

My Health
MEMORY



By Cartula

FAQ for Admin staff My Health Memory app (by Cartula)

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1. General Information

SCHN continues to lead the way in advancing technology designed to create 'Safer, Smarter, Stronger' services for children and families. Partnering with Cartula Health allows us to introduce new functionalities, continue to support the management of children's health journeys, and keep them informed about the care provided. This new app is available for all SCHN patients and families.

The previous My Health Memory (MHM) app will be decommissioned on the 2nd of December 2020. Information stored in the current MHM app will not be accessible after this date. Technical limitations prevent SCHN from moving documents and appointments into the new App automatically.

2. Registration

a) What is an account holder?

An account holder is either a patient or a parent/carer who has been registered at a SCHN facility to connect to the MHM app.

There can be multiple account holders for one patient.

b) How to register a patient/parent/carer as an account holder?

In Patient Management open any Outpatient, Inpatient or Emergency conversation. In the MHM tab you can register the patient or any account holders (e.g. self, mum or dad) by adding their details. If the Account holder is registered as a NOK the details will automatically pull in once selected.

There is a separate My Health Memory conversation which can be used at any time.

More information how to register a patient see [learning.kids: Click here](#)



c) How to add multiple account holders?

In Patient Management open any Outpatient, Inpatient or Emergency conversation. In the MHM tab you can register additional account holders (e.g. mum or dad) by adding their details. If an Account holder has already been registered you will receive a warning asking if you would like to override this information. Select Yes.

This information will not delete the existing account holders from the My Health Memory database.

There is a separate My Health Memory conversation which can be used at any time.

More information how to register additional patients see learning.kids: [Click here](#)



For account holder management contact the My Health Memory team on: SCHN-MyHealthMemory@health.nsw.gov.au

d) [What to do if an account holder does not want to register?](#)

In the My Health Memory tab in Patient Management select 'Yes' for the first question 'Opt out of My Health Memory'. The account holder will not receive a registration SMS and email.

e) [How to deactivate an account?](#)

If an account needs to be deactivated (e.g. court orders) contact My Health Memory team on: SCHN-MyHealthMemory@health.nsw.gov.au

f) [How does the account holder register the app to SCHN?](#)

Once the account holder is registered in Patient management an SMS and email are sent to them automatically.

The email contains general information about the app, the registration process and where to find more information.

The SMS indicates two steps that need to be followed.

1. Click on the provided link to download the app.
2. Click on the provided link again to register you/your child to SCHN.

The registered phone number and the child's DOB are the two identifiers that are needed for registration.

Note: The link in the SMS is valid for 7 days.

See the 'How to register guide' on learning.kids with detailed instructions for account holders [Click here](#).



This guide can be printed and handed out to the account holder.

g) What to do if the account holder did not receive the SMS or email?
Ensure the email and phone number are entered correctly in Patient Management. If the details are correct, contact My Health Memory team with the Patient details and ask for the invitation to be resent: SCHN-MyHealthMemory@health.nsw.gov.au

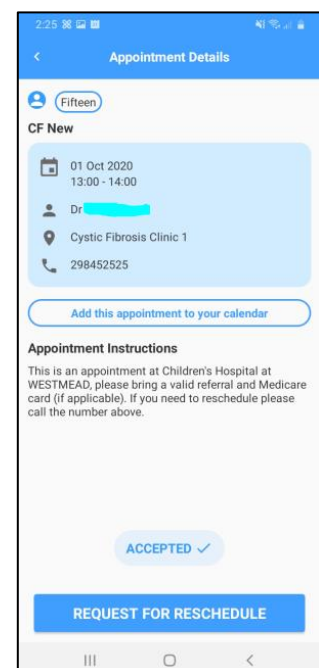
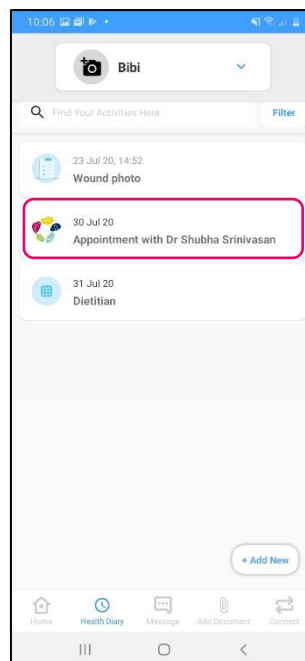
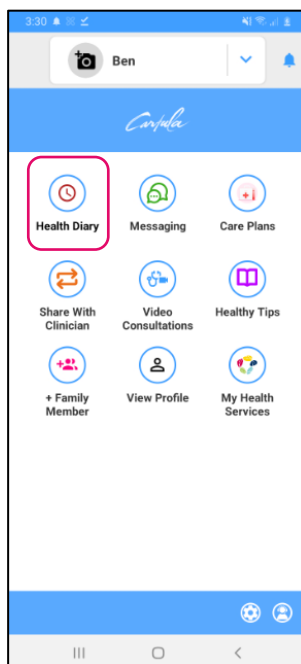
h) What to do if the registration link has expired?
If the registration link has expired after 7 days please contact the My Health Memory team with the Patient details and ask for the invitation to be resent: SCHN-MyHealthMemory@health.nsw.gov.au

3. App functionality

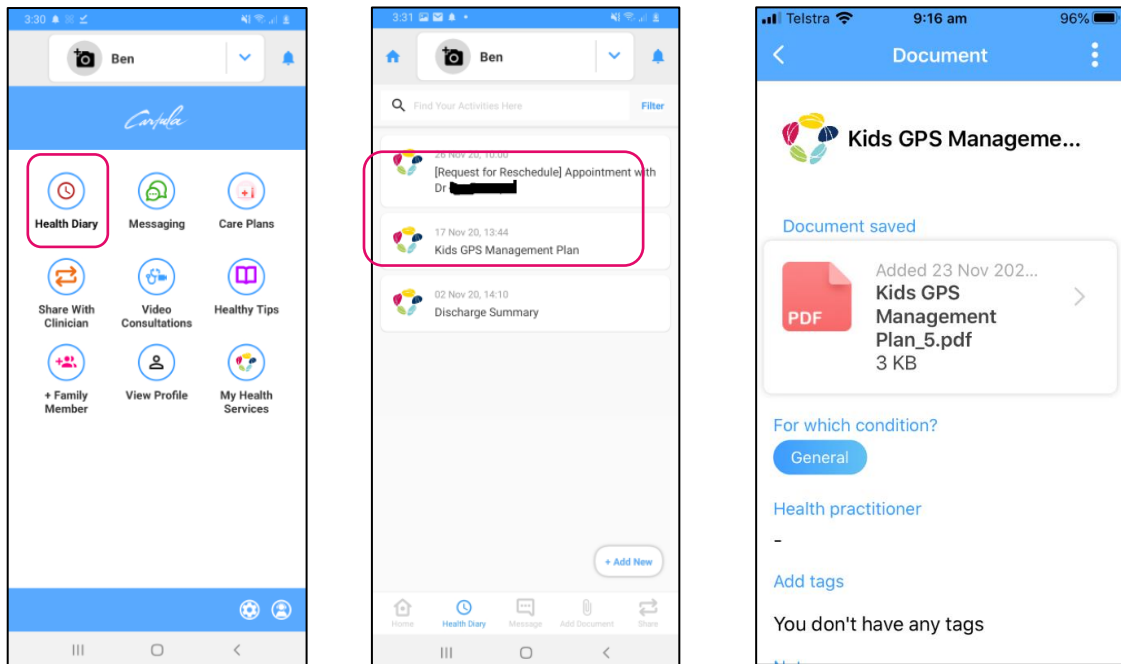
a) Appointments

Appointments are sent to the app once confirmed in Scheduling. Most scheduled appointments are sent to the app. This is configured by the SCHN eMR Unit. If a clinical area does not want certain appointments to be sent via the app, please encourage them to log a call with the SCHN help desk.

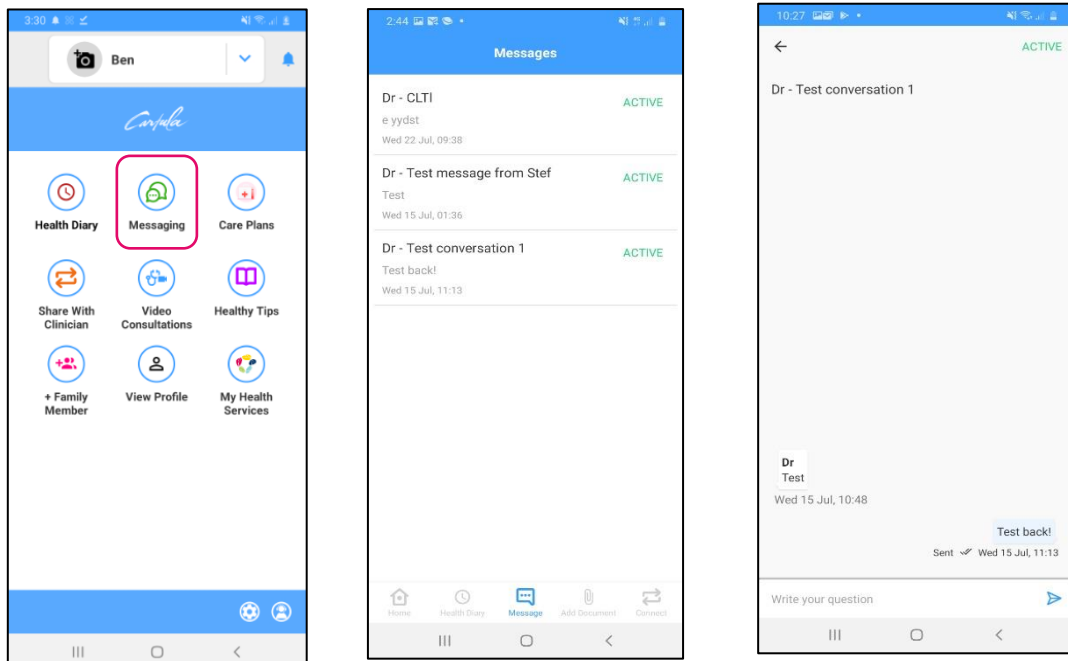
View appointments in the app. In the Health Diary the account holders can see existing appointments. Appointments from SCHN are indicated with our logo.



b) Documents



c) Messaging



4. Privacy information

a) Security and Sharing information

The Cartula Health app has been tested by an independent business to meet both Australian and international healthcare security standards. No information is saved in the cloud; it is all locally stored on the account holder's phone.

The account holder has the option to share details with a clinician if they wish to do so. The account holder controls who sees their information and what they share, and all transfers are completely encrypted. The functionality 'Share with a clinician' is available on the home screen in the app.

Information about Privacy and Terms and Conditions can be found on the Cartula Health web page. This page can be found [here](#).

b) Information back up

Since information is stored on the account holder's phone it is important they to back up their MHM app regularly.

To prevent the loss of data in the case of a lost, stolen, or broken device, account holders can use the Cartula Health backup feature within the app to store an encrypted backup in a secure location of your choice.

5. More information and Support

Additional information and support can be found on the My Health Memory Resources page on learning.kids: [Click here](#)

