

# How to use myCMC

## A Guide for Beginners

### What is a Coordinate My Care (CMC) plan?

As a patient you may well have views about your future care. A Coordinate My Care urgent care plan records your preferences to help health and social care professionals provide you with the support that you need.

### What is CMC?

Coordinate My Care is an NHS service that can help you record your views and wishes within an electronic personalised urgent care plan. CMC supports you to make decisions about the kind of care you want and where you want to have it. This care plan can be seen by doctors, nurses, people providing you with social care and emergency services to help them understand the choices you have made about your care.

### What is myCMC?

myCMC is the CMC patient portal where you will fill out a questionnaire about your care preferences. Once you submit this to your doctor or nurse, they will then add all of your important medical information: health history, diagnosis, treatments, medications and recommendations. They will then publish this as a CMC urgent care plan and it will be made available for the urgent care services to view, 24 hours a day, seven days a week. You can also use myCMC to view your plan and request any changes.

### Who can sign up to it?

CMC is available in all boroughs of London for those over the age of 18. You will only join the CMC service and have a CMC plan once you have given your consent.

### Why is it beneficial?

CMC supports you to make decisions about the kind of care you want and where you want to have it. It then makes sure that everyone caring for you knows and respects your preferences in the right place and at the right time.

### Who will see the record?

Health and social care professionals and limited administrative staff who are involved in your care can access your care plan. All urgent care services including 999, 111, out of hours GPs and the emergency departments can access your care plan in an emergency.

Sometimes information from CMC care plans may be used for research or to improve services. When we do this we will either take out details that can identify you first, if that is not possible, ask your permission to use it. Your information will not be sold or used for marketing purposes.

### What you will need

✓  **Internet connection** (WiFi or Mobile data)

✓  **Tablet / Laptop/Desktop**



### WARNING

Unless you have unlimited access to the internet, make sure you have enough **data allowance** with your broadband or mobile monthly plan.

In doubt, check with your provider.

### CONTACT CMC:

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London  
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020 7811 8513

Monday – Friday, 9am – 5pm  
coordinatemycare@nhs.net

**For a more in depth guide, please visit:**

[www.coordinatemycare.co.uk](http://www.coordinatemycare.co.uk)

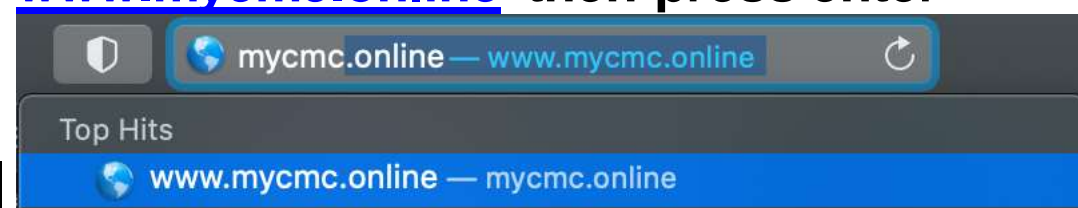
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If you feel that you would benefit from a CMC urgent care plan, you can request a care plan by completing a myCMC questionnaire, which is then submitted to a clinician to complete and approve

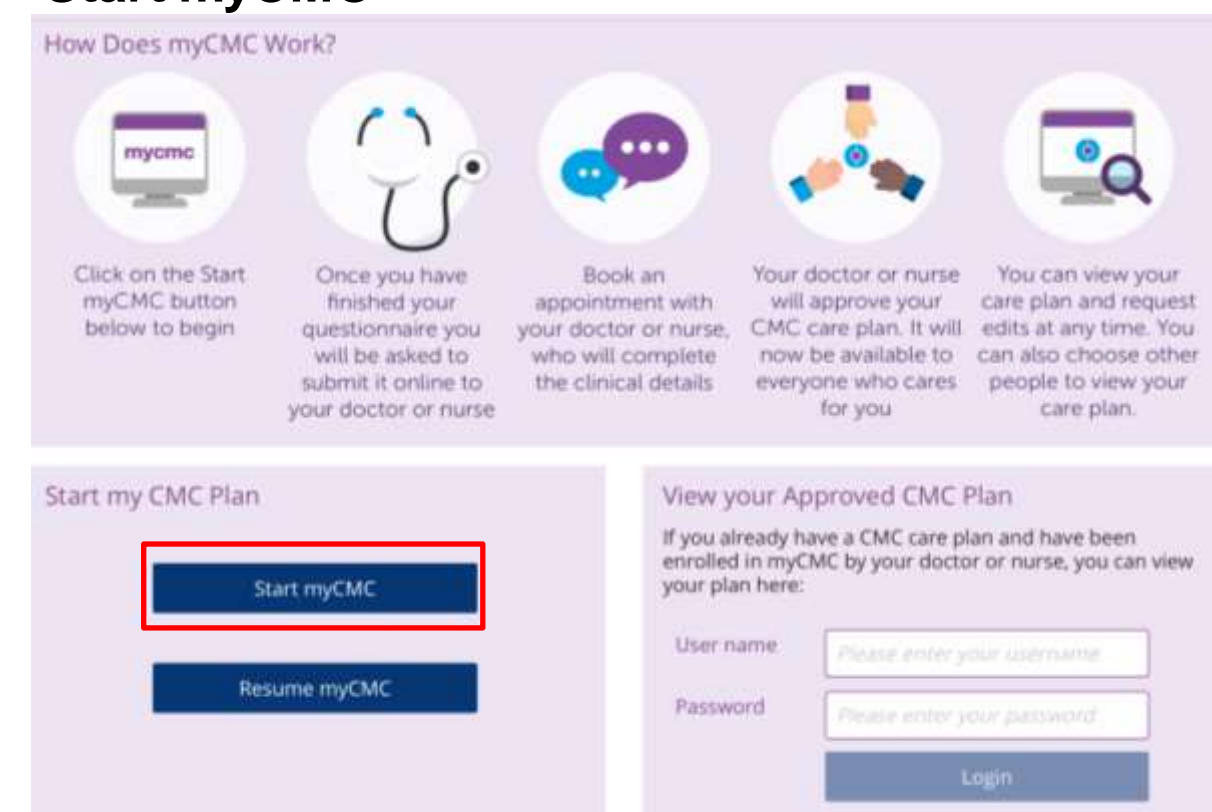
How to start your myCMC questionnaire?

STEP 1: Click on your web browser (Google Chrome, Mozilla Firefox, Apple Safari, Microsoft Internet Explorer).

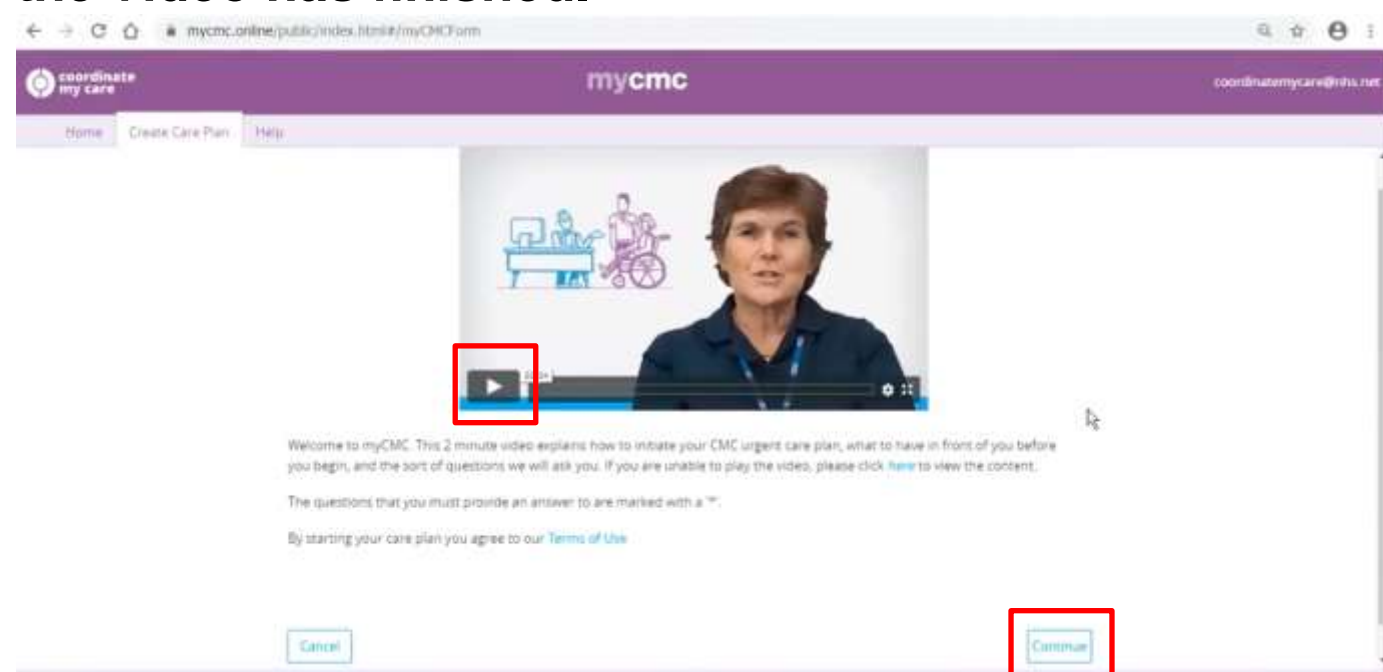
STEP 2: Click on the search engine and type: [www.mycmc.online](http://www.mycmc.online) then press enter



STEP 3: The home page should load and then click on "Start myCMC"



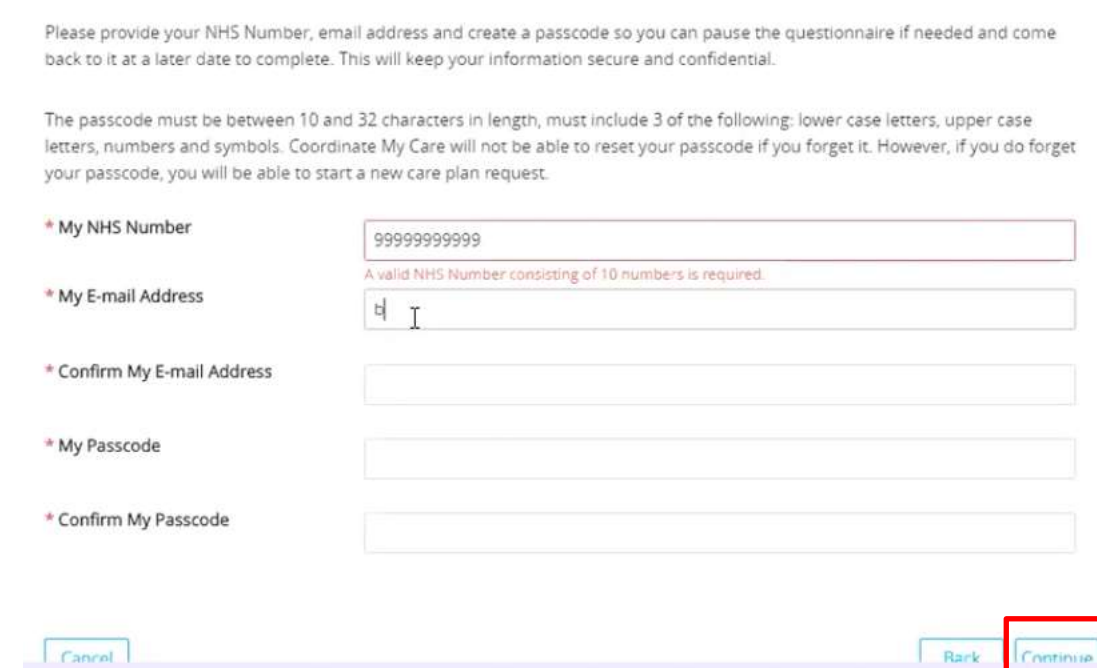
STEP 4: Watch the introductory video by clicking on the play button and click on the continue button once the video has finished.



STEP 5: Type in your London postcode and then click continue

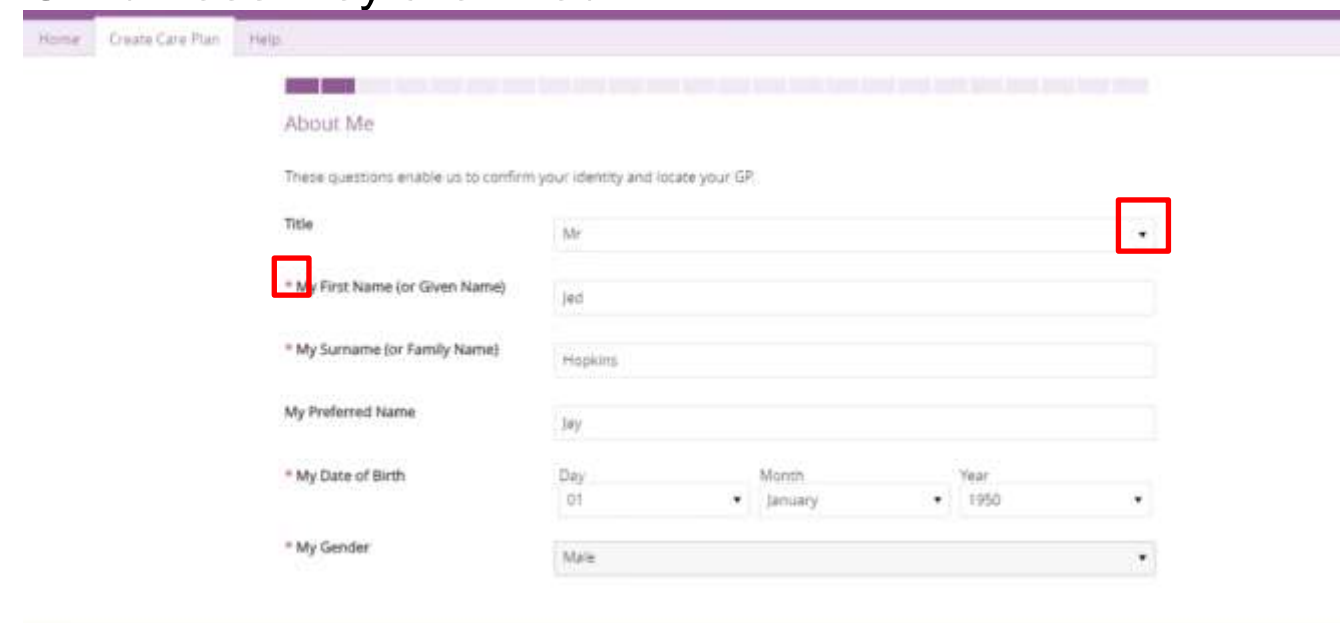


STEP 6: Type in your NHS number (this can be found on any letter from your GP; if unsure then call your GP to ask), email address (type it in twice), and a passcode (type it in twice and make note of this passcode so you don't forget as you will also need the passcode to enable you to stop and resume completing the questionnaire if you wish to at another time). Then click continue.



STEP 7: Fill in the relevant details in the 'About Me' section and click continue (if you see a downward arrow then click it and you get a list of options to choose from; if there is not a downward arrow next to it, then type your answer in).

NOTE: All fields marked with a red asterisk are mandatory. You won't be able to send the plan to your GP unless they are filled in.

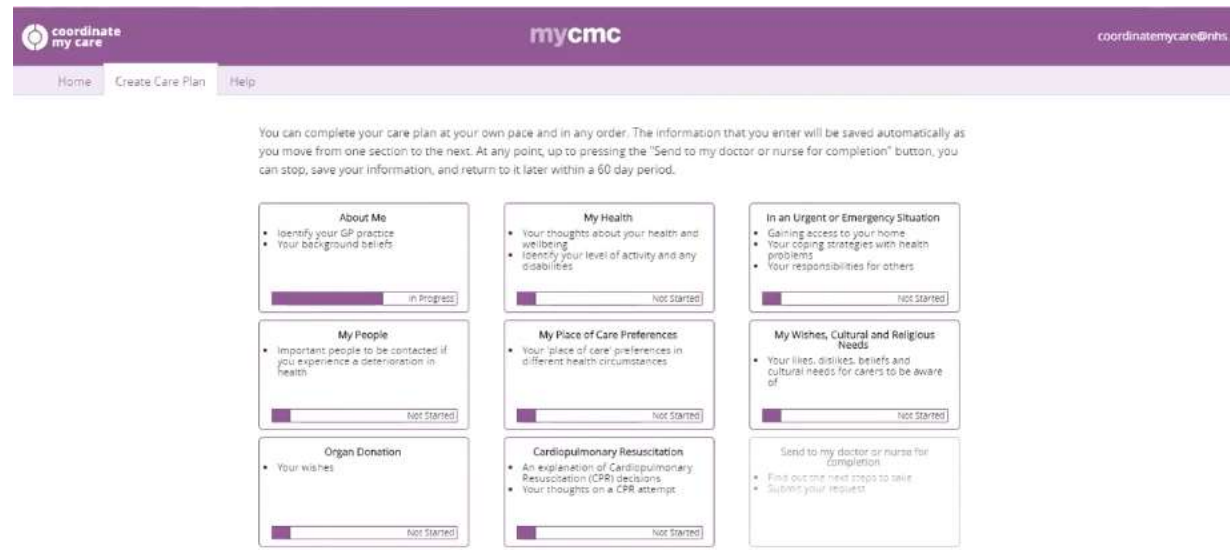




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The myCMC questionnaire has different sections which you can complete in any order and navigate via the Questionnaire Menu screen.



You can revisit the same sections multiple times updating your information, but you must indicate when you have completed each section. You can still continue to update any information until you have submitted your completed questionnaire.

Keep going through the pages and fill in the relevant details and then click continue (NOTE: if you need an interpreter, then click the square).

STEP 8: When you reach the summary page, click on the square to tick that you have entered all the information in the section (NOTE: double check the information is correct; if it is wrong click on back so you can go to that page and rectify the information). Then click continue.

STEP 9: Click the relevant circle to choose how you would describe your activity level then click continue.

STEP 10: Here you can type about what your health means to you and how you feel about your health and wellbeing. Then click continue.

STEP 11: Click on the square that is relevant and it will go grey as shown below. You should select all disabilities that apply here. Type any information you want to include about the disability before clicking continue.

STEP 12: When you reach the summary page, click on the square to tick that you have entered all the information in the section (NOTE: double check the information is correct; if it is wrong click on back so you can go to that page and rectify the information). Then click continue.

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**STEP 13: Here you can type in what sort of difficulties you may face in an emergency and how you might manage them. Then click continue.**

The screenshot shows the 'In an Urgent or Emergency Situation' section of the myCMC form. It includes a text input field for difficulties and management strategies. The 'Continue' button is highlighted with a red box.

**STEP 14: Here you can type if you have a key safe or if you wish to include any other information on how emergency services (e.g. GP, Ambulances, police) can gain access to your home to help if you are in a crisis. Then click continue.**

The screenshot shows the 'Key safe contact details' section of the myCMC form. It includes a text input field for key safe contact details and another for other access information. The 'Continue' button is highlighted with a red box.

**STEP 15: Here you can share if you have any pets or are caring for anyone by clicking on the square and type in any other information you may have. Then click continue.**

The screenshot shows the 'Please indicate if the following apply' section of the myCMC form. It includes checkboxes for 'I have pets' and 'I have caring responsibility for others'. The 'Continue' button is highlighted with a red box.

**STEP 16: When you reach the summary page, click on the square to tick that you have entered all the information in the section (NOTE: double check the information is correct; if it is wrong click on back so you can go to that page and rectify the information). Then click continue.**

The screenshot shows the 'In an Urgent or Emergency Situation - Summary' page. It includes a summary of the information provided and a checkbox to confirm that all information is correct. The 'Continue' button is highlighted with a red box.

**STEP 17: Here you can add details of your personal contacts and lasting power of attorney by clicking on the plus button. Type in the details then click save.**

The screenshot shows the 'Personal Contacts' section of the myCMC form. It includes a form to add a new contact with fields for Street Line 1, Street Line 2, Town, County, Postcode, and Additional Comments. The 'Save Personal Contact' button is highlighted with a red box.

**NOTE: you can click on 'Save your progress for later' – this will let you stop and save the questionnaire at any time, before resuming in the future. You can resume the questionnaire anytime within the next 60 days.**

**Once you completed adding all the contacts, click continue.**



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**STEP 18: When you reach the summary page, click on the square to tick that you have entered all the information in the section (NOTE: double check the information is correct; if it is wrong click on back so you can go to that page and rectify the information). Then click continue.**

**STEP 19: Here you can select by clicking on the circle where you would prefer to be cared for in terms of deterioration or crisis. You can type in any additional details (e.g. why is it important to you). Then click continue.**

**STEP 20: Here you can select by clicking the circle where you would prefer to be cared at the very end of life. You can type in any additional details (e.g. why is it important to you). Then click continue.**

You will then be asked on the next page to select your second preference, once clicking the relevant circle, click continue.

**STEP 21: When you reach the summary page, click on the square to tick that you have entered all the information in the section (NOTE: double check the information is correct; if it is wrong click on back so you can go to that page and rectify the information). Then click continue.**

**STEP 22: Here you can add if there are any particular wishes, cultural or religious needs regarding how you are cared for. Then click continue.**

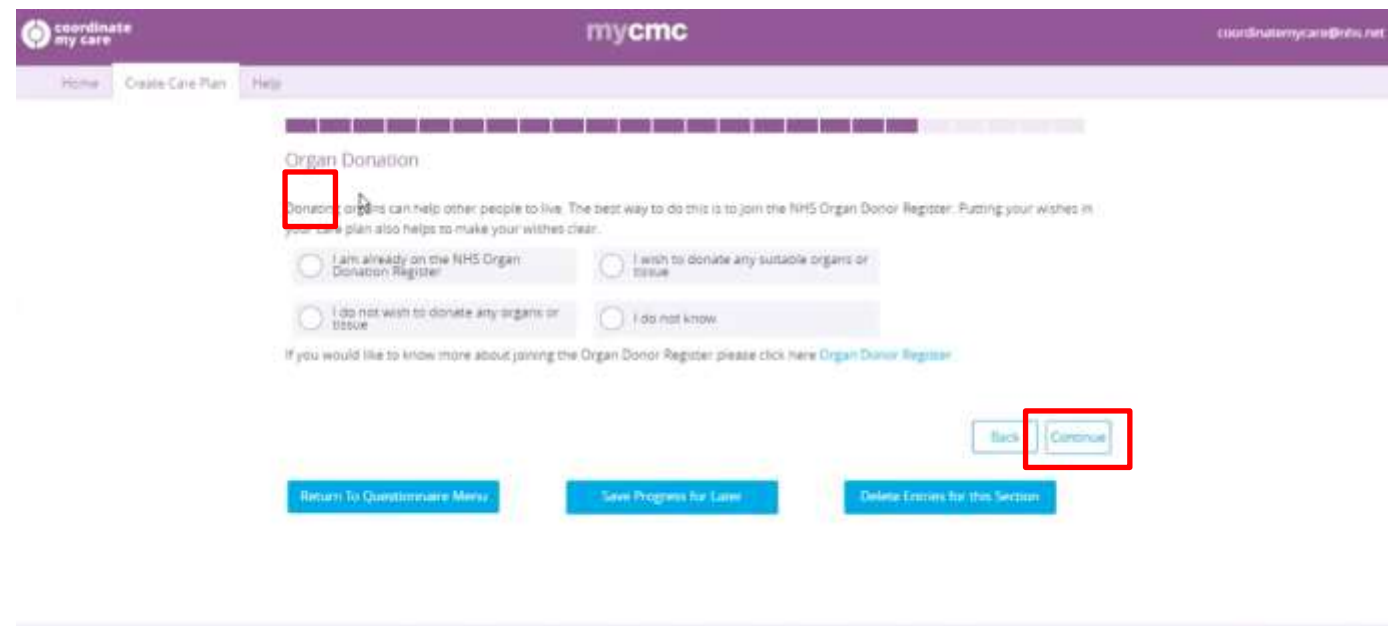
**STEP 23: When you reach the summary page, click on the square to tick that you have entered all the information in the section (NOTE: double check the information is correct; if it is wrong click on back so you can go to that page and rectify the information). Then click continue.**



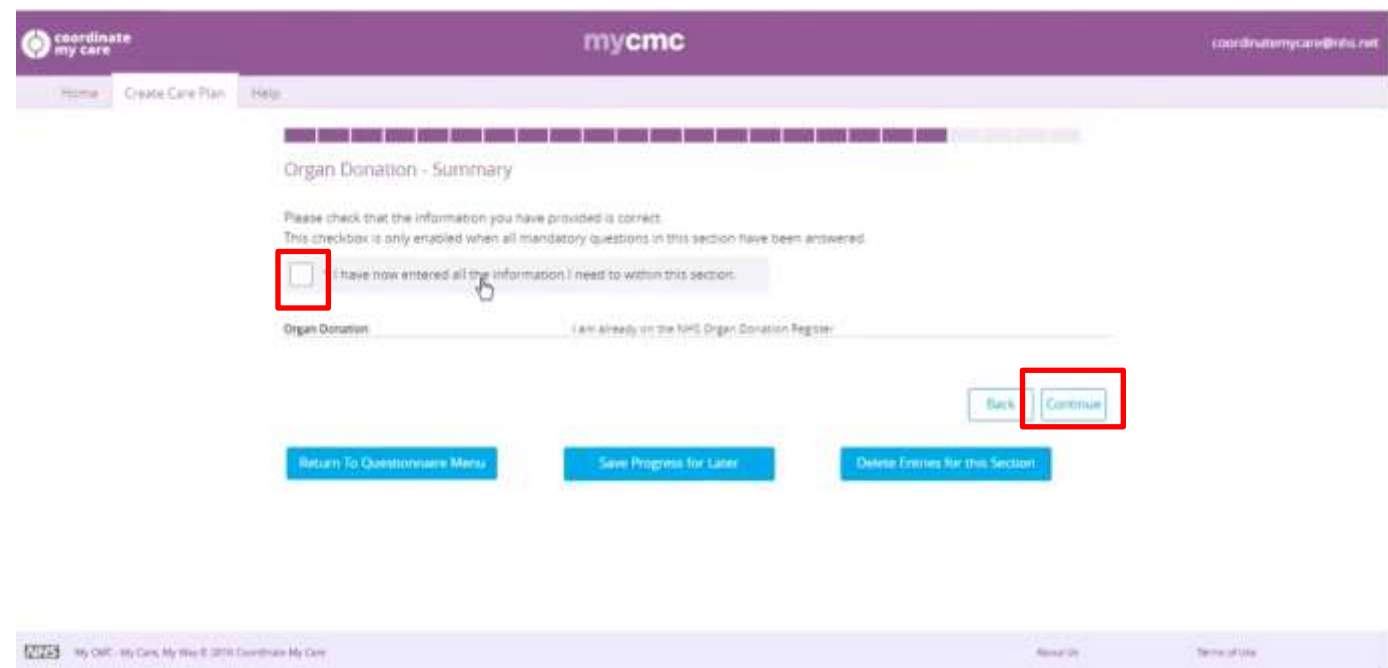
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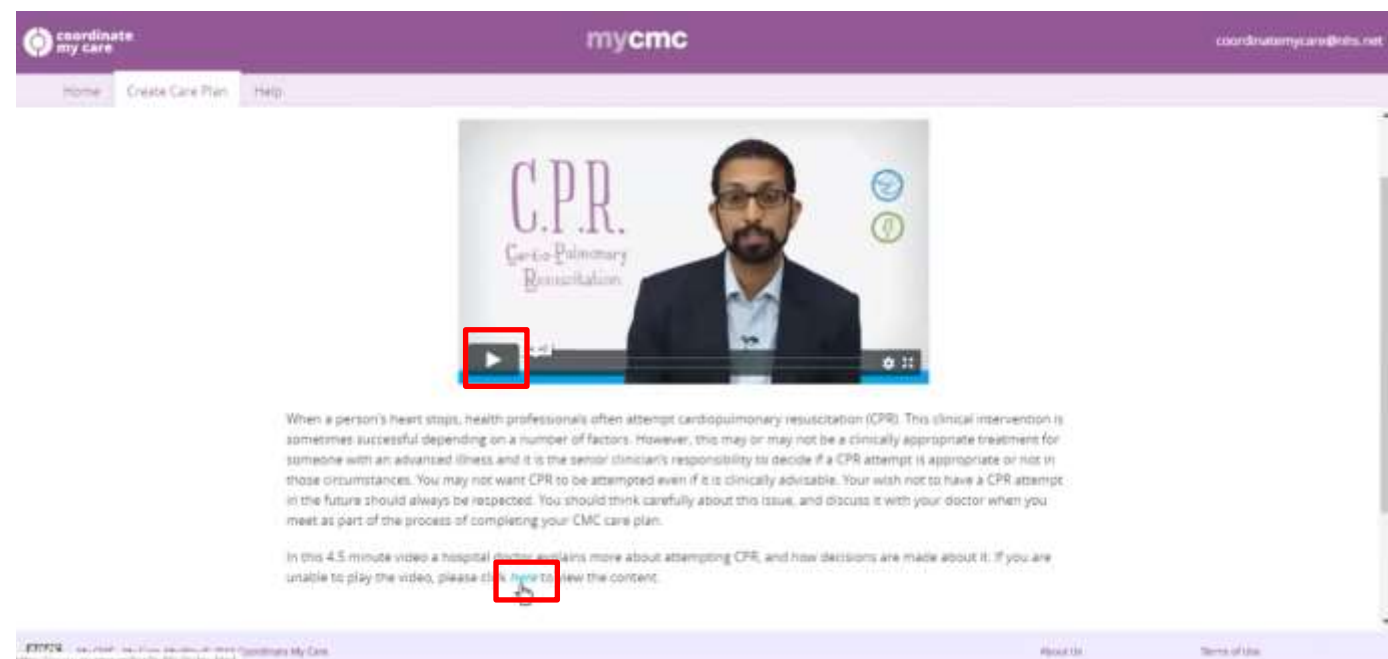
STEP 24: The next section is Organ donation. This is a non-mandatory section, but it is important to note that the law on organ donation has changed. Visit [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk) for further information. Please complete this section by clicking the relevant box. **Then click continue.**



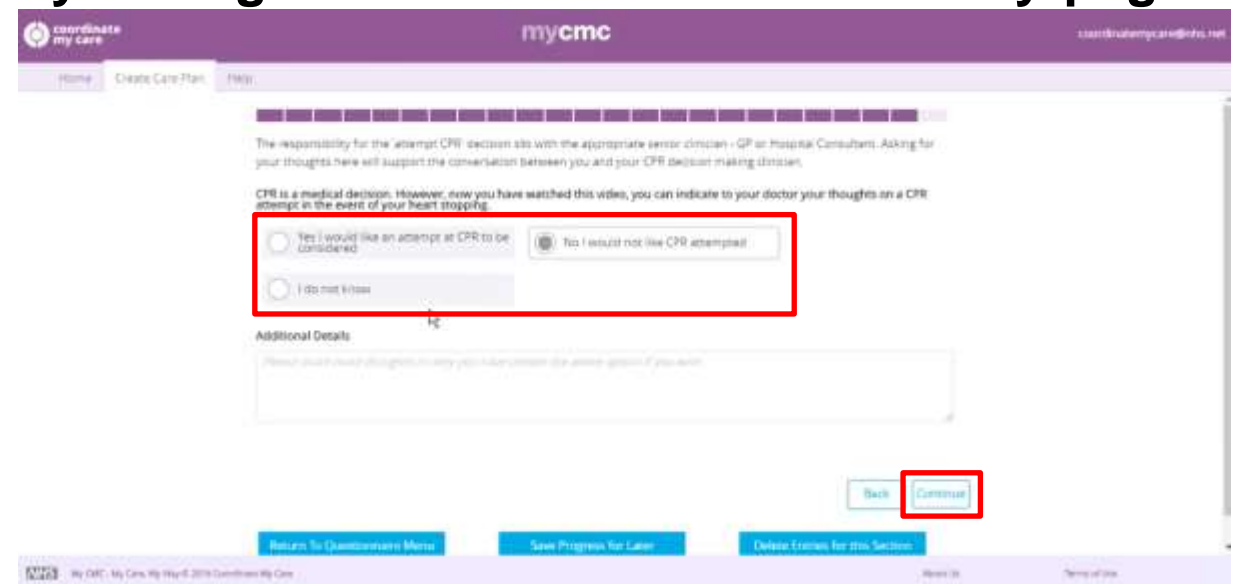
STEP 25: When you reach the summary page, click on the square to tick that you have entered all the information in the section (NOTE: double check the information is correct; if it is wrong click on back so you can go to that page and rectify the information). **Then click continue.**



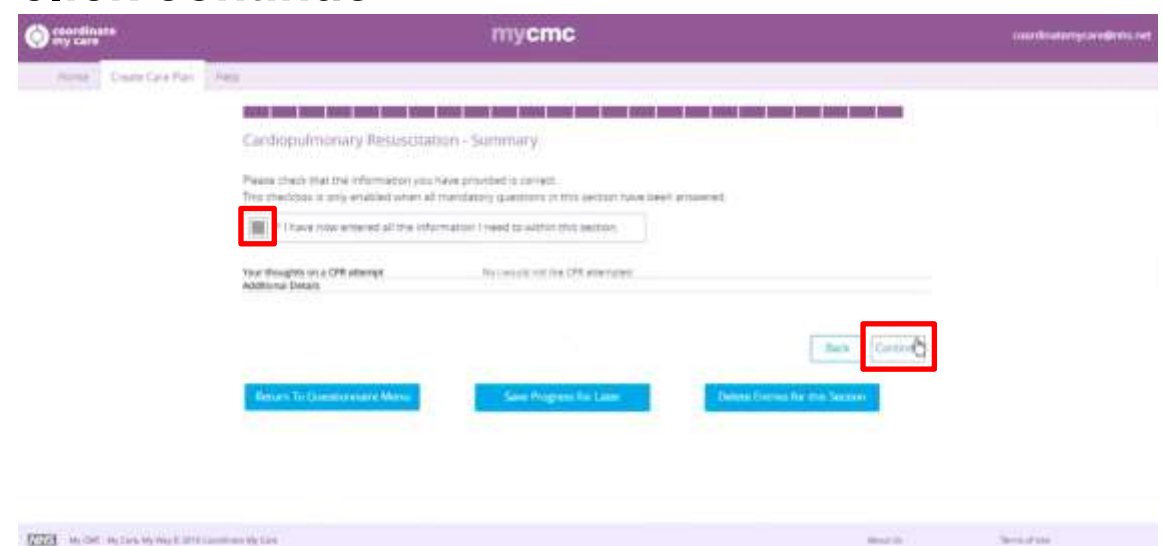
STEP 26: This section has a video about CPR (resuscitation) when a person's heart stops. If you are unable to play the video, you can click on the here word to view the content in a written format. **Then click continue.**



STEP 27: When a person's heart stops, health professionals often attempt cardiopulmonary resuscitation (CPR). The responsibility for the 'attempt CPR' decision sits with the appropriate senior healthcare professional, but this video will provide you with information that will help you to indicate to your doctor your thoughts on a CPR attempt in the event of your heart stopping. **You can record those thoughts here. Complete this section and then click continue, check the details you have entered and confirm the information is correct by ticking the checkbox on the summary page.**



STEP 28: When you reach the summary page, click on the square to tick that you have entered all the information in the section (NOTE: double check the information is correct; if it is wrong click on back so you can go to that page and rectify the information). **Then click continue.**



STEP 29: Now you have completed all the sections (notice how all the sections say completed), you can send the information to your doctor or nurse by clicking on that square. Note: Unless you have checked the appropriate box on the summary page at the end of each section, then the highlighted button to send your request to your doctor or nurse will not be enabled.

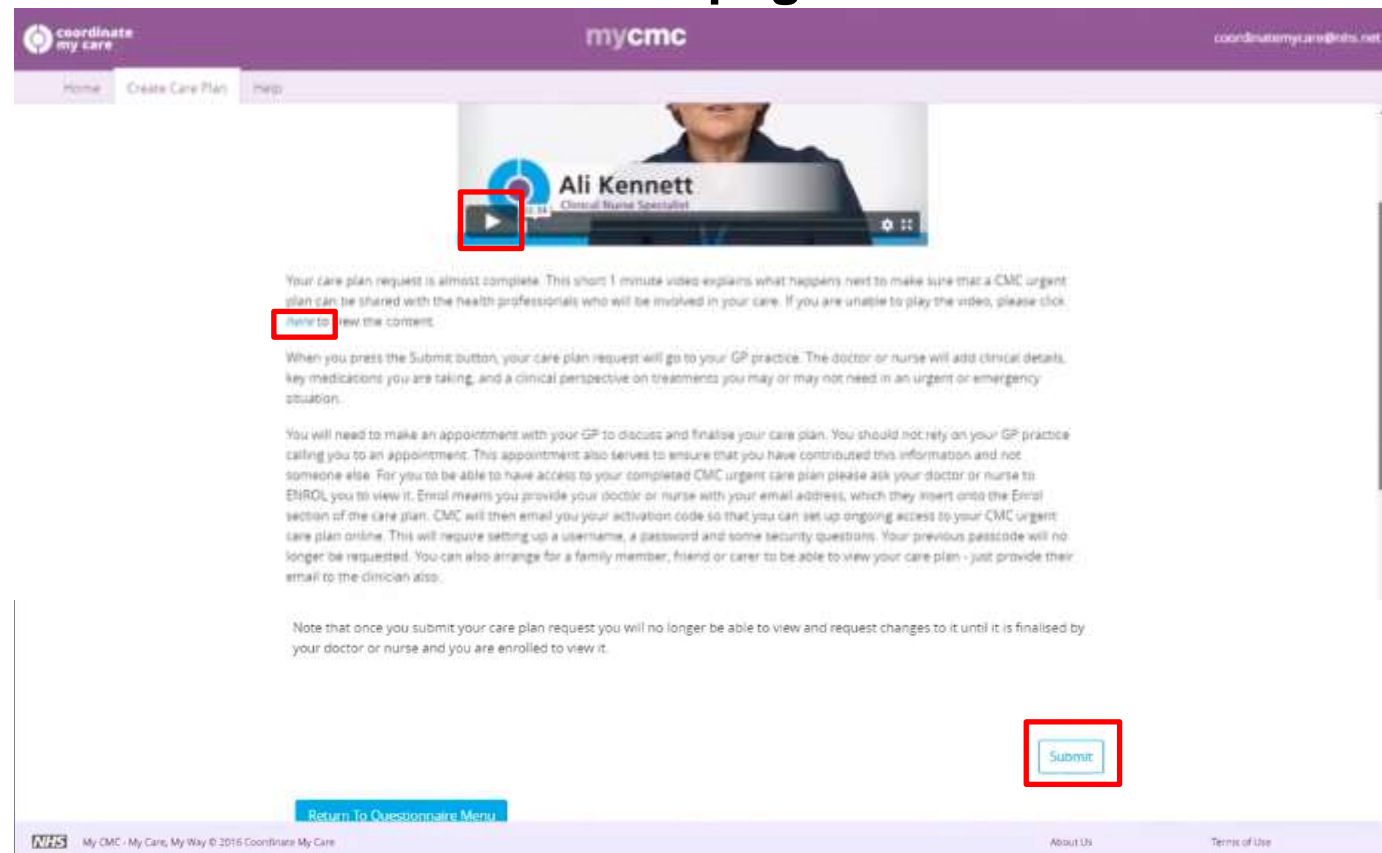




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**STEP 30: Watch the final video on myCMC, which will outline what happens next. If you are unable to play the video, you can click on the “here” word to view the content in a written format. Then click Submit button at the bottom of the page.**



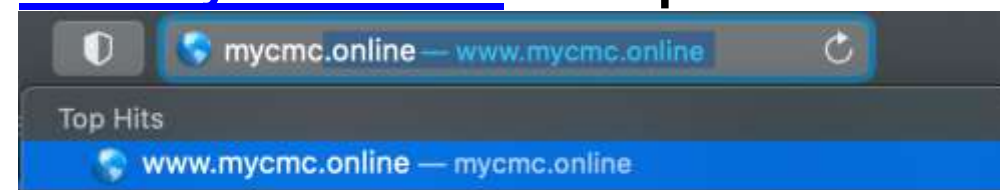
**STEP 31: Once submitted, your GP will get a notification that you have completed a myCMC questionnaire. Now you need to contact your GP and book an appointment (face-to-face or on the phone) to discuss your questionnaire so the GP can add your medical details and turn this to a CMC urgent care plan.**

**NOTE:** Once you have submitted your completed questionnaire you cannot view or change it any further. However, to subsequently view and request changes to your clinically published CMC urgent care plan you can either discuss with your doctor or nurse or ask your doctor or nurse to enrol you in my CMC where you can login and view and request changes to non-clinical aspects of your plan.

### HOW TO RESUME myCMC?

**STEP 1: Click on your web browser (Google Chrome, Mozilla Firefox, Apple Safari, Microsoft Internet Explorer).**

**STEP 2: Click on the search engine and type: [www.mycmc.online](http://www.mycmc.online) then press enter.**



**STEP 3: The home page should load and then click on Resume myCMC.**



**STEP 4: Enter your email address (this must be the same email address that you provided when you started your myCMC). Then enter your NHS number and click continue.**

A screenshot of the myCMC login form. The page has a purple header with the 'mycmc' logo. Below the header, there's a text prompt: 'Please enter your e-mail address and NHS Number. You will be sent an e-mail with a token which you will need to enter on the next screen.' Below this, there are two input fields: 'My E-mail Address' and 'My NHS Number', both highlighted with red boxes. At the bottom left, there's a 'Cancel' button, and at the bottom right, there's a 'Continue' button highlighted with a red box.

**STEP 5: Enter your Token code (this will be emailed to you once you have entered your email address and NHS number in the step above.). Then enter your passcode (you will have created this when you signed up and it is important to remember this as you will not be able to save and resume your plan otherwise). Then click continue.**

You are trying to resume your CMC urgent care plan request on myCMC portal.

In order to access and complete your CMC request you will need to enter the following token and the passcode that you set up previously in your care plan request

**Token: u0w5ndkxnte0ntu0oa**

If you do not complete and submit your care plan request to your doctor or nurse within 60 days of last editing it, it will be deleted. However, you can begin creating a new request at any time.

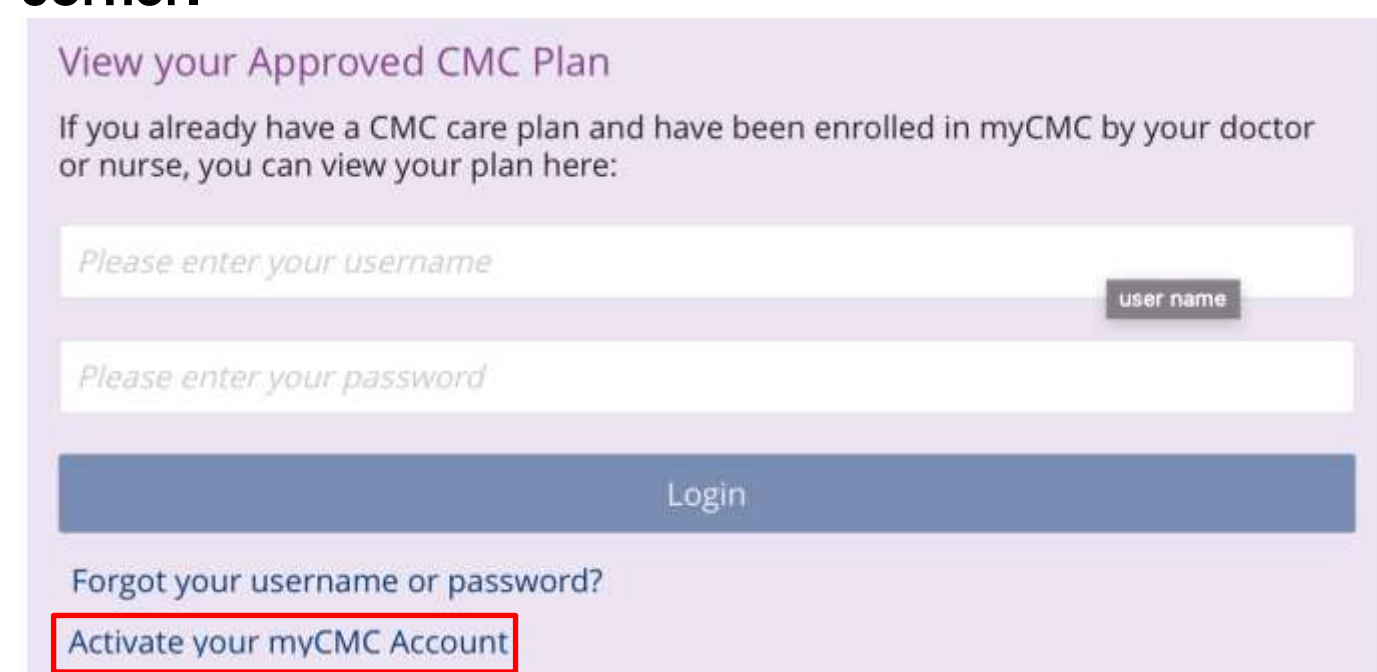
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### WISH TO VIEW YOUR CARE PLAN?

**STEP 1: Ask your GP to Enrol you to view the care plan. The same can be asked for if you wish a family member, carer or any other health/social care professional to view your care plan. Once your GP has enrolled you, you will receive an email with a link and Activation Code, that will enable you to create a myCMC user account to login and view / request changes.**

**STEP 2: Go to [www.myCMC.online](http://www.myCMC.online) and click 'Activate your myCMC account' in the bottom right hand corner.**



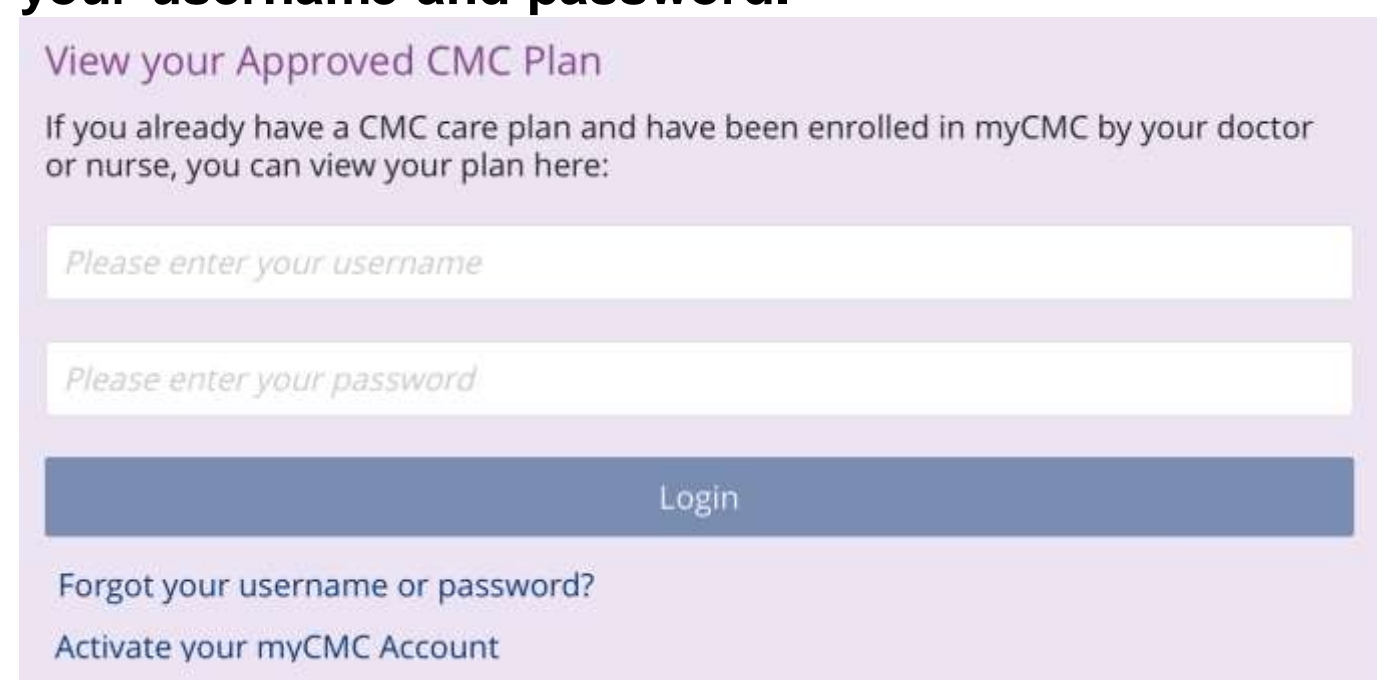
The screenshot shows the 'View your Approved CMC Plan' page. It includes a header, a sub-header, a paragraph of text, two input fields for 'Please enter your username' and 'Please enter your password', a 'Login' button, a link for 'Forgot your username or password?', and a red-bordered link for 'Activate your myCMC Account'.

**STEP 3: Enter the activation code you were sent to your email and your date of birth.**

**STEP 4: Click submit, if all the information is correct, you will need to enter your NHS number.**

**STEP 5: Create your username and password** (make sure to note this down somewhere as you will need it in the future to view your care plan).

**STEP 6: Now you can view your approved care plan whenever you go to [www.myCMC.online](http://www.myCMC.online) and enter your username and password.**



This is another screenshot of the 'View your Approved CMC Plan' page, identical to the one above, but with the 'Activate your myCMC Account' link not highlighted.

**If you do not wish to do a myCMC, but still want a care plan, then contact your GP.**