



My RCH Portal

Balancing risk and expectations to offer
RCH patients and families a better healthcare experience

HIC 2017



Background

April
2014

- Planning

March
2015

- Discovery and recruitment

June
2015

- System design

Sept
2015

- System build

March
2016

- Testing and training

April
2016

- Go-live



Access

- Patients and families participated in determining age of access, release of test results and request for medications

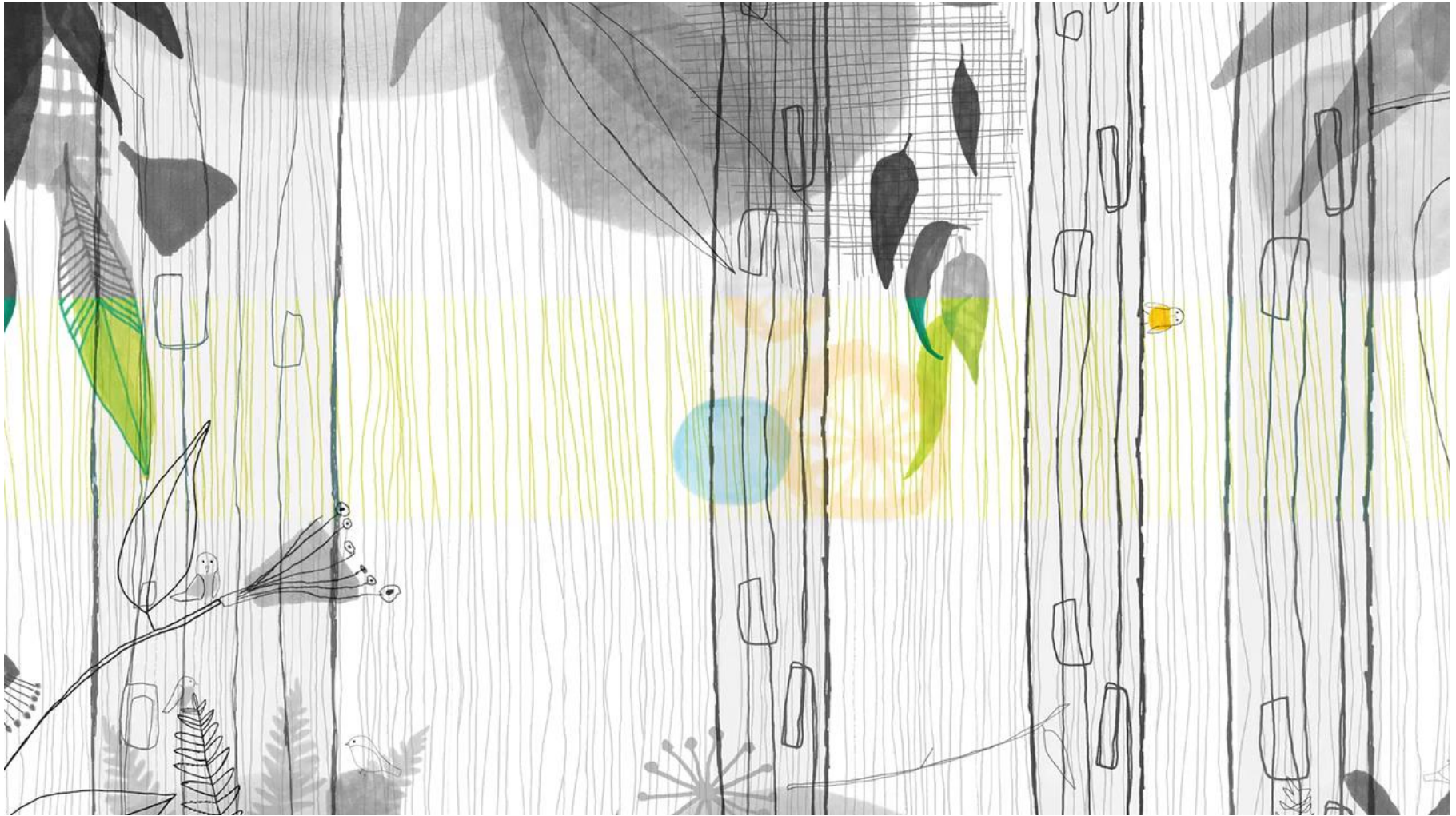
Age	Access
0-12 years	Only parents and legal guardians can sign-up to My RCH Portal to access their child's RCH record.
12-16 years	RCH patients and their parents and legal guardians can both sign-up to My RCH Portal. Some information may be restricted for patients and their parents or legal guardians.
16 years and older	A young person can choose who has access to their account. Parents and legal guardians need written consent from their child to access their RCH record through My RCH Portal.

Features



- Update information: medications, allergies or other health problems;
- See a schedule of upcoming appointments;
- Request, confirm or cancel upcoming appointments;
- Request repeat prescriptions;
- See most test and imaging results;
- Read some of the notes taken by RCH doctors;
- View care plans

Your record at your fingertips



Go-live and Rollout



May 2016

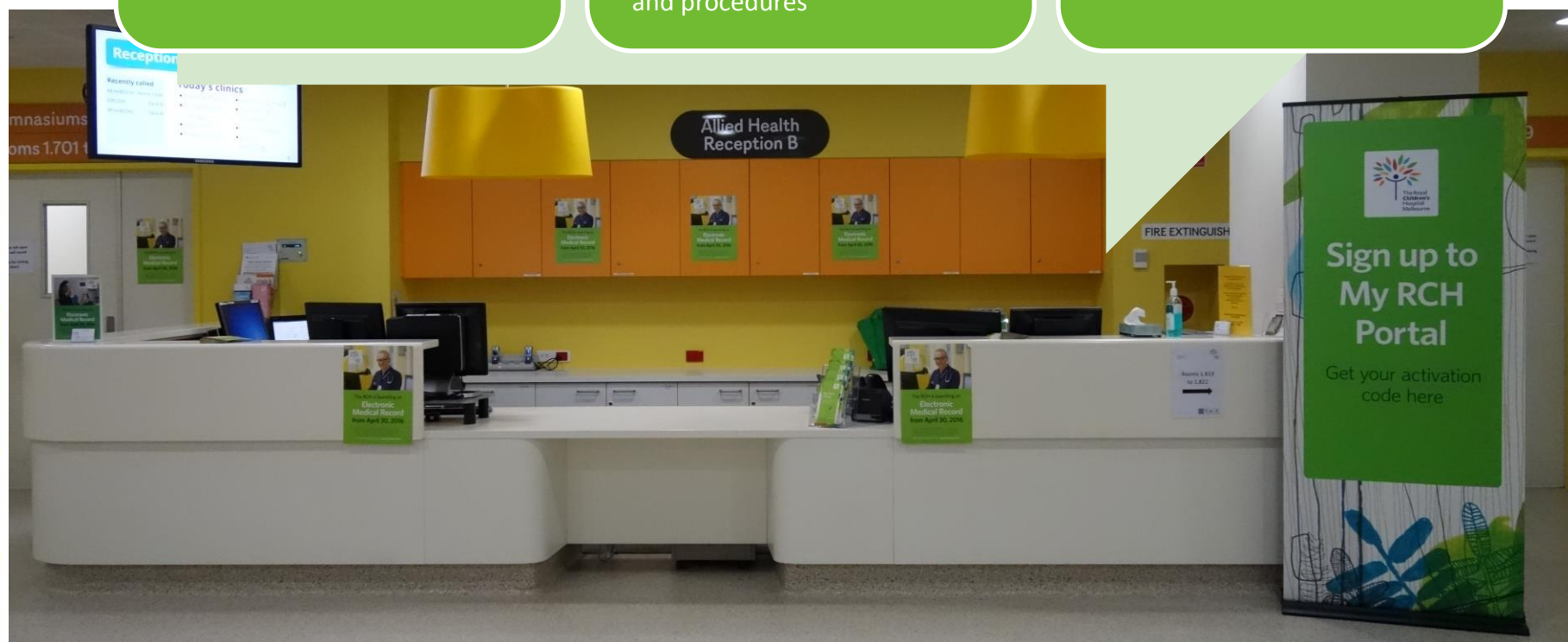
- Pilot phase commenced
- Families encouraged to 'sign-up' at designated Specialist Clinics desks

June 2016

- Evaluation of feedback from consumers collated and analysed
- Final changes to activation protocols and supporting policies and procedures

July 2016

- Supported rollout of My RCH Portal in all Specialist Clinics, wards and services

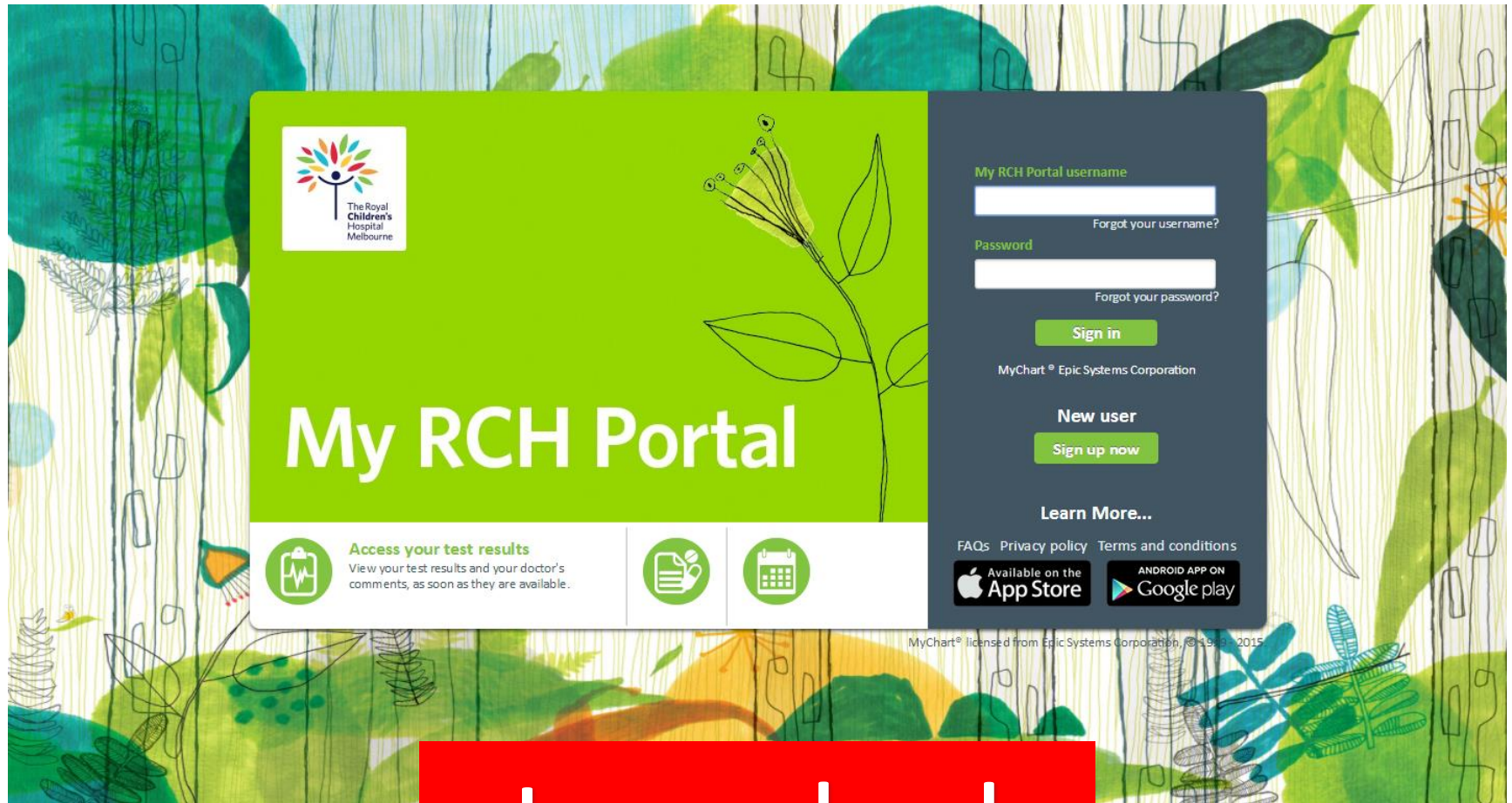


My RCH Portal Launch

22 August 2016

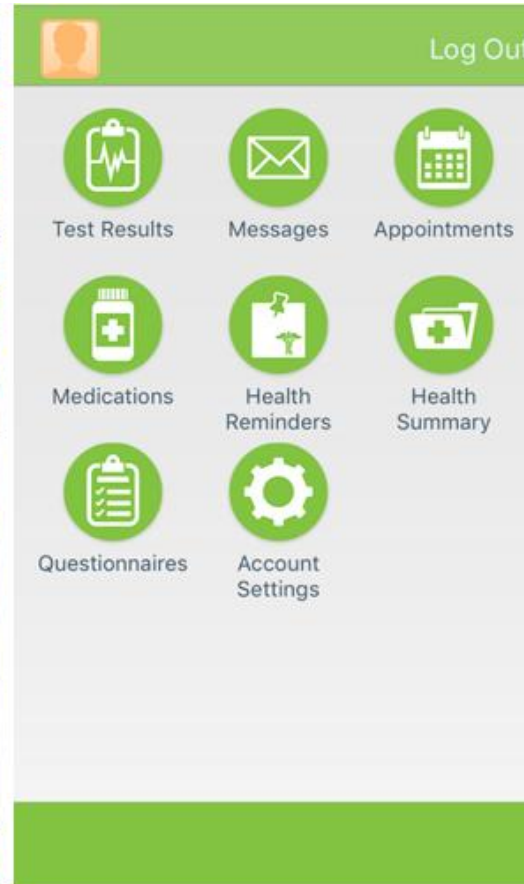
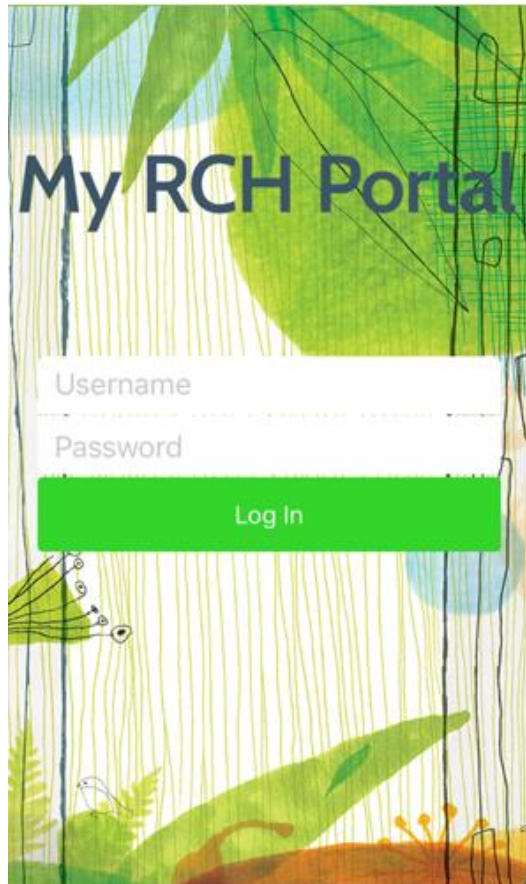


My RCH Portal Website



Launched

My RCH Portal App



Launched



A welcome tool for RCH families

“To be able to find everything all in one place has made things easier”

“This is something I’ve been waiting for!”

“It has made things a lot easier because I can look at results as soon as they are loaded on the portal”

“Getting new scripts, access to doctors letters and keeping up-to-date with bloods has made appointments at the RCH much more productive”

“Loving the new portal, checking bloods, appointments, cultures, etc. has been very helpful”

“I don’t have to carry around a heap of paperwork with me anymore!”

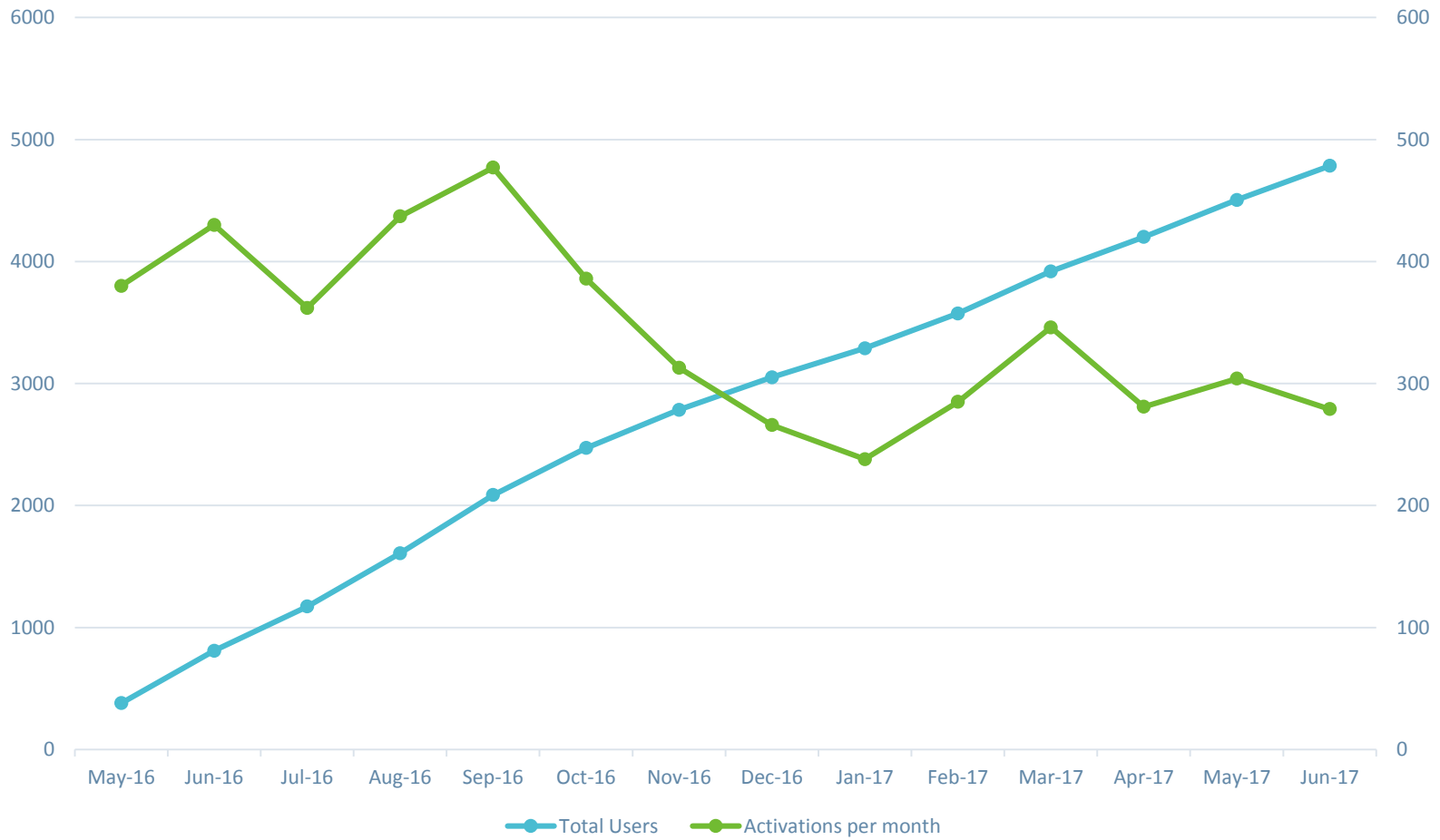


Managing risk

- Clear oversight structures and Committees
- Careful consideration and collaboration with patients and families
- Strategy to support, strengthen processes
 - Core group of RCH staff who can sign-up RCH patients, parents and legal guardians
 - Enable more effective training and support
 - Better manage concerns in relation to vulnerable children



Uptake





Enhancing the Portal - Implementing Direct Scheduling

- Department of Nephrology (Phase 1)
 - Pilot in two clinics, five clinicians
 - Selected patients self-scheduling review appointments >3 months
 - If not self-scheduled within recommended timeframe, appointment booked by RCH staff
- Department of Urology (Phase 2)

Enhancing the Portal - Planning for Clinician Messaging

- My RCH Portal Clinician Messaging
 - improves two-way communication between patients (proxies) and clinicians
 - enable dissemination of patient-specific questionnaires and collection of patient data into the EMR



Sustainability

- My RCH Portal Committee
 - Part of Great Care Committee structure;
 - Includes consumer representatives (parents and young people);
 - Oversees the support of new functionality and improvement of sign-up processes, confidentiality, vulnerable children and child safety procedures;



Questions

Melbourne Children's
A world leader
in child and
adolescent
health

