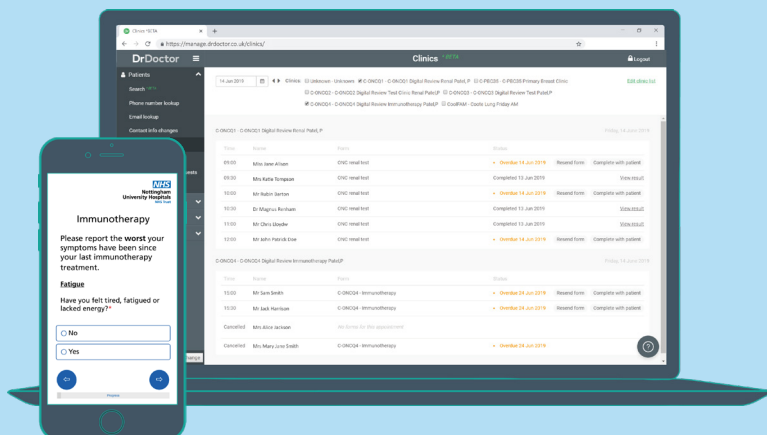


Reducing unnecessary face-to-face appointments

My Online Care is an innovative project aiming to reduce unnecessary face-to-face follow up appointments whilst continuing to safely manage ongoing outpatient care.

My Online Care uses carefully designed online questionnaires which patients fill in at home. Once completed clinicians view the results online and decide the most appropriate next step on the patients care route.

We are piloting across three varied specialities to ensure broad applicability for future adoption and implementation.



Why are we doing My Online Care?

Our main drivers of this project align with organisational and national objectives.

1. Improved Patient experience

In response to patient feedback on how time consuming, expensive and stressful attending hospital can be. This gives patients choice on how they access their secondary care.

2. Improved capacity in Outpatient clinics

Helping to release capacity and increase the number of patients who can be seen. This will reduce waiting lists and enable operational targets to be met.

3. A digital future

Moving to digital appointments and review clinics will eliminate the paper processes and costs associated with current face-to-face appointments.

4. Financial efficiencies

Digital review clinics offer financial benefits as they are faster, will help increase capacity, and reduce costly waiting list initiative clinics. Digital tariffs also offer increased income.

5. Improved Clinical Outcomes

Patients with more urgent needs can be seen sooner with improved capacity and reducing waiting lists. Risk of clinical incidents resulting from immunocompromised patients attending hospital is also reduced.



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