

News release

Coordinate My Care (CMC), powered by InterSystems, announce public launch of myCMC

InterSystems HealthShare® unified health platform supports the CMC urgent care plan that gives patients more control over their treatment and makes sure their wishes are respected

13 May 2019 – Coordinate My Care has publicly launched its new service, myCMC, powered by InterSystems HealthShare, which enables patients in London to create their own urgent care plans and share them with health professionals.

Coordinate My Care is an NHS service, hosted by The Royal Marsden NHS Foundation Trust, that records important information about patients who have long-term conditions or are approaching the end of their lives and shares it with the doctors, nurses, ambulance staff and others who look after them.

Until recently, the plan had to be started by a hospital doctor or GP, but this week Coordinate My Care has publicly launched myCMC so that patients can start their own plans to take more control of their care and how they wish to be treated in an emergency.

David Hancock, healthcare executive advisor at InterSystems said: “HealthShare was created to bring together the information that matters to patients and providers, and Coordinate My Care is an outstanding example of what can be achieved when that happens.

“The public launch of myCMC will take the service to the next level, giving patients even more autonomy, choice and control at some of the most difficult times in their lives. We are delighted to see the public launch of myCMC and look forward to supporting it in the future.”

Any plan initiated by a patient will first be authorised by their GP before it can be shared with health and care professionals. Plans are made accessible through a web browser, using desk or mobile devices and patients can view and amend their own plans at any time. A reminder system also encourages GPs and other professionals to review the plans periodically to make sure they still reflect a patient’s wishes.

The myCMC patient portal launched quietly in 2018 and has been rigorously evaluated by both clinicians and patients ahead of its public launch. Already, more than 70,000 plans have been created across London.

The service doesn’t just deliver benefits to patients – by giving professionals access to information about a patient’s condition, how, and where, people want to be treated, Coordinate My Care helps avoid disruptive trips to A&E along with expensive hospital admissions.

Research has suggested that Coordinate My Care, on average, saves the NHS £2,100 per patient who dies with a CMC plan, equating to an annual saving of £16.8m in London. If implemented across England, annual savings could be more than £556 million.

Professor Julia Riley, clinical lead at Coordinate My Care, added: “By working with patients and clinicians, Coordinate My Care have been able to develop and deliver a digitally enabled service that helps to provide the best possible care at what is often the worst possible time.

“This is in line with the NHS Long Term Plan’s ambition to deliver more integrated, person-centred care to all those who need it”.

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Notes for editors:

About Coordinate My Care

Coordinate My Care is a pan-London clinical service, created by NHS doctors and nurses for NHS patients, that is helping to empower patients by respecting their wishes and preferences and helping to reduce unnecessary hospital admissions for patients with chronic and terminal conditions.

CMC is the first truly multidisciplinary care digital urgent care plan where health and social care staff can create and edit plans in all settings including hospital, hospice, community and GP surgeries.

CMC can be initiated by clinicians who know the patient and can now also be started by the patient at home going online to www.coordinatemycare.co.uk. The plan is then approved and it becomes immediately accessible to all urgent care providers such as the ambulance service, 111, out of hours GPs and the emergency departments.

This is transforming urgent and emergency care by digitally sharing the CMC urgent care plan and treatment preferences for a person's clinical care in a future emergency when they may be unable to make or express choices.

Developed by the NHS and with widespread clinical and commissioner support, and adhering to national and local standards, CMC provides patient information and preferences across all relevant care providers, in ways that best meets their needs.

CMC is an NHS service built on InterSystems' HealthShare platform, which is one of the most advanced and interoperable platforms in use in global healthcare systems.

Supported by a fully trained community of health and social care professionals, and robust, interoperable technology, CMC is the most reliable and well-developed clinical information sharing service for urgent and emergency care in the country. Further information is available at <http://coordinatemycare.co.uk/>

About InterSystems

InterSystems is the engine behind the world's most important applications. In healthcare, finance, government, and other sectors where lives and livelihoods are at stake, InterSystems is the power behind what matters™. Founded in 1978, InterSystems is a privately held company headquartered in Cambridge, Massachusetts (USA), with offices worldwide, and its software products are used daily by millions of people in more than 80 countries.

HealthShare creates a unified, community-wide health record as the foundation for coordinated, value-based care and population health management. With embedded intelligence, and delivery of just the right information at the right time and place within delivery, management, and payment processes, HealthShare enables you to:

- Align providers and patients around a common plan of care
- Create cohesive, virtual teams, regardless of governance structure: ACOs, MCOs, Patient Centered Medical Homes, clinically integrated networks (CINs), or other team based care delivery model
- Unite clinical, administrative, claims and social determinants data

For more information, visit InterSystems.co.uk