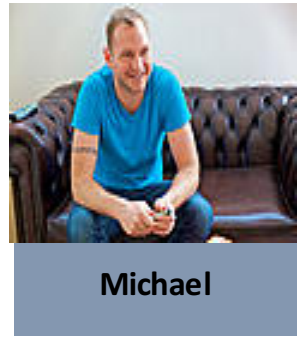


# Michael's Story - Summary



Michael

- Michael is a 58-year-old living alone.
- He suffers from anxiety attacks, has poorly managed diabetes. He drinks excessively.
- His mental health team intervene when Michael's anxiety is mistaken as aggression.
- The Diabetic specialist, supported by primary and community care and the local pharmacist, implement a plan to improve Michaels medication conformance.
- Without medical support, Michael decides to stop drinking, resulting in a visit to OOH's, where he has a seizure.
- Taken by ambulance to A&E, Michael is admitted to an Acute Medical Unit. The Ward Manager is keen to update the consultant, on what medication Michael has taken today, before implementing their alcohol withdrawal protocol.
- Due to severe hallucinations a psychiatric assessment is requested before discharge, with a request to link in with the community mental health team, to ensure Michael receives ongoing care in the community.
- The discharge team are made aware of Michaels history and domestic circumstances to ensure safe discharge and handover back to primary; community and social care.
- LFT's show potential liver damage, Michael is referred to an outpatient's liver specialist clinic.
- Patients apps are used to support to Michael in relation to his medication conformance and life style.

# Michael's Journey

Anxiety

Community Mental Health Team

Accident & Emergency

GP practice

Community Nurse

Diabetic Outpatient Clinic

Community Pharmacy

Out of Hours

Ambulance Service

Accident & Emergency

Inpatient (Medical Assessment Unit)

Discharge team

Psychiatric Liaison

Referral to further care

Outpatients Clinic

Telehealth Solutions

On-line Patient Access

Diabetes



Michael

Alcohol Withdrawal

Liver Disease

Family Support & Self-Care

# Michael's Story – System Users

In order to play my part in Michaels care, I need to:-



**Michael**



**Mrs Banerjee  
MHT**

- Access Michaels record
- View Prescribing history
- Push out special alert to **all** Michaels other health records



**Outpatients  
Dr Singh**

- Access Michaels record from primary care; outpatients & pharmacy.
- View a graphical correlation of data in relation to HBA1C results; medication history; blood sugar and weight.
- Send electronic referral to community pharmacy
- Enrol Michael on Telehealth scheme



**Jacky  
Ward  
Manager**

- Access Michaels existing records
- Pull relevant data to create MAU record
- Create medicines management list for duration of hospital stay and TTO's
- Send task to discharge team & Mental Health liaison to attend the ward
- Send note to all other HCP's, to alert them that Michael is on the ward
- Create appointment into Liver specialist clinic



**Dr Lowndes  
Liver  
Specialist**

- Access Michaels record from in-patients; primary care & Mental Health
- Review prescribing history
- Alert MHT of this encounter and decisions regarding prescribing.
- Enrol Michael on Telehealth scheme



**Michael**

- Access patient on-line services to book appointments and order prescriptions
- Have access to telehealth services to prompt me to eat and medicate in line with my care plan
- Share daily measurements with my clinicians
- Access patient information and on-line help
- Share information about me with my family and carer.

To achieve this my system must allow me to-

Mrs. Banerjee (Community Mental Health)

Access record & prescribing history  
Push out alert to **all** other HCP records

Dr Singh (Diabetic Shared Care)

Pull; Review; Incorporate relevant data from other HCP's  
View graphical correlation of data  
Send electronic referral to pharmacy  
Enroll Michael in Telehealth scheme



Michael

Jacky (Medical Ward)

Find “who else is involved in this patients care?”  
Pull; Review; Incorporate relevant data from other HCP's  
Integrate existing meds to begin my prescribing record  
Alert all teams re inpatient status  
Send task to Discharge & Psychiatric teams  
Create appointment for Liver Clinic  
Alert all teams on discharge and point to summary



Dr Lowndes (Liver specialist)

Pull; Review; Incorporate relevant data from other HCP's  
Alert all teams re encounter & prescribing

Family Support & Self-Care

Access to on-line patient services  
See & contribute to my record (telehealth)