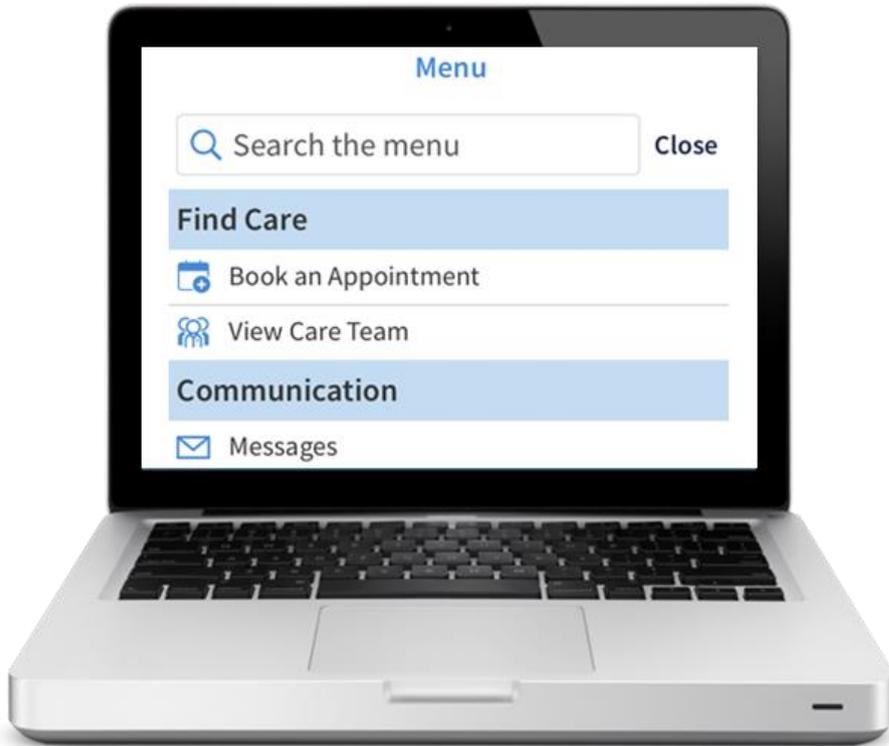
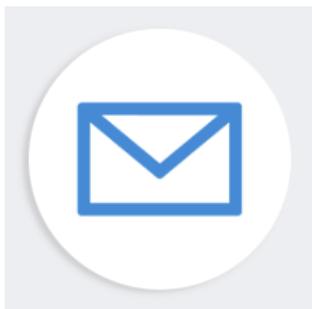




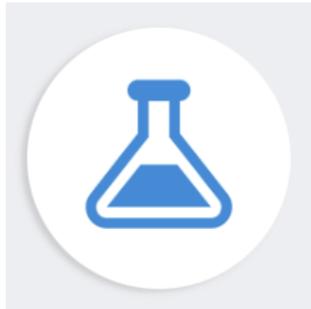
# About My Care



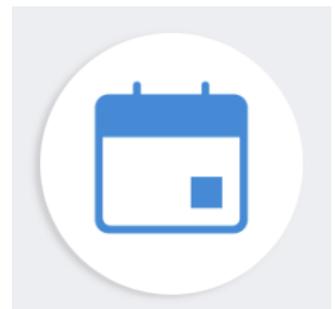
## Get your health information online



**Reply to messages  
from health and care  
teams**



**Get your test results**



**Look at appointment  
information**

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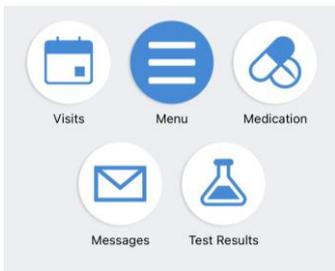
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# What is My Care?



You can use My Care on your computer, tablet or mobile phone.

My Care is a Patient Portal.

It lets you safely see **some** of your health information online.

For example

- medications
- treatments
- things you are allergic to.



My Care also lets you

- reply to messages from health and care teams
- look at some test results
- look at appointment information and
- see letters about your health and care.



My Care is free.

You can choose to use it or not.



Nothing will change if you do not want to use My Care

We will keep sending you letters, text reminders and calling you.

## Who can use My Care



You can use My Care if you are

- over 18 years old and can make decisions for yourself **or**
- under 18 years old and a health and social care professional has agreed you can use My Care.



## Support to use your My Care



You can choose to let someone you trust support you to use your My Care.  
For example, family or staff.

This is called **proxy access**.

Letting someone use your My Care allows them to support you.

For example

- to look at and get ready for appointments
- to read and understand your letters.



You can stop anyone using your My Care at any time. It is your choice.



You choose how much other people can see and do on your My Care.

You can change this at any time.

## Supporting someone to use My Care



Talk to a health and social care professional if you are supporting someone who is

- over 18 years old and cannot make decisions for themselves **or**
- a child or young person.



Health and social care professionals will decide

- if you can use someone else's My Care to support them
- and how much you can see and do on it.

They will talk with you if they feel they need to look into changing their decision.



Being allowed to use a My Care account that is not your own is called being given **Proxy Access**

Family members, staff and next of kin with questions about Proxy access can call **028 9536 8180.**



Our helpdesk is open  
9:00am to 5.00pm  
Monday to Friday.





# Getting My Care



You will need

- a mobile phone or
- a tablet or
- a computer **and**
- the internet.

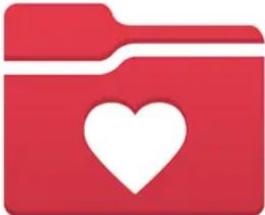


Go to

<https://mycare.encompass.hscni.net/mychart/Authentication/Login>

Or scan the QR code.

## If you are using a mobile phone or tablet



To get My Care you need to download and open the MyChart App from

- App store or
- Google Play.



Sign in with nidirect

nidirect

Email address

Password

Sign in Create account

[I've forgotten my password](#)

Click on

- **sign in with nidirect** if using the website or
- **nidirect** if using your App.

Type in your nidirect email address and password. Click on **sign in**.

OR make an NI Direct account first by clicking on **create an account**.

You can start to use My Care when

- you use a Trust service **and**
- that Trust is using **encompass**.



For example

You may be a Western Trust patient but need to get cancer treatment in Belfast City Hospital. If the Belfast Trust has encompass then you will be able to get My Care.



**encompass** is a new computer programme that will put your health and social care information in one place online.

All Trusts in Northern Ireland will use it.



# Keeping your information safe

Email address

Password

[Sign in](#) [Create account](#)

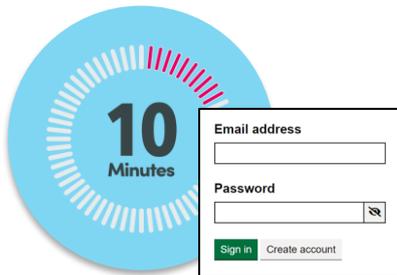
To keep your health information safe you have

- a username
- a password
- and **two step verification**.



**Two step verification** means your account stays safe even if someone else has your username or password.

It sends you a code that you can type into My Care to see your health information.



If you are not using My Care for 10 minutes or more you will need to type in your username and password again.

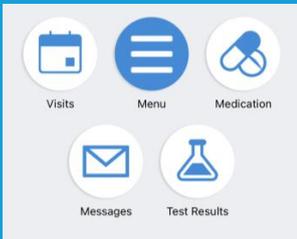
This helps keep your information safe.



## What you can do

1. Keep your password private.
2. Close My Care if you need to leave your computer, phone or tablet.

It is good to change your password often. For example, every 3-6 months.



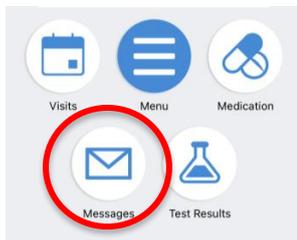
# Using My Care

## How to find my appointments

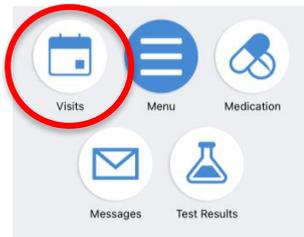


When appointments are booked or changed you get

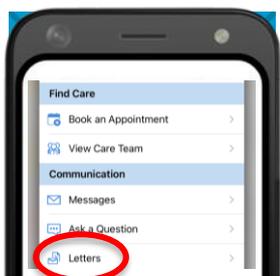
- an email or
- message on your mobile phone or tablet.



Go to My Care and click on **Messages**.

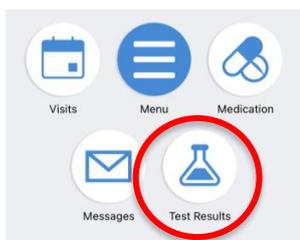


Click on **Visits** to see your appointments.



Go to **Letters** to find any information you have been sent about your medical team.

## How do I see my test results?



Go to My Care and click on **Test Results**.

You can see some test results.



For example

- Covid-19 tests
- Blood pressure tests
- Cholesterol tests



You can see some test results.



Some test results need to be explained by your healthcare team. This lets you ask questions.

You can see some of these test results after you meet with your healthcare team.

## What if I forget my username or password?

Email address

Password

Sign in

Create account

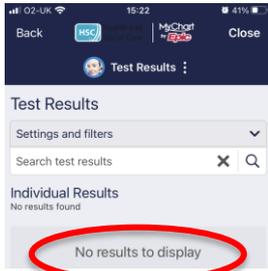
[I've forgotten my password](#)

Click on **I've forgotten my password** on the nidirect page.

You will go through two step verification to get back your username or password.



# Important information



When you first start to use My Care there will not be much information about you on it.

As you use Health and Social Care Services more information about you will be added to it.



encompass is not used by GPs but might be in the future.



For more information about My Care please go to

<https://mycare.encompass.hscni.net/MyChart/Authentication/Login?mode=stdfile&option=faq>

Or scan the QR code.



If you need help with My Care

- call **028 9536 8180** or
- email [mycarehelpdesk@hscni.net](mailto:mycarehelpdesk@hscni.net)



Our helpdesk is open  
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Monday to Friday.

