



**NHS**

University Hospital  
Southampton  
NHS Foundation Trust

# Patient initiated follow-up using My Medical Record



This leaflet introduces '**Patient-initiated follow-up (PIFU)**' and **My Medical Record**, a secure website for patients. We hope you will find this information useful and feel confident in registering for this service.

If you would like to know more, or have any questions, please get in touch via the contact details on the back cover and a member of our team will be very happy to help you.

### **What is patient initiated follow-up (PIFU)?**

The patient-initiated follow-up (PIFU) service has been specifically designed for patients following treatment or surgery. It allows you to contact your clinical team directly via My Medical Record if you feel you need to, rather than having a prearranged or regularly scheduled follow-up appointment.

The service helps to avoid unnecessary visits to hospital, reduce patient waiting times and allows clinical teams to see more patients in a timely manner.

Your clinical team will let you know if you can use this service.

### **What is My Medical Record?**

My Medical Record is an online service provided by University Hospital Southampton NHS Foundation Trust (UHS) that gives you access to your own digital health record. The service can support you to co-manage your healthcare and potentially reduce your need for hospital visits.

## How does My Medical Record work?

My Medical Record stores and displays the personal and medical information held in your personal health record, some of which will be loaded from hospital systems. Information can be viewed and shared securely from any web-enabled device, such as a computer, laptop, tablet, or smartphone.

It allows you to:

- connect with your healthcare team
- quickly access information about some test results, and clinical letters
- add your own information about your health, including details which may be monitored as part of your current treatment (for example, your weight)
- add information that you think may be relevant to your overall healthcare (for example your emergency contact details)

Your online health record is secure and can only be accessed by you and your clinical team(s).

## Who can use My Medical Record?

My Medical Record is free and available to any person who is having or has had treatment or used services at one of our hospitals. All you will need is:

- an internet connection
- an email address
- a mobile number

## What is the PIFU pathway on My Medical Record?

As well as allowing you to access results and documents, the My Medical Record website has different sections or 'pathways' for different conditions.

The PIFU pathway on My Medical Record provides you with an online messaging tool. You can use this to contact your clinical team directly with any non-urgent questions or concerns you may have following your treatment or surgery.

## How do I register for the PIFU pathway?

If you are already using My Medical Record you will receive notification when you have access to a PIFU pathway.

Otherwise, please contact us by email: **MyMRPatientHub@uhs.nhs.uk** and we will register you to use My Medical Record and any PIFU pathways available to you.

## What if I'm already using My Medical Record for other conditions or pathways?

You will need to be registered for the PIFU pathway even if you are already registered to another area of My Medical Record.

Once you are registered to the PIFU pathway, it will appear under 'My Condition' along with your other clinical pathways.

## What if I choose not to use My Medical Record?

Participation is voluntary.

If you choose not to use My Medical Record, you will continue to receive the same high standard of care.

## If you have any questions

Please contact us if you have any questions or would like more information about anything covered in this leaflet.

Email: **MyMRPatientHub@uhs.nhs.uk**

## Useful links

<https://mymedicalrecord.uhs.nhs.uk/About>

## How we use your information

Personal information you provide on the My Medical Record site may be used by us in a number of ways, for example:

- to update your main hospital record
- to provide you with:
  - appropriate healthcare and treatment, now and in the future
  - advice and information relating to your treatment and care
  - the opportunity to take part in our research and development projects, as well as surveys and audits we undertake to improve our services.

## Your personal data, confidentiality, and your rights

To understand more about your personal data, confidentiality, and use of patient information systems please see our '**Your personal data and your rights**' information leaflet. You can search for it on our website.

You can also contact the data protection office on **023 8120 5079**.

## Contact us

Email: **MyMRPatientHub@uhs.nhs.uk**

Twitter: **@mymedrec**

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