



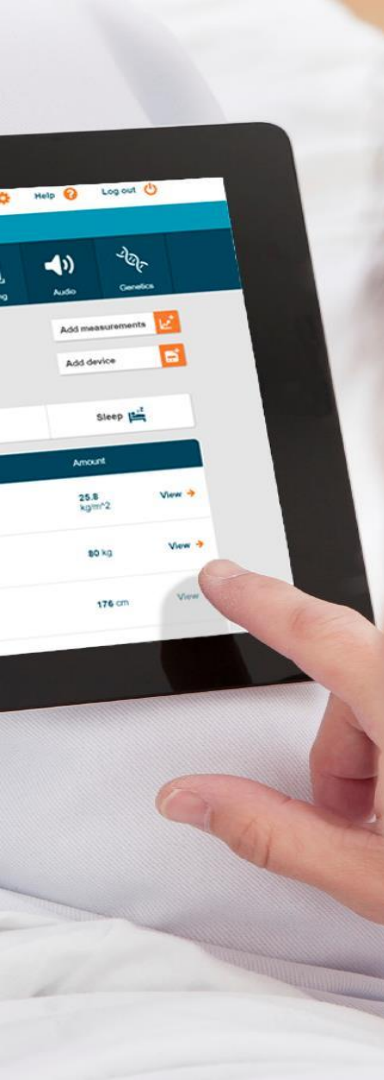
PATIENTS KNOW BEST[®]
THE PATIENT'S COMPANY

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 enquiries@patientsknowbest.com

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Digital Tools in PKB



 Asynchronous Messaging	 Symptom Tracking	 Assessment Questionnaires	 Library of Resources	 Test Results	 Care Planning	 Journal Entries
 Measurements & Device Integration	 Audio Feature	 Diagnosis, Medications & Allergies	 Files Feature	 Appointment Data	 Imaging (CT/X-Ray)	 Sharing of Data

Platform available in 22+ languages including:

 Arabic	 Bengali	 Chinese	 Danish	 Dutch	 English
 French	 German	 Greek	 Italian	 Polish	 Portuguese
 Russian	 Spanish	 Swedish	 Turkish	 Gujarati Hindi Marathi	 Welsh

Adding carer/guardian to paediatric PKB record



- Parent/guardian needs to register for their own PKB record.
- If they have not already registered, they can do so [via this link](#).
- Your team can login into their PKB Professional account, then:
 - Search for patient
 - Access the Sharing section
 - Select Friends/Family
 - Click 'add carer'

The screenshot displays the MTW Paediatric PKB system interface. At the top right, it says "Welcome MTW Paediatric Administrator [MTW Paediatric Test Team]". The patient's name is "PATIENT, Test (Miss)". Her details include: Born: 30-Aug-2020 (4y 9m), Gender: Female, NHS No: 999 131 2137, and address: Maidstone Road, Maidstone, M18, Kent, GB-ENG. Her email is goppatient@pkbtest.com. There is an "Edit demographics" link. Below the patient details, there are tabs for "General health", "Mental health", "Sexual health", and "Social care". The "General health" tab is selected. A navigation bar at the bottom of the patient details section includes "Back to my patients", "Summary", "Events & messages", "Health", "Treatments", "Diary", "Files", "Devices", and "Sharing". Below this, there are tabs for "Professionals", "Friends/Family", and "Pending invitations". The "Friends/Family" tab is selected. The "Caring" section is visible, with two buttons: "Ask for access" and "Add carer", both with a person icon and a plus sign.

Adding carer/guardian to paediatric PKB record



- This page is in the paediatric patient PKB record once you have clicked 'Add Carer'.
- Fill out the details needed, and click the 'Invite' button, which you will find at the bottom of this screen.

Invite caregiver for Test Patient

Title *

First name *

Last name *

E-mail address *

We will send your message to this address

Message *

Write a short personal message explaining this invitation to your carer

Adding carer/guardian to paediatric PKB record



- Parent/guardian receives email notification from PKB/Paediatric Team

The MTW Paediatric Administrator would like to share the health record of Miss Test Patient with you

Subscribe

0 views



Patients Know Best <messages@e.pkbtest.com>

09:58 (now)



to beckyrosario@pkbtest.com

Dear Miss Becky Rosario,

The MTW Paediatric Administrator has invited you to access the medical information of Miss Test Patient so you can help manage their health.

Message from The MTW Paediatric Administrator

Hi, TEST MESSAGE - INSERT INFORMATION AS REQUESTED BY MTW PAEDIATRIC TEAM TO CARER

To accept this invitation, click this link:

<https://sandbox.patientsknowbest.com/patient/accept.action?invitationId=1f01273c-e55c-4939-9d57-926f9548eeac&e=beckyrosario%40pkbtest.com>

You are receiving this notification because you are a carer. To log in and review the people you care for, please click this link: "<https://sandbox.patientsknowbest.com/patient/myDependents.action?tab=invitations&subTab=dependents&clearContext=true>"

You can change your email notification preferences from the [Profile page](#) in your record.

Please do not reply to this email; this address is not monitored. [Log into your record](#) to manage your care and those whom you care for.

Yours,

Patients Know Best Help Team







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w: <https://www.patientsknowbest.com/contact-us>






e: help@pkbtest.com

Adding carer/guardian to paediatric PKB record





 **Profile**  **Help**  **Log out** 

Home > Sharing > Pending

 Professionals  Friends/Family  Pending  Past  Access log

Pending invitations

Invitations waiting for acceptance from you or waiting for you to accept.

 You have accepted the invitation from The MTW Paediatric Administrator. You can now send messages to Miss Test Patient. 

- Parent/guardian receives confirmation that they have been added as a carer

Adding carer/guardian to paediatric PKB record



NHS Maidstone and Tunbridge Wells

Profile Help Log out

Home > Sharing > Friends/Family

Professionals Friends/Family Pending Past Access log

Caring

Ask for access

Add carer

People I look after

Click "Ask for access" to request permission to see the record of someone you look after.

Name	Date of birth	
Miss Test Patient	30 Aug 2020	View Send message

- Parent/guardian can click 'Sharing' and view their child/patient in the friends/family section of their own PKB record.
- By clicking the name they can access the record.


Adding carer/guardian to paediatric PKB record



- Parent/guardian will now receive email notifications regarding data (such as letters etc) being sent to their child's/the patient's PKB record.
- The example on the right is following a test questionnaire being sent to the child's record. The Advanced Questionnaire functionality in PKB will enable parents/guardians to receive notification and complete the questionnaire for the child/patient.

Miss Test Patient has been sent an online questionnaire by Maidstone and Tunbridge Wells NHS Trust Subscribe

0 views

 **Patients Know Best** <messages@e.pkbtest.com> 11:28 (now) ☆ ⏪ ⋮
to Becky Rosario

Dear Miss Becky Rosario,

The MTW Paediatric Administrator at Maidstone and Tunbridge Wells NHS Trust would like Miss Test Patient to answer a questionnaire.


To complete it on their behalf click on this link: <https://sandbox.patientsknowbest.com/auth/fillQuestionnaire.action?contextUserId=14331478&questionnaireRequestId=954f09ec-3930-46f8-b63d-393f3e7e11ee&massQuestionnaire=false&e=beckyrosario%40pkbtest.com>

You are receiving this notification because you are a carer. To log in and review the people you care for, please click this link: "<https://sandbox.patientsknowbest.com/patient/myDependents.action?tab=invitations&subTab=dependents&clearContext=true>"

You can change your email notification preferences from the [Profile page](#) in your record.

Please do not reply to this email; this address is not monitored. [Log into your record](#) to manage your care and those whom you care for.

Yours,
Patients Know Best Help Team

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w: <https://www.patientsknowbest.com/contact-us>
e: help@pkbtest.com

Adding carer/guardian to paediatric PKB record



- Clinical team can add carer/parent/guardian into messages.
- Parent/guardian will receive email notification.

Send a message

Do not use this for urgent problems as your message may not be read immediately.

To: **Patient**

Miss Test Patient

Test Patient's carers

Miss Becky Rosario

Subject

Message

Provide as much detail as you can as this will help your patient and the rest of your team avoid follow-up appointments

Attachment

[+ Add file](#)

Up to 10 GB

