



PATIENT INFORMATION

What happens next?

After my application has been verified by the hospital?

Once verified, you will be able to confirm the hospital areas that are relevant to your care and start communicating with these staff as your account is active.

Invite a clinician to see your information

The clinician can read everything in your account, including past discussions with other clinicians.

Before sending an invitation

Working online with your clinicians saves you a lot of time as a patient. But you have to spend a little time up-front setting everything up. Please respect the time of your clinicians, as they adjust their work patterns to help you.

- **You need to have the e-mail address of the clinician you need to invite.**

It is best to ask the doctors and nurses for their NHS email address. You can tell an NHS address because it ends in nhs.net, e.g. John.Smith@nhs.net. But any professional e-mail address will do and you can invite any clinician from anywhere in the world to work with you online.

- **Discuss your intention to use Patients Know Best before sending out the invitation.**

Mention it during your next clinic visit so that your clinician is not surprised by the message they will receive.

- **When you have invited them and they have successfully registered, it is important to respect your clinician's time.**

By accepting to use Patients Know Best with you they make it very easy for you to contact them, which they do as a way to provide better care for you. But you should make sure that

you only contact when it is clinically necessary to do so, and that you are brief and comprehensive in your messages, to minimize the burden on their time.

With these tips in mind, you are ready to invite your clinician.

To invite a clinician

1. Click on Team at the top of the page or return to your home screen
2. Click on Add clinician or Invite clinician
3. Enter the name and email address of the clinician to add
4. Write a person message for your clinician, which they will receive along with instructions on how to accept your invitation
5. If the clinician is not registered, they will be prompted to register, free of charge
6. You can view your pending and past invitations from the navigation bar at the top of the page when on the "Team" Tab (It is also to resend the invitation if the clinician has not responded by when they said they would during your previous correspondence with them)
7. Once registered the clinician will have access to your account and you will be able to send messages to each other

You are now able to send messages securely with your clinician.

Frequently Asked Questions

1. Is it medically secure?

Yes. Patients Know Best is covered by the Data Protection Act and operates within strict NHS security standards.

2. Who owns the information?

The system operates for your benefit and is a patient-owned medical records and communication system, which enables you to allow others to discuss your health and treatment. This can include medical staff, friends, family and anyone with an email address involved in your health care, such as a social worker or carer.

You can at any time change that has access to your records. This may have an impact on the care you receive, but your doctor will be able to explain this in greater detail.

3. Why can't I use email to communicate with my healthcare team?

The system needs to ensure confidentiality, and because email cannot itself guarantee only the recipient reads the message, a safe way of electronically communicating has been offered: PKB. All information about your health is kept safe in the secure PKB website at all times. This makes it a lot safer and more secure than using your regular email account.

When receiving a message through the PKB system, you will receive a notification into your normal email to look in your PKB account.

This is a similar model to that which banks use when communicating financial information with their customers.

4. How can I learn more about the service?

For help and information about Patients Know Best, including how to send messages to your clinician, email help@patientsknowbest.com

5. Can I communicate with my consultant through this system?

Yes, if they are also registered with a PKB account. When you register, we will link you with the relevant people who care for you at the hospital and are using the system.

6. Are other hospitals using Patients Know Best?

It is used internationally, and one of the benefits for patients is if you need to seek medical attention when abroad you will be able to access your medical record anywhere in the world through a computer, tablet or smartphone connected to the internet. This will help you share your medical information when abroad or on holiday.

UK hospitals already using Patients Know Best include:

Great Ormond Street Hospital

St Mark's Hospital

Salford Royal Hospital

Royal Liverpool University Hospital

and various GP Practices as well.

