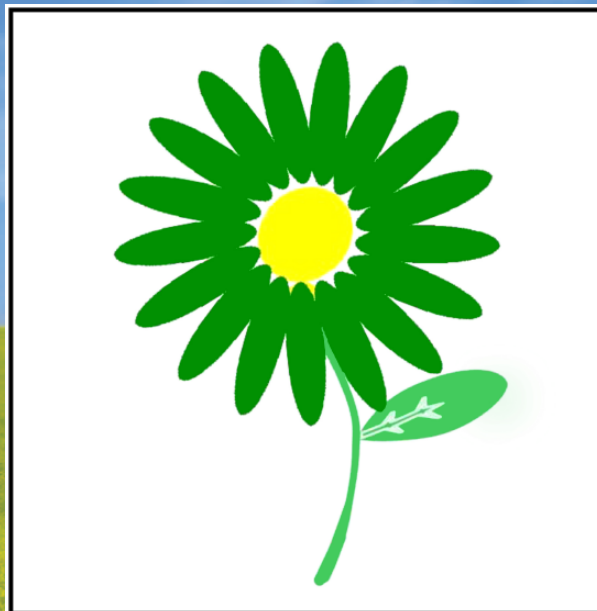


MY DAISY

A Structured & Integrated Mental Health Management System



Information Sheet & User Guidelines For Health Care Service Providers

Written by Andre de Wit
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MY DAISY – Information Sheet and User Guidelines for Health Care Service Providers

This information sheet and guidelines provide further information about the internet-based system called MY DAISY, as well as guidelines for using the system. This system has been developed to help people with mental health issues, including depression and anxiety, and the health care service providers who treat them.

A general information video is available on the MY DAISY Home page to explain how the system works. You are advised to watch the video before reading this information sheet and user guidelines. The information video provides information to the general public (i.e. potential patients or clients) to help them manage their mental health issues and to show how MY DAISY can assist them. It would also be helpful for you to read the other general information, such as the User Instructions, provided to the patient or client on the MY DAISY Home page.

The following is covered in this information sheet and user guidelines:

- Background to MY DAISY
- Structure of MY DAISY
- MY DAISY's component one
- How MY DAISY benefits patients
- MY DAISY's component two (the Health Professionals' Portal)
- How MY DAISY benefits Health Care Service Providers
- Mental health aspects assessed in MY DAISY
- Establishing your account
- Using the MY DAISY Health Professionals' Portal
- Additional MY DAISY information, tips and techniques for Health Care Service Providers

Background to MY DAISY

Assisting a patient (also referred to as a client) with the treatment of a mental health disorder or issue is a complex and time-consuming process. For this reason, MY DAISY has been developed to provide a structured process for patients and health professionals to follow during the treatment period. As noted in the general information video there are, in most instances, three defined roles and responsibilities involved during the treatment process: the doctor, the psychologist and the patient. The Information Sheet and Guidelines show how MY DAISY provides an integrated communication platform for use by these three role-players.

Structure of MY DAISY

To provide a structured process, using an integrated communication platform, MY DAISY consists of two main components. Component one is available to the general public for use in managing mental health issues. Component two is available to health professionals such as medical doctors, psychiatrists, psychologists, counsellors, dietitians and personal trainers. The link to the Health Professionals' Portal is found on the MY DAISY Home page top menu (see Figure 1). In component one the patient provides mental health related information. In component two, this information is used by health professionals to assist in the management and treatment of the patient's mental health disorders or issues.



Figure 1: Component two – access to the Health Professionals' Portal

MY DAISY's Component One

After the patient has registered as a user in component one, he or she is required to follow the MY DAISY 5 Step Plan to identify any mental health issues and to monitor progress during treatment, if it is required. These steps are:

- **Step 1:** The patient is required to confirm his or her commitment to do whatever is required during the treatment period to overcome the illness. The patient will not be able to proceed beyond Step 1 without confirming his or her commitment.
- **Step 2:** The patient provides information related to the treatment plan (if developed) and other health-related issues, such as type of medication (if prescribed), any medication side-effects, whether psychological counselling is being provided, exercise regimens and so on.
- **Step 3:** The patient is required to answer mental health related questions to determine his or her mental health condition.
- **Step 4:** Based on the patient's answers in Step 3, MY DAISY provides a summary of key issues to be addressed and calculates the patient's baseline score (the MY DAISY Stopwatch reading).
- **Step 5:** MY DAISY provides a comprehensive MY DAISY Results Report. This report shows the patient's responses to mental health questions, the patient's Progress Tracking Dashboard (which provides information that will assist in monitoring and tracking the patient's progress and improvement), the patient's Treatment Plan, and the patient's Mental Health Condition Graph. In Step 5 the patient is encouraged to follow Steps 1 to 4 until a satisfactory outcome has been reached.

How MY DAISY Benefits Patients

By using MY DAISY, the patient will experience the following benefits:

- The MY DAISY's general information video provides information related to mental health problems and their treatment
- It provides a structured process to be followed during the identification of mental health issues and their treatment
- It provides an easy-to-follow 5 Step Plan to help in managing mental health related disorders
- It assesses the individual's mental health condition
- It provides an integrated communication platform for the patient and his or her health professionals
- It provides the user with a tool to monitor his or her mental health
- It tracks the effectiveness of the treatment followed
- It keeps historical records for future use

MY DAISY's Component Two

In component two (the Health Professionals' Portal) all the information recorded by the patient during the 5 Step Plan is also available to the health care service provider. This information recorded is summarised in the MY DAISY Results Report and will provide the health professional with the following:

- The mental health aspects for which the patient requires help
- The mental health aspects for which the patient is receiving help
- The mental health aspects which were previously problems for the patient and which, after the patient followed treatment, are now resolved
- The mental health aspects which are not problems experienced by the patient
- The patient's baseline MY DAISY Stopwatch reading, calculated from the patient's answers to the questions. The aim is to improve on this score and get the reading as close to 10 as possible
- The medication (if prescribed) and dosages
- Any medication side-effects
- The patient's Progress Tracking Dashboard, used to monitor progress and improvement
- A Mental Health Condition Graph showing the patient's progress and the effectiveness of the Treatment Plan.

How MY DAISY Benefits Health Care Service Providers

Using the above information, as a health professional you will be able to determine a Treatment Plan, amend it if necessary, note which mental health issues to address, and track the state of your patient's mental health condition. MY DAISY provides the following benefits to health professionals:

- A structured process that patients and health professionals can follow during the treatment period
- An Internet-based, integrated communication platform for all parties to use
- The ability to access your patient's latest reports online
- Assurance of a patient's commitment during the treatment period, as the patient cannot proceed past Step 1 of the 5 Step Plan without indicating commitment to the program
- Information related to mental health problems and their treatment
- Information about the patient's prescribed medications, as well as any side-effects, and whether side-effects are manageable
- Tracking of a patient's mental health condition and progress, through his or her MY DAISY Results Reports
- A mechanism for encouraging patients to consider their responses to the mental health related questions and identify problematic issues for which they require help
- Assessment of whether patients are coping well and have their mental health issues under control
- Accessibility of patients' data for future reference
- Patients who are more knowledgeable about mental health treatment and who are better prepared for consultation sessions, resulting in time-saving during consultations.

Mental health aspects assessed in MY DAISY

The following mental health aspects are assessed in MY DAISY to evaluate a patient's mental health condition. These aspects are covered in the 17 mental health questions that the patient is required to respond to in MY DAISY's 5 Step Plan:

1. Being sad and emotional
2. Feeling hopeless and helpless
3. Feeling stressed and anxious
4. Feeling guilty
5. Feeling depressed
6. Having extreme mood swings
7. Being overly self-critical
8. Having suicidal thoughts
9. Using illicit drugs
10. Losing interest in activities
11. Withdrawing from family and friends
12. Experiencing bullying
13. Having poor appetite or over-eating
14. Using too much alcohol
15. Feeling angry, aggressive or violent
16. Lacking energy and motivation
17. Having bad sleeping patterns

Establishing Your Account

The following is the recommended process to be followed by health care service providers to establish a MY DAISY account and use the system to assist patients with mental health issues.

Go to **www.mydaisy.com**, click on the Health Professionals' Portal tab and register as a user. Please note that while MY DAISY is free of charge to the general public, there is a one-off registration fee of AUD\$1.10 for health care service providers, and a one-off cost of AUD \$13.75 for each patient uploaded as part of a health care service provider's patient list. Details of these costs are provided in the MY DAISY's Payment Terms, which is listed next to the Health Professionals' Logon page (see Figure 2). While these costs may vary from time to time, the most up-to-date cost will be shown in the Payment Terms.

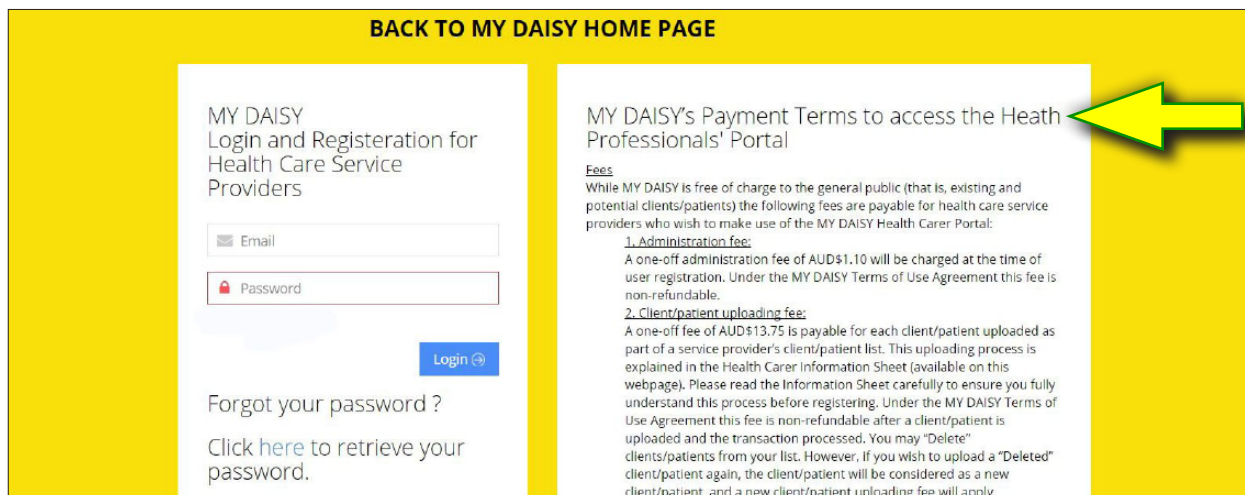


Figure 2: MY DAISY's Payment Terms to access the Health Professionals' Portal, located on the Health Professionals' Log in and Registration page

Using the MY DAISY Health Professionals' Portal

When dealing with patients with mental health disorders or issues, you may find that some are already using MY DAISY's component one, which is available to the general public. Please follow either process 1 or 2 below, depending on whether or not your patient is a MY DAISY user.

Process 1 - Patient is not a MY DAISY user

Step 1 Log in to the system by entering your user name and password.

Step 2 Print the "MY DAISY's Desktop Assessment form" available from the Health Professionals' Portal Home page by clicking on the "Print Questionnaire" button (see Figure 3). This is a questionnaire to be completed by patients to identify mental health issues of concern. The questions and answers are the same as those in Step 3 of the 5 Step Plan online system.

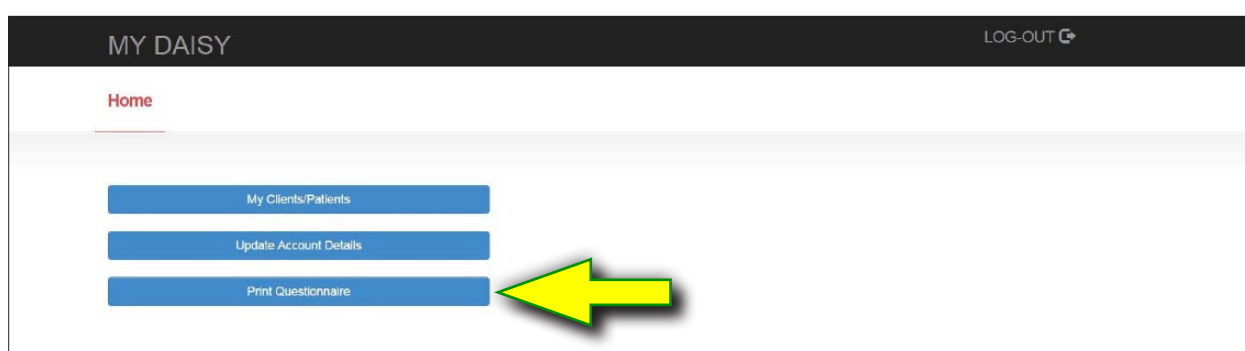


Figure 3: Print Questionnaire button on Health Professionals' Portal Home page

Step 3 Once the patient completes the questionnaire, you can complete the rest of the Desktop Assessment form, including the calculation of the patient's MY DAISY Stopwatch reading at the bottom of page 2 of the form (see Figure 4). You can do this in consultation with your patient. Simply add up the number of Red selected answers, insert this number in the Assessment table and draw the Stopwatch "indicator arm" on the MY DAISY Stopwatch.

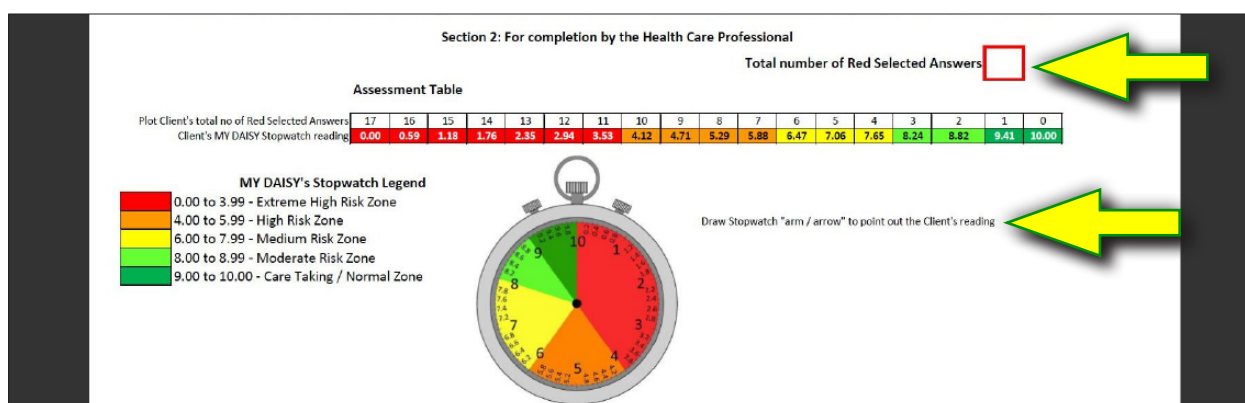


Figure 4: Section 2 of MY DAISY Desktop Assessment form to be completed by health professional

Step 4 The information provided on this form is indicative only. As a health professional, you can use this information to assess the patient's mental health condition. If you decide that further treatment is required, finalise your patient's Treatment Plan, record the details in the fields provided in Section 2 at the bottom of page 2 of the Desktop Assessment form and arrange a follow-up consultation time (see Figure 5).

Section 2: For completion by the Health Care Professional

Total number of Red Selected Answers

Assessment Table

Plot Client's total no of Red Selected Answers

	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1	0
Client's MY DAISY Stopwatch reading	0.00	0.59	1.18	1.76	2.35	2.94	3.53	4.12	4.71	5.29	5.88	6.47	7.06	7.65	8.24	8.82	9.41	10.00

MY DAISY's Stopwatch Legend

- 0.00 to 3.99 - Extreme High Risk Zone
- 4.00 to 5.99 - High Risk Zone
- 6.00 to 7.99 - Medium Risk Zone
- 8.00 to 8.99 - Moderate Risk Zone
- 9.00 to 10.00 - Care Taking / Normal Zone

Please consider the client's response for each question and his / her MY DAISY's Stopwatch reading and determine if a mental health treatment plan is required. Careful consideration must be applied to each Red Answer selected and determine what further treatment and support is required to resolve these matters. Important: The MY DAISY Stopwatch reading shall be used as a guide only and the client's final evaluation must be conducted by the health care professional and shall not purely rely on this reading to be a true and accurate representation of the client's mental health

Proposed Treatment Plan for client

Regular consultations with a medical doctor ☐

The use of prescribed medication ☐

Psychological support or counselling ☐

Other 1:

Notes

Figure 5: Complete Proposed Treatment Plan for patient

Step 5 If treatment is required, it is recommended that the patient start using the web-based MY DAISY system as soon as possible. To begin this process, direct your patient to www.mydaisy.com where the patient can click on the "Start managing your Mental Health today" button (see Figure 6). Guidelines for your patient are provided on page 3 of the Desktop Assessment form. You can hand your patient this page for guidance.



Figure 6: Location of "Start managing your Mental Health today" button

When a patient clicks this button, he or she will be required to follow the initial instructions as shown on the web page:

- Watch the MY DAISY general information video
- Register as a user (free of charge to the general public) and enter the system
- Undertake a 5 Step Plan

Step 6 During the follow-up consultation, access the Health Professionals' Portal Home page after logging in to the system. Click on the "My Clients/Patients" button (see Figure 7) and then the "Add new Client/Patient to my list" button (see Figure 8).

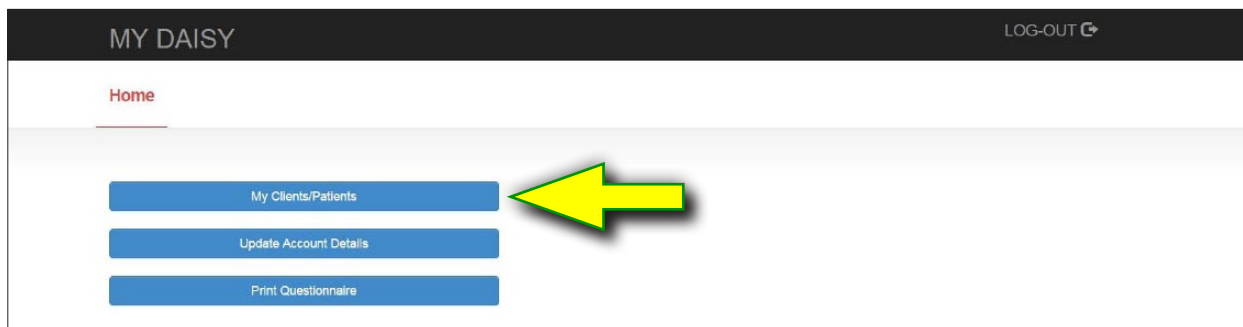


Figure 7: My Clients/Patients button located on the Health Professionals' Portal Home page

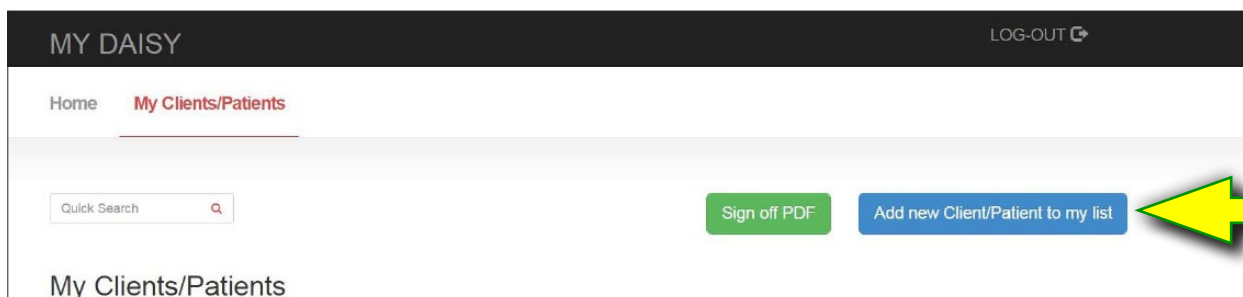


Figure 8: Add new Client/Patient to my list button

Step 7 A pop-up box will appear, requiring you to fill in your patient's name and date of birth (see Figure 9). To ensure security and privacy, you will need to enter your patient's Client Verification Code (CVC) (see figure 9). The CVC is a unique code issued by MY DAISY to each patient when he or she registers as a user. By providing this code to you, the patient authorises you to access his or her MY DAISY assessment information. If the patient does not have the CVC readily available, click on the "SMS CVC to Client/Patient" button. The code will then be sent via sms to the patient and become available for issue to you.

When this process is completed, click on the "Search" button (see figure 9).

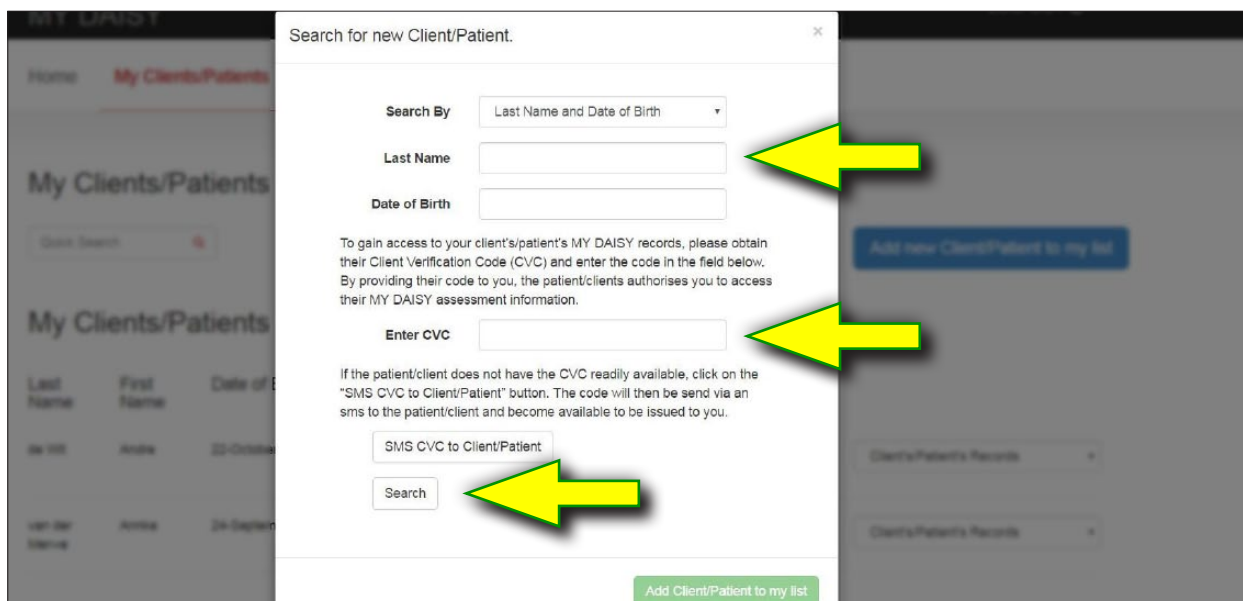


Figure 9: Search for new Client/Patient pop-up box

Step 8 When the patient is found, a pop-up box will appear (see Figure 10) showing your patient's MY DAISY details. Click on the "Add Client/Patient to my list" button. The patient will then be added to your list of patients. After this button has been clicked, the one-off upload fee will be processed.

MY DAISY

Home **My Clients/Patients**

Quick Search

My Clients/Patients

Surname Name Date of Birth

de Wit Andre 07-April-1963

Kindy Jane 01-January-1990

Last Name Reid ✓

Date Of Birth 1963-10-23 ✓

Search

Patient Details

First Name	Last Name	Address	Date Of Birth
James	Reid	50 Cook Dr.Clifton Beach,Queensland,Australia	1963-10-23

Last result summary: Extreme High Risk Zone

Last result

Number	Questions	Answers
0	Being emotional	I need help
1	Feeling hopeless and helpless	I need help
2	Feeling stressed, worried and anxious	I need help
3	Feeling depressed	I need help
4	Having extreme mood swings	I need help

Add Client/Patient to my list

Add new Client/Patient to my list

Client's/Patient's Records

Client's/Patient's Records

Figure 10: Confirmation of patient's details, patient's responses to MY DAISY Questions and Add Client/Patient to my list button

Step 9 Once you have added a patient to your list of patients you will be able to access the patient's Results and Notes, MY DAISY Results Reports and Daisy image information (see figure 11). These records contain important information to assist you as the health professional to assess the patient's mental health issues, the treatment followed and its effectiveness, medication side-effects and progress achieved. Because you can access these records online during consultation (for assessment and discussion with the patient), the patient does not have to print his or her report and bring it to the consultation. All the information is there ready for use.

MY DAISY

Home **My Clients/Patients**

Quick Search

Sign off PDF

Add new Client/Patient to my list

My Clients/Patients

Surname	Name	Date of birth	Address	Since	Delete	Client's/Patient's Records
de Wit	Andre	07-April-1963	53-55 James Cook Dr	08-February-2017	Delete	Client's/Patient's Records
Kindy	Jane	01-January-1990	Place Str	12-December-2016	Delete	Client's/Patient's Records Client's/Patient's Records PDF Reports Results and Notes DAISY image

Figure 11: Patient's MY DAISY information located under the Client's/Patient's Records

Step 9 Continued...

Your patient and you can now use MY DAISY as an integrated platform during the treatment period. All that is required from the patient is to undertake the 5 Step Plan one day before each appointment to allow the patient's up-to-date information to be assessed and discussed during the consultation. Please make sure you inform your patient about this requirement.

Process 2 - Patient is a MY DAISY user

Step 1 If your patient indicates that he or she is a user of MY DAISY and has already undertaken the MY DAISY 5 Step Plan, the patient does not have to undertake the desktop hard-copy assessment. In this case take the following actions: access the Health Professionals' Portal Home page after logging on to the system; click on the "My Clients/Patients" button (see Figure 7); and then click on the "Add new Client/Patient to my list" button (see Figure 8). A pop-up box will appear which requires you to fill in your patient's name, date of birth and CVC. Then click the "Search" button (see Figure 9).

Step 2 When the patient is found, a pop-up box will appear showing your patient's details. In addition, you will be able to undertake an initial screening of the patient's MY DAISY results to assess whether you wish to add the patient to your list (see Figure 12). Your assessment may be based on the number of crucial mental health aspects for which the patient indicated he or she requires help. If you decide it is necessary to upload the patient's details, indicating that treatment and monitoring will occur over the following weeks or months, click on the "Add Client/Patient to my list" button. After this button has been clicked, the one-off upload fee will be processed and the patient will then be added to your list of patients.

Number	Questions	Answers
0	Being emotional	I need help
1	Feeling hopeless and helpless	I need help
2	Feeling stressed, worried and anxious	I need help
3	Feeling depressed	I need help
4	Having extreme mood swings	I need help

Figure 12: Undertake an initial screening of the patient's MY DAISY results

Both your patient and you can now use MY DAISY as an integrated platform during the treatment period. All that is required from the patient is to undertake the 5 Step Plan one day before each appointment to allow the patient's up-to-date information to be assessed and discussed during the consultation. Please make sure you inform your patient about this requirement.

Additional MY DAISY Information, Tips and Techniques for Health Care Service Providers

1. A patient's mental health condition, as assessed in MY DAISY, is based on answers to 17 mental health related questions. To answer a specific mental health related question the patient selects one of four answers:

Answer Red – I need help

Answer Amber – I am receiving help

Answer Yellow – I have received help and I am in control now

Answer Green – I do not need help

The MY DAISY answers will “force” the patient to think about their situation and decide if help is needed with a specific mental health aspect such as, for example, “Feeling depressed”. Access to this information will assist you to determine the severity of the patient's condition and the aspects for which help is required.

Typically, if patients have a problem with a particular aspect and cannot deal with it effectively, they will begin by selecting “Answer Red – I need help”. Once treatment is followed, they will then respond to the same question by selecting “Answer Amber – I am receiving help”. If issues are successfully resolved during the treatment period, they will select “Answer Yellow – I have received help and I am in control now” or “Answer Green – I do not need help”, thus demonstrating progress. There are definite boundaries between each answer, and the patient determines when he or she is ready to select Answer Amber, Answer Yellow or Answer Green. It will not be uncommon for a patient to select “Answer Amber – I am receiving help” for several weeks or months before the treatment plan is successful and issues are resolved.

2. Deciding on a treatment plan is not an easy or quick process, and treatment plans will vary from patient to patient. To help with this process, information is made available via the patient's initial results and the new results that become available during the treatment period. That is why it is important for your patient to undertake the 5 Step Plan at least weekly, preferably on the day before the next follow-up consultation.
3. As noted in the general information video, a treatment plan may include the following methods, or a combination of these methods:
 - Regular consultations with a doctor
 - Use of prescribed medication such as anti-depressants
 - Psychological support or counselling
 - Assistance from other health care professionals
 - Self-help and research

You can use the information provided by MY DAISY to decide on the appropriate treatment plan. Take note of the patient's MY DAISY Stopwatch reading included on page 1 of the MY DAISY Results Report and the zone this reading falls into: Extreme High Risk, High Risk, Medium Risk, Moderate Risk and Normal. The MY DAISY Stopwatch reading is based on the patient's responses to the 17 mental health questions in Step 3. A Red answer produces a low score, and the scores increase when Amber, Yellow and Green answers are selected. This reading should help you to determine the treatment to be followed and whether medication and/or further assistance from a psychologist or counsellor is required. When the answer selections by the patient improve over time, this will result in an improved MY DAISY Stopwatch reading, indicating that progress has been achieved and the patient's health is improving.

- Doctors are encouraged to focus on the MY DAISY Results Reports, especially the answer selections noted on page 1, which show the patient's responses to questions about their mental health, and page 3, which shows the patient's Treatment Plan. If medication is prescribed, your patient is required to enter the details of medication and any side-effects as part of Step 2 in the MY DAISY assessment. This information appears on page 3 of the report to allow you to monitor side-effects. The MY DAISY Stopwatch reading is also shown at the bottom of page 3. As discussed before, this score should improve over time.

Page 2 of the report provides the patient's Progress Tracking Dashboard, used to monitor progress and improvement. It includes the date when the assessment was completed by the patient and the patient's responses to questions by providing a matching colour code: Red, Amber, Yellow or Green. The aim is for any Red answers to change to Amber answers, then to Yellow answers and finally to Green answers. If this is not the case, and if the patient's MY DAISY Stopwatch readings remain low, this is a clear indication that the treatment plan is not effective and needs modification. This means you need to determine if the medication should be stopped or altered, or if other treatment is required.

- To help in assessment and discussion, a tab called "Daisy Image" shows a visual image summarising the patient's responses to the mental health questions. For this purpose, an image of a daisy flower is used. The patient's "Daisy Image" is accessible under the drop-down list called "Client's/Patient's Records", which is located next to the patient's name (see Figure 11).

The daisy image has 17 petals, each representing a mental health question answered by the patient as part of Step 3 in MY DAISY (see Figure 13). Your patient's daisy and the colours noted on the petals represent his or her responses to the 17 questions. This allows you to undertake a quick visual assessment of your patient's responses compared with an ideal daisy (also shown on the same tab) so that you can identify the critical aspects to address. Your patient's daisy and the petal colours will always be based on the latest responses to questions, and therefore indicate the current position. Ideally, there should be no Red or Amber petals and a minimum number of Yellow petals. The ideal petal colour is Green.

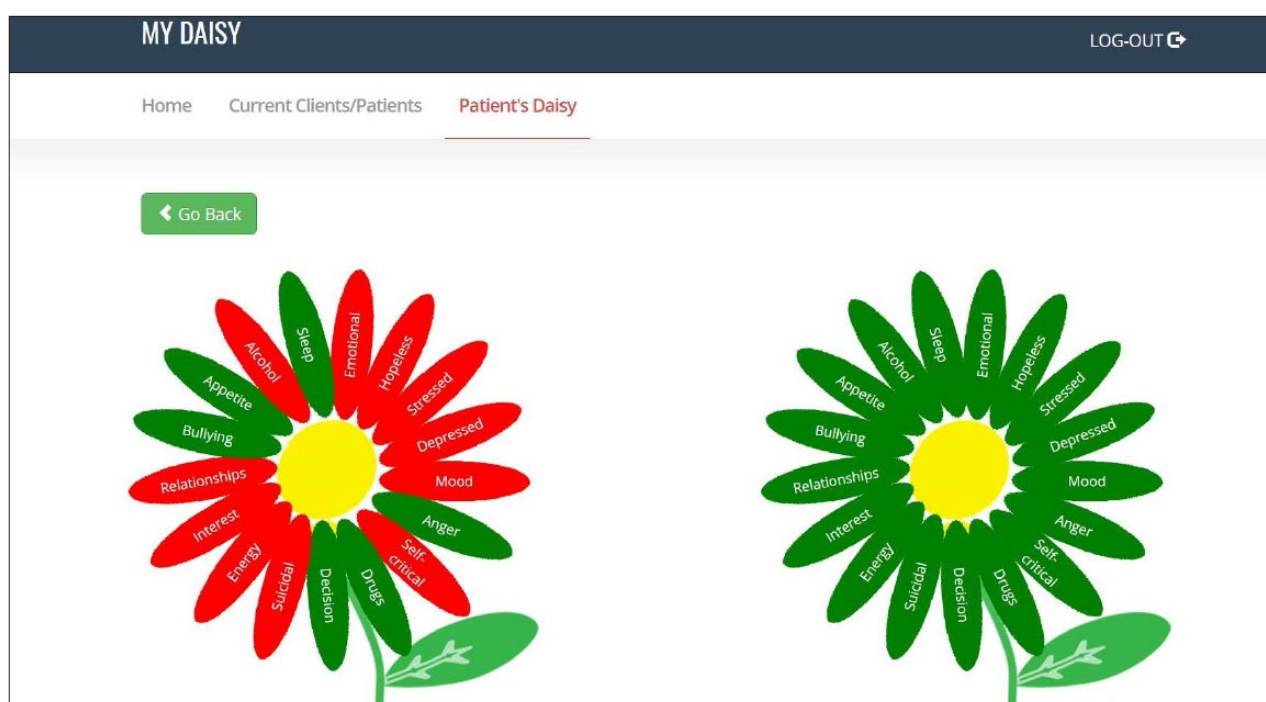


Figure 13: Your client's/patient's Daisy image (left) compared with an ideal "healthy" Daisy (right)

6. Clicking on a patient's petal will show a pop-up box, a description of the patient's situation related to that aspect, and a description of the ideal situation. The aim of the team is to work towards reaching the ideal situation (see Figure 14).

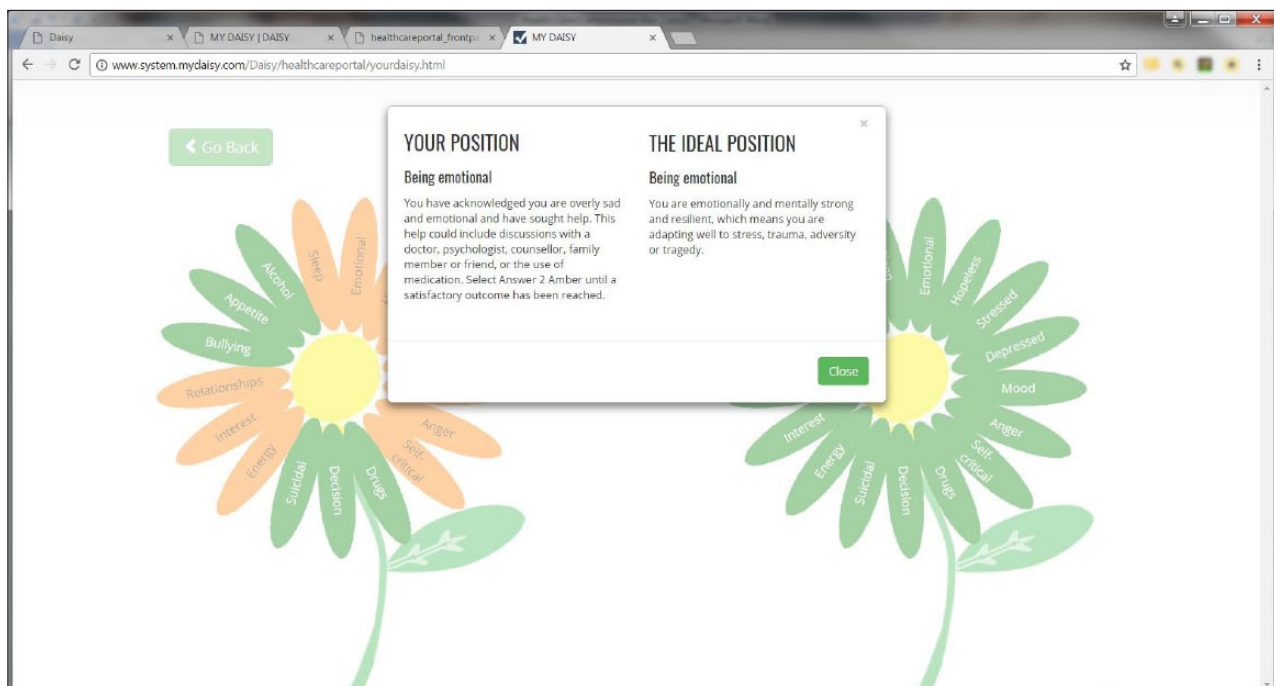


Figure 14: Click on patient's daisy image petals to display patient's position and ideal position

7. Psychologists or counsellors are encouraged to focus on page 1 of the MY DAISY Results Reports to identify the mental health aspects for which the patient indicated he or she needs help. While a patient may have indicated a number of areas of concern, it is possible that there is a single trigger that has follow-on effects on other issues. For instance, if your patient is severely depressed because of a marriage break-up, this may cause him or her to feel hopeless or helpless, feel sad and emotional, feel depressed, lose interest in activities, sleep badly, have a poor appetite, withdraw from family and friends, use too much alcohol, and so on. The key, therefore, is to identify the main trigger that affects other mental health aspects.

Once psychotherapy has started, please take special note of the MY DAISY Results Report's page 2, the patient's Progress Tracking Dashboard. Any Red Answers should change over time to Amber Answers and finally to Yellow or Green Answers. If this occurs, it means the Treatment Plan is successful.

8. Please note that you can access your patient's "Results and Notes" tab (see Figure 11). This tab displays the same information as the patient's Progress Tracking Dashboard, but also includes an "Add Diary Note" function. By clicking this drop-down button, the patient can enter a diary note. If a patient selected answers, "I need help" or "I am receiving help", as a health professional you can request your patient as part of their "homework" to note any issues associated with specific mental health aspects that need to be addressed. Health professionals can access these diary notes by clicking on the drop-down button (see Figure 15). These issues can then become the focus for discussions during the next consultation. Your patient can make as many diary notes as desired, and the latest note will always appear at the top. This process will encourage your patient to consider their issues, think about them and write about them. As we know, this is a useful tool in mental health treatment. If you wish to do so, you can read through your patient's diary notes as part of your preparation for the next consultation.

MY DAISY LOG-OUT

Home Current Clients/Patients **Results and Notes**

[Go Back](#)

Legend
 Colour in the cell shows the answer selected for the particular question on that date:
 DD/MM/YY Red cell = "I need help (Answer Red)"
 DD/MM/YY Amber cell = "I am receiving help (Answer Amber)"
 DD/MM/YY Yellow cell = "I have received help and I am in control now (Answer Yellow)"
 DD/MM/YY Green cell = "I do not need help (Answer Green)"

MOOD (QUESTIONS)

What is your current experience with feeling stressed, worried or anxious?

24/04/17 01/05/17
 Andre's Diary Notes Add your comments

What is your current experience with feeling hopeless and helpless?

24/04/17 01/05/17
 Andre's Diary Notes Health Carer's Comments Add your comments

Figure 15: Access to client's Diary Notes

- A patient who is severely impacted by mental health issues will probably require assistance from more than one health care service provider, typically a doctor and a psychologist. As a health professional using MY DAISY, you will have access to the patient's "Results and Notes" (see Figure 11). On this tab you will be able to enter comments, information and diary notes, such as issues discussed, actions taken and summaries of consultation sessions (see Figure 16). These notes can be read by the entire support team, but cannot be viewed or read by the patient. Therefore, this function allows all the health professionals to participate in a discussion forum regarding the patient's treatment and progress, and to leave notes for other professionals.

MY DAISY LOG-OUT

Home Current Clients/Patients **Results and Notes**

[Go Back](#)

Legend
 Colour in the cell shows the answer selected for the particular question on that date:
 DD/MM/YY Red cell = "I need help (Answer Red)"
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 DD/MM/YY Green cell = "I do not need help (Answer Green)"

MOOD (QUESTIONS)

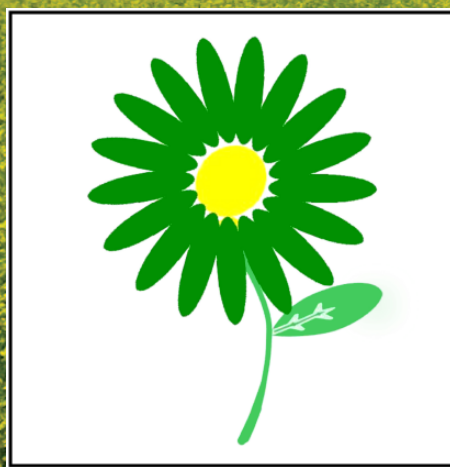
What is your current experience with feeling stressed, worried or anxious?

24/04/17 01/05/17
 Andre's Diary Notes Health Carer's Comments **Add your comments**

What is your current experience with feeling hopeless and helpless?

24/04/17 01/05/17
 Andre's Diary Notes Health Carer's Comments

Figure 16: Health professionals' comments



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