



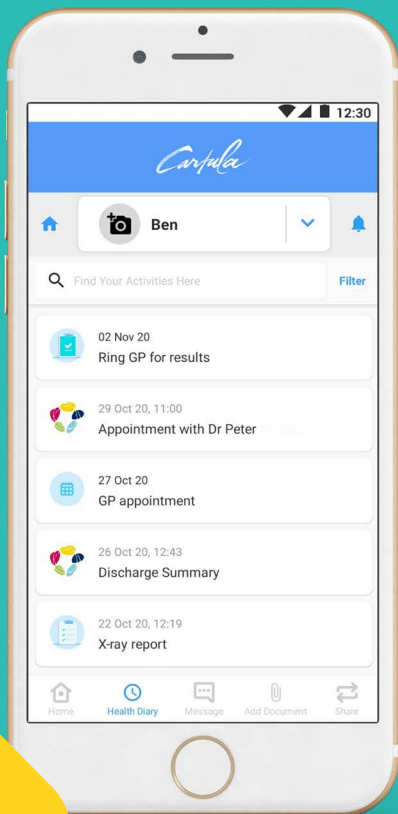
The Sydney
children's
Hospitals Network

care, advocacy, research, education

My Health MEMORY

By Cartula

The app that supports your health journey



WHAT IS MY HEALTH MEMORY?

My Health Memory is a smartphone application (app), provided by Cartula, that helps manage and keep you informed about your health care journey at Sydney Children's Hospitals Network (SCHN). It allows you to organise appointments and hospital documents in the one place as well as your own health information.

The current features of the app include:



Family profile

- Ability to add profiles for your whole family
- Ability for other family members being cared for at SCHN to connect with their hospital



Health diary

- View appointments
- Reschedule appointments (if supported by your health care team)
- View hospital documentation related to your visit, such as discharge summaries
- Add your own documents and appointments



Messaging *see opposite page for further details

- Talk to your SCHN care team



Share with clinician

- Share the content of your health diary with health care providers
- You decide what information is shared and who it is shared with

My Health Memory is **not** the same as the Australian Government's My Health Record.

Both initiatives contain your health information, however, My Health Memory only contains information **on your phone** about your care at Sydney Children's Hospitals Network.

CREATE YOUR ACCOUNT

How do I register?

1. To register an account you must have a smartphone and a mobile number.
2. While at SCHN you will be asked if you would like to connect with the Hospital using the app.
3. An SMS will then be sent with instructions on how to download and register with the app.
4. You will receive more information on the app and how to use it, via email.

Prior to this, our staff will ensure your details are up-to-date in our hospital system.

What happens once I'm registered?

Turn on app notifications to receive appointment reminders and communication from SCHN staff.

MESSAGING

Talk to your care team if you would like to use the app for communication.

All communication between you and your care team via the app is automatically saved in your child's hospital record.

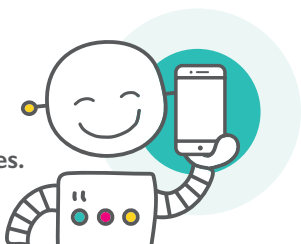
Hospital records are visible to all SCHN clinical staff. This information is secure and only shared in accordance with privacy legislation.

PROBLEMS ACTIVATING YOUR ACCOUNT

If you didn't receive an SMS, confirm with staff that your mobile number is entered correctly into the system.

Alternatively, please contact us via SCHN-MyHealthMemory@health.nsw.gov.au

Regularly update your app to receive the latest features.



FURTHER INFORMATION

For more information please visit


sch.n.health.nsw.gov.au/my-health-memory

**In an emergency, contact 000.
The app is NOT an emergency service.**

My Health Memory is NOT monitored 24 hours a day 7 days a week and response times will vary.



SUPPORT

Click on the support icon  in the app.
Alternatively, please email the My Health Memory team via SCHN-MyHealthMemory@health.nsw.gov.au

