



## Patient information factsheet

### My Medical Record heart failure pathway

**We have written this factsheet to give you more information about the heart failure pathway on My Medical Record. It explains what My Medical Record is, what the heart failure pathway is and how to register. If you have any questions or concerns, please contact our heart failure nursing team.**

#### What is My Medical Record?

My Medical Record is a secure, online service provided by University Hospital Southampton NHS Foundation Trust (UHS) that gives you access to your own health record. The information that the service contains about you will be co-managed and maintained by you and your clinical team(s) at UHS.

My Medical Record can be viewed securely from any web-enabled device, such as computers, laptops, tablets and smartphones. The My Medical Record app is available to download on iOS and Android.

#### What is the heart failure pathway on My Medical Record?

My Medical Record has different sections or 'pathways' for different conditions. Each pathway contains specific information about the condition. Once you have been registered, you will have access to the heart failure pathway on My Medical Record. We have created this pathway with the British Heart Foundation to give you up-to-date, accurate and relevant information about your heart condition. We hope this information will help you to manage your symptoms and live well with your heart condition.

The heart failure pathway also has tools you can use to:

- help you keep track of your medication
- keep a log of your weight
- keep a log of your blood pressure readings

We do not monitor the information you enter, but we can view it if you ask us to.

#### Where can I find the heart failure pathway?

You can find the heart failure pathway under the 'My condition' section of My Medical Record. Please take some time to get to know the site so that you can see what information is available to you.

#### How do I register for My Medical Record?

To allow us to register you for an account on My Medical Record, we will ask you for your email address and your mobile telephone number.

If you have already registered for My Medical Record, please contact us so that we can confirm your details and add the heart failure pathway to your account.

Once we have registered you, you will receive a welcome email which contains instructions on how to access My Medical Record. You will also receive an automatic text from 'NHS No-reply'. This text will contain your password.

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## How do I log in to My Medical Record?

When you log in to My Medical Record, you should use:

- your email address as the username
- the password that is sent to you in the text

You can also log in using your NHS login details (if you have set this up).

Please remember to keep your password safe, so that your health record remains confidential. You can change your password after you have logged in by pressing 'Forgot password' and following the instructions.

## How can I contact the heart failure nursing team?

You can securely message any **non-urgent questions or concerns** to the team using My Medical Record.

The team regularly monitors this messaging service and will reply to you as soon as possible. We have placed a reminder on your 'traffic light' to use this messaging service if you need to contact us with any non-urgent questions or concerns.

## Contact us

You can contact the heart failure unit with **non-urgent questions**.

Telephone: **023 8120 3140**

Please leave a message on the answer machine. If you leave a message before 2pm, we will return your call the same day. If you leave a message after 2pm, we will return your call the next working day.

For any **urgent queries or significant symptom changes**, please call **111** or **999**.

## Useful links

For more information about My Medical Record, please scan the below QR code.



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