The Care Information Exchange (Patient Knows Best) at Wharfside

Care Information Exchange aims to help you feel more in control of managing your health. It will provide online access to health records for you and the health and care professionals involved in your care.

## Getting started

You may have received an email from the Trust inviting you to sign up to Patient Knows Best. If so, just click on the link in the email to complete the sign up process.

If you didn’t receive thus email and would like to sign up, please show your appointment reminder text message from the Trust (or some photo ID e.g. passport or driving licence) during a video or face to face consultation. The reception team can sign you up.

Once you have completed the registration, you can log in from the Care Information Exchange website from any computer or smartphone with internet access. Your email address will be your unique user name.

## Keeping your information secure

The Care Information Exchange is hosted within the NHS secure network. Your information is encrypted so that only you and your healthcare team can view the information. All health and care professionals have a duty to protect the confidentiality of patient and service user information. In certain situations your GP may be able to see your information on Care Information Exchange. You should not join CIE if you do not want your GP to know about your care at St. Mary’s Hospital

## Main features of Care Information Exchange

### Blood tests results

Go to the ‘Health’ tab then ‘Tests; search for a test in the ‘Find test’ box. If you can’t see the results in a graph, click on the graph itself to show them. For more information on a test, click on the underlined test name *next to the graph* then ‘Learn more’ in the next screen.

Outpatient clinic appointments

Show in your diary automatically

### Events and Messages

You can contact your clinic doctor or nurse directly. Please only use this if it is essential to contact us before your next clinic visit.

Library (under Treatments tab)

Links to useful documents and external websites

### Sharing

This is where you control who can see your record. You can invite healthcare professionals, carers, friends and family and also choose what type of information they can see.