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1. Introduction

This document provides a guide for using the vMDT portal and the roles of the system users. The Macmillan virtual Multi-Disciplinary Team (vMDT) is a secure online platform which allows healthcare professionals to access advice, from experts across the UK, on the management of a person who is experiencing poor quality of life and ongoing symptoms following cancer treatment.

We accept referrals from UK-registered healthcare professionals on behalf of patients experiencing complex or chronic symptoms following cancer treatment. These ongoing problems can be as a result of any cancer type or treatment type, however long ago active treatment ended. Healthcare professionals can also refer complex patients they have already supported, if seeking a second opinion or further support. Please note that the vMDT is not suitable for people experiencing emergency problems or who need a quick response.

There are 5 types of system users:

- **Referrers** – Healthcare professionals requesting advice from our expert panel for patients who are experiencing complex or chronic systems following cancer treatment, which can include those seeking a second opinion or support.

- **Experts** – Healthcare professionals who have agreed to provide advice specific their field/speciality. Experts can also make referrals. For each case an ‘Expert Chair’ is allocated who will oversee the case and approve the final case report produced by the vMDT Coordinator.

- **Read Only** - Healthcare professionals who have registered to be a user of the website but who are unable to make referrals. Read Only users will have the ability to view/search closed cases.

- **Support User** – Non-healthcare professionals (Medical secretary, administration team member etc.) to assist with the inputting of information into a referral, following explicit instruction from a healthcare professional. Support Users are unable to submit referrals. The overall referral remains the responsibility of the referring healthcare professional.

- **vMDT Coordinator** - The role of the vMDT Coordinator is to oversee and manage the system to ensure all processes are running efficient and effectively. They will also produce a case summary report from the expert responses received to provide to the referring healthcare professional.

2. Website

To access the website enter https://vmdt.macmillan.thirdparty.nhs.uk into your browser.

To log in to the vMDT system you will need access to an NHS-N3 connected device. The system will run within the secure N3 network and you will not be able to use the vMDT if your computer or mobile device is not connected to N3 (basically individuals working within an NHS environment should have N3 access). It is advisable to use a modern internet browser, or if using Internet Explorer ideally at version 8.0 or above as previous versions may cause the system not to operate fully. The system does not require you to download any software to your own device.
3. Registration/Log In

- If you have already registered ‘Log in’ by entering your email address and password, press ‘Log In’. Please do not share your log in and password details.

- New users will need to register, click ‘Register’ and complete all the appropriate fields.

- Once all fields have been completed, download and review the Term & Conditions
- Click you agree with the Terms & Conditions *(agreement is required to enable registration)*
- Click ‘Register’
- **TIP**: please ensure you select the appropriate user type (Referrer, Expert Contributor, Support User or Read only viewer; definitions for user types can be found in the T&C’s)

- A registration confirmation will be emailed to you within 24 hours by the vMDT Coordinator.
• You will then be taken to the home page. The page provides you with a menu of options including the facility to search for cases by entering specific search criteria or key words.

• The home page clearly highlights that before referrers create a new referral, they must have discussed this with the patient and obtained their agreement to participate, along with the option for the patient to provide a personal statement. The referral must not continue unless this process has taken place. The patient information leaflet and agreement can be found at www.macmillan.org.uk/vmdt.
4. My Referrals

You have the facility to view your referrals and their status.

- **Incomplete referrals**: These are referrals which are saved and are pending updates/submission. Also referrals returned from the vMDT Coordinator for further action prior to allocation will be shown here.

- **Unassigned Referrals**: Referrals submitted to vMDT Coordinator, pending allocation to expert panel.

- **Open Referrals**: These are referrals which have been submitted to expert panel and are pending a response/conclusion.

- **Approved Referrals**: The case summary has received approval from the Expert Chair and the referral is pending closure.

- **Closed Referrals**: Referrals closed following approval of case summary from Expert Chair. This can be used as an educational tool and can be viewed for reference purposes by all registered users, including ‘Read Only’ users.

Incomplete Referrals
You have no referrals

Unassigned Referrals
- [Ref. No. 764] ATM TEST

Open Referrals
You have no referrals

Approved Referrals
You have no referrals

Closed Referrals
You have no referrals
5. Creating a Referral

- To create a new referral click ‘Create New Referral’ on the homepage. Complete all fields, ensuring that you do not include any patient identifiable information. It is vital that you provide as much information as possible to ensure our experts can take all information into account to provide an informed response. There is an option to include upload additional information that may assist with the referral i.e. Patient statement, scans etc.

- **TIP:** Please ensure you click ‘Add’ at the bottom of each field to populate each section. Multiple entries can also be made in sections where relevant.
• A referral cannot be submitted unless the referring healthcare professional has obtained agreement from the patient. The patient also has the option to provide a personal statement. The patient leaflet can be found at www.macmillan.org.uk/vmdt.

• There is an option to include a ‘Support User’ and/or ‘Team Contributor’ to the referral. The purpose of a ‘Support User’ is to assist the referrer with inputting key information into a referral. The ‘Team Contributor’ function provides an option to include up to 3 team members, associated with the patients care to be part of the online expert discussion.

• **TIP:** Further details on these options can be found below in sub section 5.1 and 5.2.

• Once all fields have been completed, the referrer can choose to ‘Save’ the referral, which saves the referral and allows you to return and update if necessary prior to submission (this will be located in ‘My Referrals’ – ‘Incomplete’) or ‘Save & Submit’ to forward to vMDT Coordinator for processing.

• You will receive notification that your referral has been submitted to the vMDT Coordinator for processing.

• **TIP:** Please note that notification emails may be received into your junk folder. You will therefore need to adjust your junk email settings accordingly.

• The vMDT Coordinator will review your referral to ensure all appropriate information has been received. If further information is required you will receive notification from the vMDT Coordinator and the referral will return to your ‘Incomplete’ list within ‘My Referrals’ for the appropriate action. If all information has been completed appropriately the vMDT Coordinator will allocate your case to the appropriate selected expert panel. This will then appear in your ‘Open’ referrals.
The expert panel will have 10 working days to provide their response, although this could be flexible dependant on individual case requirements. The referrer and allocated team contributors, if applicable, have the ability to view expert contributions and the discussion threads as they are submitted and also has the facility to interact if required via ‘My Referrals’.

You can reply to an existing comment by pressing ‘reply’ to the specific message or post an individual comment in the ‘Leave a Reply’ comment box and press ‘Post Comment’.

The vMDT Coordinator then has a further 5 working days to produce the final case summary from the responses/advice received, which is sent Expert Chair for approval. Once approved, the referrer will be provided with the final case summary and notified the case has been closed.

The referrer maintains responsibility for the patient throughout this process and selects which advice to follow.
5.1. Support User

When creating a referral the referring healthcare professional has the option to add a ‘Support User’. This role has the ability to input information into a referral on behalf of the referring healthcare professional, however they are unable to contribute to online discussions. The ‘Support User’ does not have permission to submit referrals, the overall responsibility for information submitted remains with the referring healthcare professional.

The ‘Support User’ must be registered on the vMDT system prior to allocation.

- Add email address of ‘Support User’
- Press ‘Save’. You will receive notification your referral has been saved.
- It is the responsibility of the referring healthcare professional to communicate, prior to or at the point of allocation regarding the information the Support User is required to complete.

Once the referral has been saved the ‘Support User’ has access to the referral to update. This can be accessed via ‘My Referrals’, then ‘incomplete referrals’. The Support User updates the relevant fields as instructed.

- Press ‘Save’. You will receive notification your referral has been saved.
• It is the responsibility of the Support User to communicate to the referring healthcare professional the information has been updated.

• Once all relevant information has been completed by both parties, the **referrer** can submit the referral to the vMDT Coordinator for processing.

• Press **‘Save & Submit Case’** once all the information is complete.

The ‘Support User’ also has the ability to **‘Create’** a referral on behalf of the referring healthcare professional. The referring healthcare professional will instruct the ‘support user’ to create a referral, advising what information they are required to complete. The referrer will then complete the remaining fields and submit for processing.

• **Support User** will **‘Create a Referral’** as per the process above.

• **Complete** relevant fields as instructed by referring HCP.

• **‘Add’** Lead Referrer email address (referring healthcare professional)

• Press **‘Save Changes’**. The Support User will receive notification the referral has been saved.

• It is the responsibility of the Support User to communicate to the referring healthcare professional the referral has been created and is available for completion.

Brief questions that you would like the vMDT expert panel to advise you on:

* Upload Attachments
  - Valid types include: .pdf, .docx, .doc, .jpg, .gif, .jpg, .txt

  - Upload a scan or PDF of the patient’s personal statement here (optional). Clinical images and other information can also be uploaded.

  * Are you uploading a patient personal statement with this referral?
    - Yes
    - No, the patient did not wish to provide a statement

  * Lead Referrer
    - Lead Referrer Email : Allison Reddicon

  * SAVE CHANGES
Once the referral has been saved by the ‘Support User’ the referrer will have access to the referral to complete the remaining information.

Access the referral via ‘My Referrals’, then ‘Incomplete Referrals’.

Once all fields have been completed, the referrer can chose to ‘Save’ the referral, which saves the referral and allows you to return and update if necessary prior to submission (this will be located in ‘My Referrals’ – ‘Incomplete’) or ‘Save & Submit’ to forward to vMDT Coordinator for processing.
5.2 Team Contributor

When creating a referral, the referring healthcare professional has the option to add up to 3 ‘Team Contributors’. Team Contributors are healthcare professionals that are associated with the care of the patient i.e. Nurse, GP colleague, psychologist or dietician etc. Team Contributors have the facility to join in the case discussion with the referrer and allocated experts, if appropriate, once it has reached the online forum stage. Team Contributors cannot contribute to the completion of the referral form.

The ‘Team Contributors’ must be registered as a ‘referrer’ on the vMDT system prior to allocation.

- ‘Add’ relevant email address, Press ‘Add Team Contributor’. You will need to follow this process for each Team Contributor you wish to add, up to a maximum of 3.

- Once all fields have been completed, the referrer can choose to ‘Save’ the referral, which saves the referral and allows you to return and update if necessary prior to submission (this will be located in ‘My Referrals’ – ‘Incomplete’) or ‘Save & Submit’ to forward to vMDT Coordinator for processing.

- Team Contributors will receive notification of allocation, once the referral has been allocated to the expert panel by the vMDT Coordinator.

```
From: vMDT <donobreply@vmdtttest.ascey.com>
To: Gilmour Chelsea (RBV) NHS Christie Tr
Cc: 
Subject: vMDT Referral Reference No. 844

You have been assigned as a team contributor on the following vMDT referral:
Reference No.: 844
Title: Lead referrer to Team Contributor
Path: https://vmdtttest.ascey.com/vmdt/?p=844
```
• Team Contributors can view the progress of the case and interact as appropriate via ‘My Referrals’ located on the home page.

• Team Contributors can reply to an existing comment by pressing ‘reply’ to the specific message or post an individual comment in the ‘Leave a Reply’ comment box and press ‘Post Comment’.
6. Expert Contribution - Commenting on a Referral

- You will receive an email to say that you have been assigned as an expert to a case, based on the information you have provided in relation to your field of speciality.
- **TIP:** Please note that notification emails may be received into your junk folder. You will therefore need to adjust your junk email settings accordingly.
- To view the referral you have been allocated as an expert panel member, click ‘My Referrals’.

- Click allocated case under ‘Contributions’

  - Unassigned Referrals
    - You have no referrals
  - Open Referrals
    - You have no referrals
  - Approved Referrals
    - You have no referrals
  - Closed Referrals
    - You have no referrals
  - Contributions
    - [Ref. No: 754] Ok Testing 21/10/16

- If you feel you have been allocated a case that is **not** your speciality or are unable to participate at this time due to existing commitments, please inform the vMDT Coordinator vMDTCOORDINATOR@CHRISTIE.NHS.UK at your earliest opportunity.
- You will need to provide your response within 10 working days following allocation, although this may be flexible dependant on individual case requirements.
• Once you have read the case, enter your comment/advice in the box provided at the bottom of the screen, press ‘Post Comment’ to finalise comment.

• You can also reply to an existing comment by pressing ‘reply’ to the specific message.
7. Approving a case as an Expert Chair

For each referral an Expert Chair will be assigned. This will be a member of the allocated expert panel. In addition to providing your expert comments on this case, as chair of the panel you will be required to oversee the case and approve the final summary produced by the vMDT Coordinator.

- Once the referral has been closed for comment and expert advice has been received. The vMDT Coordinator will produce a report summary, which will be sent for your approval. You will receive an email notifying you that a case summary requires your approval.

- Click case in ‘Contributions’

  Unassigned Referrals
  You have no referrals

  Open Referrals
  You have no referrals

  Approved Referrals
  You have no referrals

  Closed Referrals
  You have no referrals

  Contributions
  • (Ref. No: 706) QA Testing 241016

- Click ‘View/Edit’ Summary

  Case Reference No.: 706
  QA Testing 241016

  Overview:
  Internal testing for QA team to test system process and functionality.

  Edit/View Summary

  Abstract:
  Test reply

  Summary:
• You can either ‘Request for More Information’ from the panel (which will managed by the vMDT Coordinator), make any necessary amendments or ‘Approve Case’ if you are satisfied with the information provided.

![Image of request for more information]

• When ‘Approve Case’ is clicked a popup notification will be displayed on screen.

![Image of popup notification]

• Press ‘OK’

• You will receive an email confirming that the case has been closed by the vMDT Coordinator, who will then provide the referrer with the final case summary and notify them the case has been closed. The closed case will then be available for other users to view the case summary.
8. User Profile

- To change your user profile details click ‘User Profile’. You can also change your password in this section.

9. Log Out

- To log out of the system click ‘Logout’.

- Click ‘yes’ when prompted ‘Are you sure you want to logout?’
10. Lost your password

- If you have lost your password, click ‘Lost your password’

- Enter your username and answer the question in digits
- Click ‘Get New Password’
- You will receive an email containing a link to create a new password

11. Business Continuity Plans

- If the system was to go down, please inform the vMDT coordinator (contact details below) and revert back to local arrangements.
- If the vMDT Coordinator discovers that the system has gone down first, you will be contacted and advised of the timeframe of when the system will be live again.

12. vMDT Coordinator’s Contact Details

You can contact vMDT Coordinator, Alison Reddicen by:-

Email: vMDTCOORDINATOR@christie.nhs.uk
Telephone: 0161 918 2520

If you are unable to contact Alison Reddicen, please contact:
Chelsey Gilmour, vMDT Project Worker on: 0161 918 7832 / chelsey.gilmour@christie.nhs.uk
Ben Heyworth, Macmillan Survivorship Network Manager Email: Benjamin.Heyworth@christie.nhs.uk

If you require any specific information regarding the virtual MDT project, please contact Macmillan Consequences of Treatment Team at consequences@macmillan.org.uk.