

MyGOSH script

Welcome to this overview of MyGOSH, the Great Ormond Street Hospital patient portal.

In order to access the portal for the first time, you will need to create your own unique username and password. You can do this by following the instructions that hospital staff have sent to you by email, text or letter.

Once you have created a username and password, you will be able to log in through the MyGOSH webpage or by downloading the Epic MyChart app.

When you launch MyGOSH you will start at this page.

Enter your username and password and sign in.

The user will land on the homepage of the person who has signed in. In this case Ella has logged in and has been given proxy access to the chart of her daughter, Betty. By clicking on the EDIT button, Ella can change the photos that display here and will also display in the hospital records.

To view Betty's account, Ella needs to click on Betty's name. She is asked to review and accept the proxy disclaimer, which she can read using the Scroll bar.

Ella is now viewing Betty's homepage. In the centre of the page, she can see a calendar with highlights on the days that Betty has appointments at GOSH. If she hovers over these appointments she can view more detail. She can also see requests for future appointments and tests.

Above the calendar are new messages and alerts that have been sent since she last logged in. There are also icons across the header bar at the top of the homepage with links to further information.

On the right she can see quick links to view Betty test results; to ask Betty's clinical team a question; to request a prescription refills for Betty's GOSH only prescribed medication; and to review Betty's health summary. Beneath that she can see the members of the care team who are involved in Betty's care.

Ella now wishes to look at some of these links in more detail.

If she clicks on VIEW TEST RESULTS, a list of Betty's test results are displayed. She can see if the clinician has made a comment and she can click on the test name to view the result and the clinical comment.

In this view there is further information about the test results and the information icon at the top links to a weblink that explains more about the test.

If Ella wishes to contact Betty's care team to ask a non-urgent medical question, she can click on the ASK A QUESTION button. This message should not be used for urgent questions. In this situation, she should contact Betty's team through switchboard or call 999.

For a non-urgent question, Ella can choose to write a note to one of the teams that are caring for Betty and there is an option to attach an image or video should she wish to do so.

The next option is the REPEAT PRESCRIPTION BUTTON. Betty is currently taking three medications. There are links to a webpage to find out more about these medicines. Ella can also let the care team know if Betty is on any other medications by entering the information here (hover over ADD A DRUG).

Two of Betty's medicines cannot be refilled at GOSH and must be refilled by a repeat prescription from the GP. However, one of these medications is a GOSH-only prescription and must be prescribed at the hospital. When Betty needs more of this medication, clicking this button will send a message to pharmacy to prepare this and arrange for the family to collect the new prescription request.

The REVIEW HEALTH SUMMARY lists Betty's current medical problems, medications, allergies and immunisations. Ella can add information to let the care team know if there are new problems, medicines or allergies.

In the header, the health icon shows a summary of information about Betty's health. One feature to point out is SHARE MY RECORD. This opens Share Everywhere, which allows Ella to share Betty's MyGOSH record with another medical practitioner if she wishes to do so. In this situation, Ella would need to enter the name of the person that she wants to share the record with. Once this name has been accepted, a SHARE CODE is provided. This code expires after 5 mins. The person that Betty is sharing the record with will need to login to www.shareeverywhere.com and use this code to view Betty's record. This share everywhere view is for single use and the user will be logged out when they close the internet page or after 24 hours.

There is also a QUESTIONNAIRE button that allows families to complete information as they choose. FINGERPRINT is a questionnaire that lets the clinical teams know what things are important to Betty.

The visit icon gives further information about GOSH appointments. Betty has an appointment on the 5th May. The e-check in function allows Ella to complete medical and social information about Betty before the appointment and her consultant can review this information at the outpatient appointment.

Hospital letters can be viewed under the messaging icon. This includes appointment letters and clinic letters.

Information about MyGOSH and FAQ can be viewed under the RESOURCES icon.

The profile icon allows Ella to input contact and personal information about Betty. In the notifications section, Berry can select how she wishes to communicate with the hospital and indicate preferences for email or text messages.

Thank you for taking this tour of MyGOSH.