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# MY HEALTH MEMORY SMARTPHONE APP PROCEDURE <sup>®</sup>

## DOCUMENT SUMMARY/KEY POINTS

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

## CHANGE SUMMARY

- New procedure.

## READ ACKNOWLEDGEMENT

- Training/Assessment Required – All clinical staff who use the app as an alternate method of communicating with their patients
- Read Acknowledge Only – All administrative staff

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

<b>Approved by:</b>	SCHN Policy, Procedure and Guideline Committee	
<b>Date Effective:</b>	1 <sup>st</sup> April 2019	<b>Review Period:</b> 3 years
<b>Team Leader:</b>	Health Information Manager	<b>Area/Dept:</b> Health Information Unit

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## What is the My Health Memory App?

*My Health Memory (MhM): 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 text base communication with hospital staff from their smartphone.

## Who needs to be trained on the My Health Memory App?

All SCHN staff who will activate a My Health Memory App and those teams wishing to open lines of communication will need training. Families can usually manage with the instructions provided in the handout so do not require further training. If families require assistance they can contact the My Health Memory Team via email

[SCHN-MyHealthMemory@health.nsw.gov.au](mailto:SCHN-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 after your next presentation to the hospital. The *MhM* app can only be used when a *MhM* account has been activated through the *hospital eMR*.
- **Activation** is the process of gaining a *MhM* account.
- **Deactivation** is the process of revoking access to a *MhM* account.
- **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 14<sup>th</sup> 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 14<sup>th</sup> birthday and up to their 16<sup>th</sup> 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 16<sup>th</sup> birthday) can have full access to *MhM*. Parents or legal guardians can continue to have access with the consent of the patient. *Parents/legal guardians are asked to complete a MhM: Parent/Legal Guardian Request for Proxy Access Form*

## Access to a My Health Memory Account - Eligibility

- SCHN patients and parents or legal guardians will be able to sign up to the app. 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 access My Health Memory account
- **From 14-16 years of age:** patients and parents or legal guardians will have shared access to My Health Memory account;
- **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. To give consent, the patient and parents or legal guardians must contact the Health Information Unit and complete and return the MhM: Parent/Legal Guardian Request for Proxy Access Form.
- 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.

**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

### Face-to-face activation

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.

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 "OOHC" and/or "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.

#### 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.

### 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 and completing a My Health Memory App: Parent/Legal Guardian Request for Proxy Access. Form will be scanned into the eMR record.

## Managing requests for MhM 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. The next enhancement of the My Health Memory app will ensure the patient and the parent or legal guardian will receive a warning message through their My Health Memory 'Messaging' Inbox at two months and two weeks prior to the patient's 16<sup>th</sup> birthday. Written consent from the patient must be obtained before access to the parent or legal guardian can be reactivated and/or granted. The patient and the parent or legal guardian must complete and return the My Health Memory: Parent/Legal Guardian Request for Proxy Access Form.

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 (IIMS) 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.

## 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 Patient Complaints Management Procedure](#).

## Related Documents:

- [SCHN Patient Complaints 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 Treatment - Patient Information](#)
- [Information Sharing with other Agencies](#)
- [My Health Records Act 2012](#)
- [My Health Records Rule 2016](#)
- [My Health Records Regulation 2012](#)
- [My Health Memory landing page](#)
- *My Health Memory: Parent/Legal Guardian Request for Proxy Access Form.*

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