

COORDINATE MY CARE - FAQs

What is Coordinate My Care?

CMC is a clinical service that holds patient care plans. These are electronic forms completed by a patient with their healthcare professional. It records the patient's wishes and preferences for their treatment and care to allow them to live well in their last stages of life.

Who can see the records?

Patients' records are confidential. Only professionals involved in the care and issued with a secure user name and password will be able to see details on Coordinate My Care. The record will be accessed when the patient needs help or advice.

How much does it cost?

There are no costs to the patient. This service is provided through the NHS.

Can someone else make a record about a person without their permission/knowledge?

No. All patients are consented to having a record. If the patient lacks capacity consent is made in "best interest" by the clinician in consultation with the family/carers.

If someone has a CMC record but wants to change it, can they?

Healthcare teams will regularly discuss the patient's health issues with them. If a patient's wishes change at any time they will update the Coordinate My Care record.

What happens if a patient doesn't wish to take part in Coordinate My Care?

CMC needs patient consent to create a record. No-one will be included without being asked first. Patients can change their mind at any time.

Is Coordinate My Care just for cancer patients?

No. 45% of patients with a CMC record have been diagnosed with an illness that is not cancer.

What happens if someone needs care out of hours?

Two thirds of the week is actually out of hours. A CMC record can be accessed by your out of hours GP, community nurse etc. Also by the London Ambulance Service and NHS 111.

If someone wants to die at home/hospice/hospital, does the plan cover this?

The plan records these preferences along with treatment and care and it means your healthcare professionals will do their utmost to ensure your wishes are followed.

Is this just for terminally ill patients?

At present CMC is for any patient with a life limiting illness.