

The Care Information Exchange (CIE)



The goal of the Care Information Exchange is to make sure you receive the best care and 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.

What it means for you

The Care Information Exchange can help you:

- Manage your healthcare from the comfort of your own home.
- Reduce the time you need to spend attending routine medical appointments
- Give all the professionals involved in your care a better, more rounded view of your medical history, and improve your health as a result.

Getting started

If your professionals are using the Care Information Exchange, they may invite you to get access. You will need to provide an email address and photographic ID such as a passport or driving licence. Your email address will be your unique user name. We will use it to send you your initial instructions for activating your account as well as notifications when there are updates to your information. Once you have completed the registration, you will be able to log in from the Care Information Exchange website from any computer or smartphone with internet access.



Keeping your information secure

The Care Information Exchange is hosted within the NHS secure network. Your information is encrypted so that only you and those people with consent to view the information can do so. All health and care professionals have a duty to protect the confidentiality of patient and service user information.

Opting out

We put information that we hold about you on the Care Information Exchange. This gives the opportunity for other professionals involved in your care to see it and can help ensure you get the best care and avoid unnecessary tests and treatment. If you do not want your information to be shared, you can opt out by informing your healthcare professional or by using the contacts form on the Care Information Exchange website.

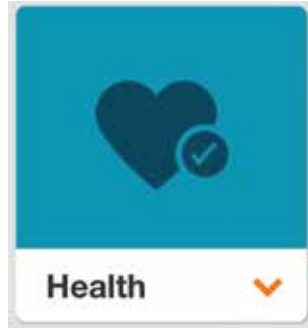


How the Care Information Exchange works

Once you have access log on at www.careinformationexchange-nwl.nhs.uk. The record will be quite partial to begin with but over time will become more complete. Here are some of the features you can use:



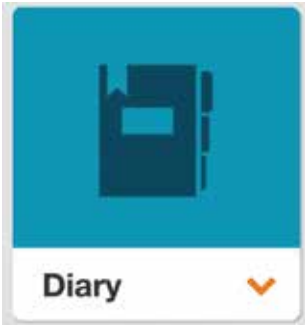
- Your completed Patient Recorded Outcome Measure forms (Dialog questionnaires) will appear here.
- A list of your A&E attendances or stays on wards will appear here if you have attended a hospital that uses CIE, for example St Mary's Hospital, Paddington.



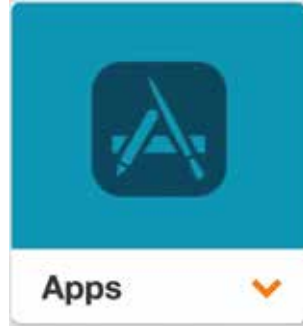
- Blood tests and x-rays will be visible under the laboratory and imaging tabs if you had a test done at a hospital that uses CIE.
- You can also add a range of information about your health including diagnoses, allergies, symptoms, and measurements such as pulse and blood pressure.



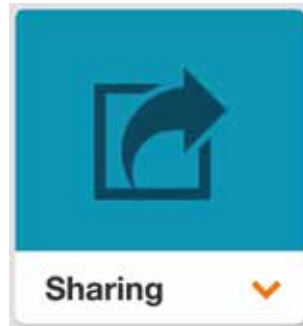
- Your health and care professionals may add links in your library to help and advice materials. And you can add your own.



- Record the medications that you are taking.
- Outpatient clinic appointments at some hospitals (excluding community services) will show in your diary automatically. You can also add other appointments yourself.
- There is a journal for you to write down your thoughts and observations about your health.



- If you are using a personal healthcare or fitness tracker, you may be able to upload data from it direct into your record.



- This is where you control who can see your record. You can invite health and care professionals, carers, friends and family. And you can choose what type of information they can see: general, social, mental or sexual.



- This is the place to add documents and images. For example, you can scan letters and store them here.

Patients Know Best is the computer system at the heart
of the Care Information Exchange

For more information go to
www.careinformationexchange-nwl.nhs.uk

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Charity

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