

# MyRenalCare – How is it helping patients like me?



Working together for better patient information

The MyRenalCare app has been specially developed by the Wessex Kidney Centre to help people with chronic kidney disease to more easily communicate with their kidney consultant.

This leaflet highlights how the app can help you and answers frequently asked questions.

## What is MyRenalCare?

MyRenalCare is an app on your computer or phone which reduces unnecessary visits to the hospital. For example, if your consultant asks you to monitor blood pressure readings to ensure they are well controlled, you can submit these on the app from the comfort of your home. The consultant will then look at them and let you know via the app if you need changes to medication or a visit to hospital for further discussion.

It also provides a record of your medication, along with blood test results and a record of any advice given by your kidney consultant.

Sign up today by scanning the QR code or visit <https://app.ardiahealth.com/wkc#login>



## How do I access MyRenalCare?

MyRenalCare is a Web App – a web site. You don't need to download it.

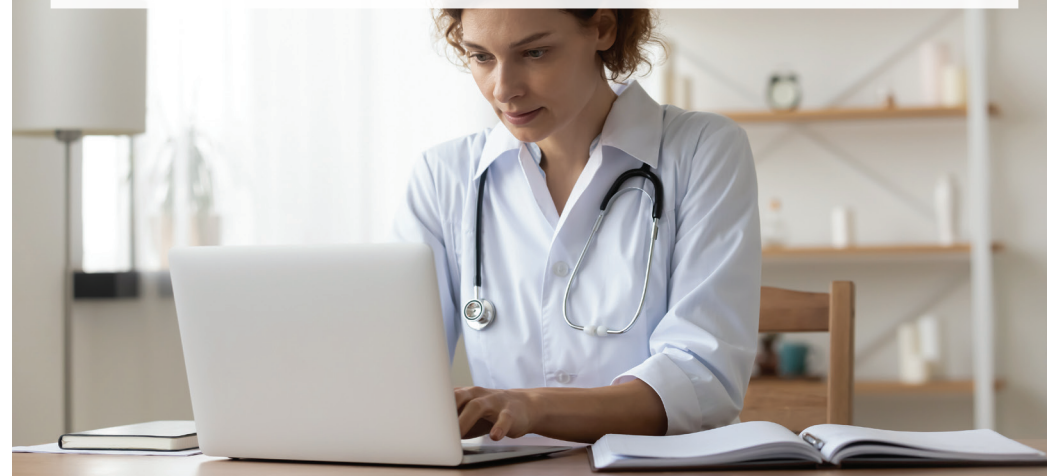
It can be used on any personal computer, tablet or smartphone that is connected to the internet.

## How does MyRenalCare work?

Instead of having to come to hospital for a routine visit, people using MyRenalCare can communicate with their consultant from home. You will get a reminder asking you to record your blood pressure and use a form (which is provided in advance) to have a blood test locally – either with your GP surgery or local hospital. You then press a button on the app to notify your consultant when these things have been done. This triggers an email to the consultant, who then logs onto the app to see your results.

Within a short space of time, you will receive a message from the consultant on the app to tell you if all is well. You can receive this message anywhere, which many people find more convenient than having to visit the hospital.

If the blood result needs further action, the consultant will indicate this on the app and will contact you, either by phone or by arranging a clinic appointment. You can also contact the consultant directly via MyRenalCare to request a review if you are concerned.

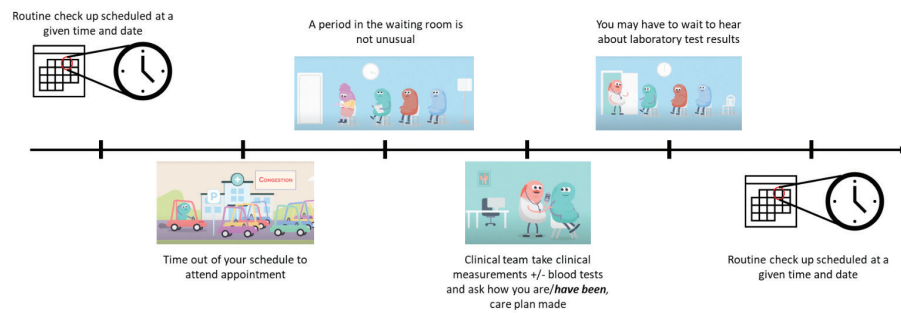


## Would it completely replace my current face-to-face appointments?

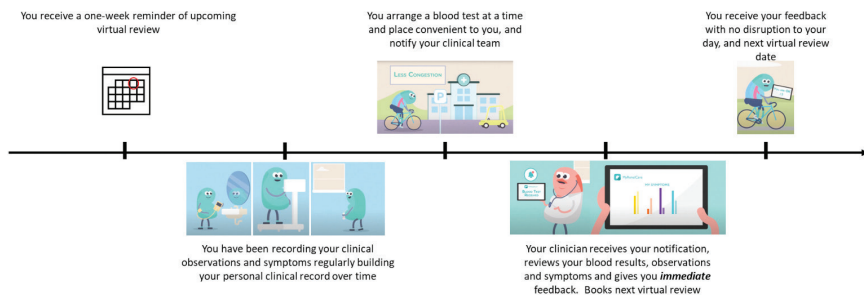
No. MyRenalCare does not replace all appointments, only those made for routine monitoring. When it is important for you to meet with your consultant, either by your choice or if asked to by the medical team, this will be arranged as usual. You can choose how many of your appointments are in person or via the app according to your own preference.

**You can see how it works in practise below.**

### Traditional Renal Outpatient Follow-Up Appointments “Just in case” appointments



### MyRenalCare: A new way of delivering outpatient renal care



**PIFU:** at all times you have direct access to your clinical team to request a review (phone or F2F) as you feel the need

**Medical oversight of individuals with CKD delivered safely, yet with the slightest possible intrusion into their lives**

## Is it suitable for all kidney patients?

MyRenalCare is best suited to people with long-standing kidney problems whose condition needs monitoring but who otherwise feel well. This includes people with moderate kidney damage from conditions like high blood pressure, diabetes or nephritis. It is also suitable for people living with well-functioning kidney transplants.

If you regularly attend outpatient appointments, the app is designed for you, rather than for patients who need a lot of complicated care or whose condition changes rapidly from visit to visit.

MyRenalCare is designed to help you to spend less time travelling to hospital, avoid unnecessary hospital parking, avoid sitting in waiting rooms (or by a phone waiting for a call) and to have easier direct access to your own consultant when you need it.

This is why it can be particularly beneficial for busier people who would appreciate the freedom of not having to carve out additional time for their treatment. It can also be helpful if you want to stay out of hospital to avoid infection or passing on a virus, such as Covid-19 or the flu.



## How might MyRenalCare help me?

The app is designed to make your life easier. It offers you more flexibility regarding when you can contact your consultant, and it is also designed to give you a greater degree of control over your care. This includes passing on or receiving results via the app with your consultant rather than via a receptionist or hospital switchboard, as well as seeing medical information, such as your blood pressure results, in one place.

## Can I use MyRenalCare to speak to my consultant?

You can arrange this using the app. There are likely to be times when you want or need to speak with your consultant, especially if there are changes in your health or medication related to your kidney disease. You can request a consultation on the phone or a face-to-face appointment using MyRenalCare. Your consultant will arrange an appointment for you in a timely manner.

**IMPORTANT: These requests will be responded to in days – they are not to be used for URGENT matters. If you do have questions or need urgent medical help, please phone the renal team, your GP or in an emergency phone 999.**



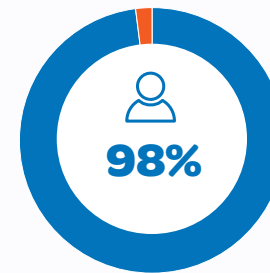
## How will my GP keep up to date with my kidney care?

After every remote review, a letter will be written to your GP in the same way as it did when you came to clinic in the past.

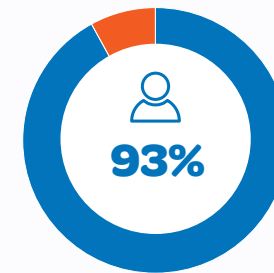
## What have people using MyRenalCare said about it?

MyRenalCare has been piloted in Portsmouth since 2020 and is receiving great feedback from kidney patients and consultants.

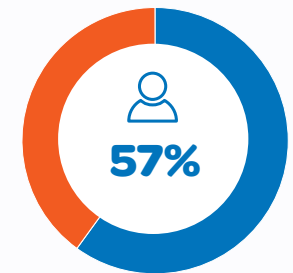
### We took a survey of 100 people after using MyRenalCare for 6 months.\*



said they would recommend it to other patients.



say it is easy to use



feel more engaged in managing their kidney health



\*Stated in the Journal of Kidney Care vol 6 no 1 January/February 2021

"I find using MyRenalCare more efficient. Each digital consultation with someone who is stable takes about 5 minutes. I have all the information I need on the app. This leaves me more space in my clinic to address problems which patients have reported to me"

**Dr Robert Lewis, Consultant Nephrologist, Portsmouth Hospital University NHS Trust**

"Discovering I have CKD (chronic kidney disease) was daunting. It helped to know that my CKD is being treated and I had a plan to move forwards with, but this can take up a lot of time, for example by having to travel to appointments and similar. MyRenalCare is designed to help make our lives easier, with more direct access to our consultant when we need it."

**Richard Lee, kidney patient using MyRenalCare app**



## Alan's Story

Alan is a 54-year-old Chartered Surveyor who runs his own business. He had a renal transplant for IgA nephropathy 1990 and the kidney has functioned well for years.

For years he was attending the transplant clinic routinely every 4 months, despite feeling perfectly well. He lives 45 minutes' drive from hospital and his average waiting time in clinic was 50 minutes. Because he had no problems, his consultation time was usually no more than a few minutes; however, to be able to attend his appointments, Alan was having to cancel work commitments.

Since using MyRenalCare, he has had his blood tests done at his GP surgery every four months, just around the corner from his home on his way to work. He enters his own BP readings onto the app every fortnight. The day after doing a blood test he receives a notification on his phone and it takes him less than five minutes to logon, see his blood results and read the entry from his consultant telling him that all is well. He can even do this whilst out on a site visit.

For Alan, MyRenalCare has proved to be an ideal way to receive the reassurance he needs about his transplant whilst getting on with his busy life.



## What if I change my mind about using MyRenalCare?

If you try the MyRenalCare and decide you don't want to continue using it, you can simply let your consultant know and we will move you back to your usual clinic reviews instead.

## How can I find out more?

For further information about how MyRenalCare works, you can visit [www.myrenalcare.com](http://www.myrenalcare.com) or email [info@myrenalcare.com](mailto:info@myrenalcare.com) with any further questions you may have or talk to your consultant.

## How can I register to use MyRenalCare?

To sign up, simply visit: <https://app.ardiahealth.com/wkc#login> and click the "sign up" option from the choices provided.



## What happens once I've signed up

Once you have submitted your request, it will be reviewed by the Wessex Kidney Centre team. When your request is approved, you will receive an email with further details of how to log in to your new account. Please check your junk or spam folder for emails from MyRenalCare.

**Scan the QR code below to register now**





### Kidney Care UK

-  [www.kidneycareuk.org](http://www.kidneycareuk.org)
-  [comms@kidneycareuk.org](mailto:comms@kidneycareuk.org)
-  01420 541424
-  Kidney Care UK  
3 The Windmills, St Mary's Close,  
Turk Street, Alton, GU34 1EF
-  [kidneycareuk.org](https://www.facebook.com/kidneycareuk.org)
-  [@kidneycareuk](https://twitter.com/@kidneycareuk)
-  [@kidneycareuk](https://www.instagram.com/@kidneycareuk)



### MyRenalCare

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