

eCARE FAQs

What is eCARE

eCARE is the Trust's name for the electronic patient record system.

When will it be implemented?

eCARE is going live from 18 May 2018. Each ward or department will systematically go-live with eCARE over the weekend of 19 and 20 May 2018.

The system and equipment purchased to operate it has been thoroughly tested in the lead up to the implementation of eCARE and the hospital will also have additional support on the ground available during this period.

Why are we implementing eCARE?

We are already in a digital world where booking holidays and shopping are done online and it would be a mistake for the hospital not to embrace the advantages that a digital system could deliver for both patients and staff.

As a Trust we are continually striving for excellence and digital modern and an up-to-date patient record system will create the backbone for transformation across the hospital which we will need to serve the changing community of Milton Keynes.

What will the benefits be for patients?

eCARE will greatly enhance the care you receive every time you have treatment at the hospital, with benefits including:

- All hospital staff who are directly involved with your treatment will be able to share important information quickly, such as test results and diagnoses, giving an accurate picture of your medical health history.
- By having quicker access to your records, including any prescriptions or allergies you have, hospital staff will be able to provide more effective care. For example, decisions can be made about what medicine to give you if it is known what you are already taking, or if you have had a bad reaction to a medicine in the past. However, you will still need to tell us, in the first instance, what medications you have been prescribed from your GP.
- You should not have to repeat the same details when you receive care.

What will happen if there are major problems with the IT systems and we can't access the system?

We have in place a robust business continuity plan which has recently been tested by cyber-attacks. Our IT team are regularly updating the systems and are continually working with NHS Digital to ensure that we consistently remain ahead.

Will people other than those providing me with care be able to access my records on eCARE?

Yes, with your consent. The information however, will only be shared with GPs and community care personnel who are involved in the care of the patient.

Is my information secure?

We are committed to protecting your personal information. We have taken great care to make sure that your information is kept confidential and safe. All staff have signed a confidentiality agreement and have a duty to keep information about you confidential. To read more about data protection and access to your medical record, please visit [About You](#).