

# MEDIA RELEASE

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## **New smartphone app to transform health care**

### **links patients to their care before, during and after their hospital stay**

Patients and families will be able to access their health records and communicate with their care teams through the smart My Health Memory App on their smart phones. The app is being trialled in selected outpatient clinics at The Children's Hospital at Westmead.

First to download the new app were Laura and her daughter Taylor, 15. "It is revolutionary, a big step forward," said Laura. "I have been waiting for something like this for a long time so we can access information." Taylor and her 12 year old sister both have cystic fibrosis, so Laura has been coming to the clinic once or twice a month for 15 years. Previously communication was by letter.

The new app is set to benefit patients and their families. It could transform patient clinician communication and eventually enable patients to manage many aspects of their care via the App.

Cheryl McCullagh, Director of Clinical Integration for Sydney Children's Hospitals Network welcomed the roll-out of the application. It forms part of the Network's 'MEMORY' strategy to create a shared record containing the memory of a patient's healthcare past, their shared current communications and documents and future events, resulting in and supporting improved transition of care and self-management.

"We hope this app will enhance the health care experience for patients and their families, "The App will open up new ways for patients and parents to securely communicate, schedule appointments and share their detailed health history with other health care providers and broader family,"

For patients and their families, the pilot My Health Memory App allows people to:

- see all their health events in a quick, easy list with real-time updates
- answer questions quickly through real-time messaging
- receive reminders about upcoming appointments, with options to reschedule
- write patient and family communications back into the health facility Electronic record
- view content in their chosen language

In future phase's patients and their families will:

- be able to Learn about conditions and treatments with engaging e-learning content
- monitor medication and treatment plans
- Keep on track with treatment or prevent readmissions by assigning goals or education to

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Patients anytime, anywhere

The Sydney Children's Hospitals Network alongside Sydney University as a research partner, are investigating more about patient behaviours and motivators, by observing use and impact of the app, evaluating adoption and theming useful types of communications in enhancing health care delivery.

This is the next stage of the rollout of My Health Memory and will complement the bedside patient access. The bed-side devices offer patients and families web browsing, social media, Skype, inbuilt games, education, video links and health information as well as access to movies on-demand and free-to-air TV world class entertainment and Foxtel. Reviewing and using the electronic records is enabled at the bedside with the installation of bedside clinical workstations.

My Health Memory App users will soon be able to access the newly installed 'wayfinder' kiosks to check-in in to their appointments, update key information, and can currently receive directions to their appointment from these, on site or online via the website.

Oneview, the developers of My Health Memory, are confident that the App is going to contribute to healthcare transformation at The Children's Hospital at Westmead, supporting an integrated and efficient relationship with patients.

"A healthcare experience begins long before a patient enters the hospital walls, and continues long after," said Mark McCloskey, Founder of Oneview. "That's why we created this App, to help prepare and educate patients and their families not only before they arrive, but when they go home as well."

## **About Sydney Children's Hospitals Network**

Sydney Children's Hospitals Network, Australia's largest paediatric health service, provides world-class paediatric health care across two major children's hospitals, The Children's Hospital at Westmead and Sydney Children's Hospital, Randwick, as well as through other child health services, Bear Cottage children's hospice, Newborn and Paediatric Emergency Transport Service (NETS), the Pregnancy and Newborn Services Network (PSN) and the Children's Court Clinic (CCC).

**ENDS**

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