input checked="" type="checkbox"/> GP Out of Hours
<input checked="" type="checkbox"/> Primary Care Services	<input checked="" type="checkbox"/> Secondary Care Services
<input checked="" type="checkbox"/> Palliative Care Services	<input checked="" type="checkbox"/> Mental Health Services
<input checked="" type="checkbox"/> Social Services	<input checked="" type="checkbox"/> Ambulance Services

Update

Finally, tick the declaration box to confirm you are happy with it all, click update to save, then you are done. The patients plan is now available to all colleagues across the system.

Statement of Consent Navigation +

I confirm I am a Health Care Professional with a full knowledge of the MyRightcare© Plan. I have explained the plan to the patient/patient representative.

In particular, I have:

- Verified the accuracy of the clinical information contained within this plan.
- Explained Information may be shared with NHS 111, GP Out Of Hours, Primary Care Services, Secondary Care Services, Palliative Care Services, Mental Health Services, Social Services, and Ambulance Services that serve the population in Lincolnshire. Although such sharing may occur, please be aware that this is not guaranteed and is subject to information sharing agreements and technical interoperability between organisations.
- Provided the standard information leaflet to the patient/representative.

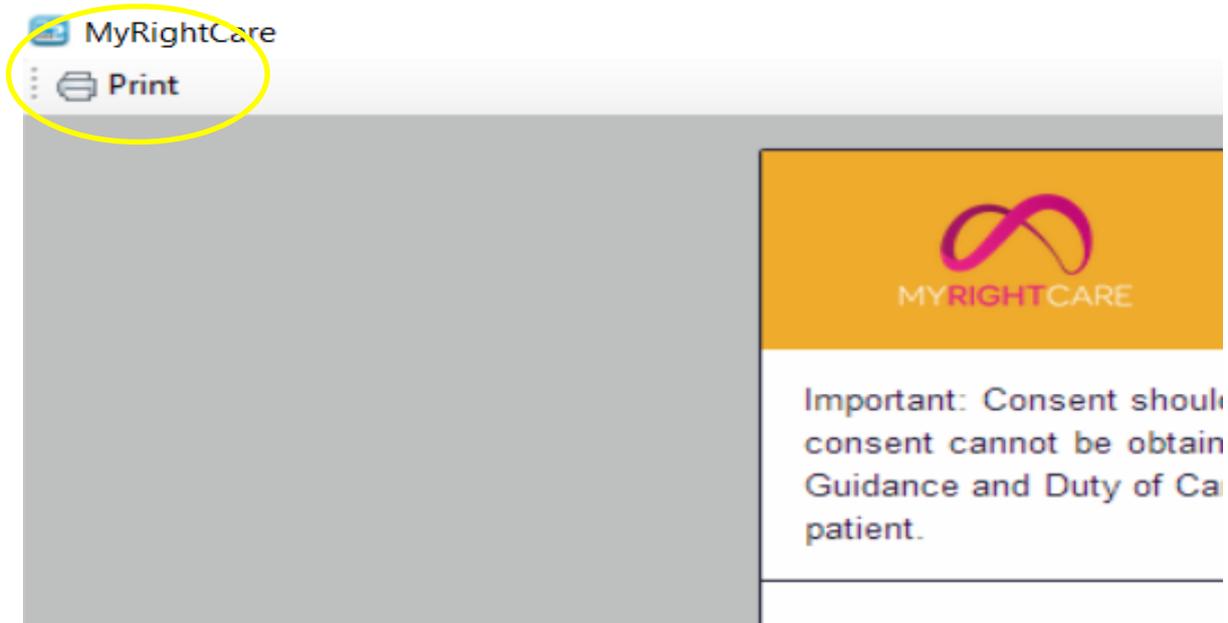
Please inform us when the patient has died or no longer has specific needs.

To update the form please check this box to confirm you have read this statement of consent

Update Entire Form

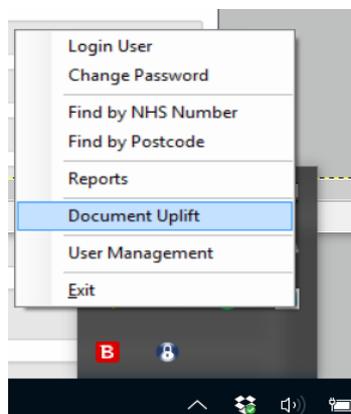
Printing

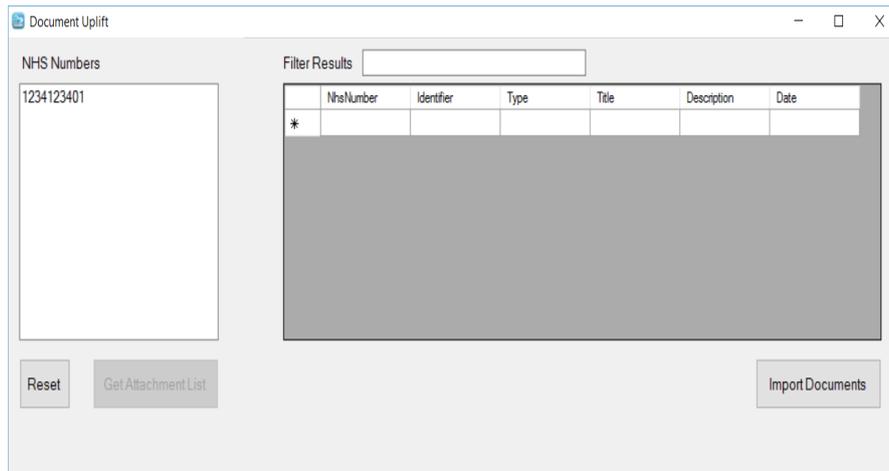
Whilst it is best practice to keep the plan electronic, it is recognised that there may be occasions when you need to print off a copy. To do this, click on the print button on the top left of your plan



Attaching a Document

Similarly you may choose to attach a document to the MRC plan, such as a completed DNACPR form. To do this you will need to click the document upload option on the menu by clicking the MRC icon.





We hope that you have found this guide useful. Should you require any further information regarding EPaCCS or My RightCare in Lincolnshire, please visit

www.eolc.co.uk or www.myrightcare.co.uk.