



# My Care Frequently Asked Questions

## What is My Care?

My Care is a new internet-based portal offering patients and service users personalised and secure online access to specific parts of their medical records. My Care will not hold significant historical information.

With My Care, you can:

- View your health summary including things like current health issues, medications prescribed in secondary care, allergies
- See future appointments
- View letters about your care after each visit
- View test results arranged in secondary care (your specialist in the hospital or in the community setting). Please note that the results of tests arranged by your GP will not be displayed in My Care.
- Access trusted health information resources
- Receive messages securely from your care team

## Is My Care free to use?

My Care is a free service. Accessing My Care on a mobile device could use up your data allowance.

## Do I have to sign up for My Care?

No. My Care is an optional tool for patients and service users. Patients and service users will still be able to use existing methods of communications such as letters and phone calls. My Care is not a replacement for current processes. We understand that not everyone will

want to use an online platform, and their access to care will remain a priority. For example, appointment reminders can still be sent out through the post or via text messages, where requested.

## **What equipment or software do I need to use My Care?**

To use My Care, you will need a mobile phone, tablet, or computer as well as an internet connection. On your computer, you need an up-to-date internet browser (supported browser: Google Chrome, Mozilla Firefox, Microsoft Edge).

Or, you can also download the App onto your mobile phone or tablet from the App store (Apple devices) and Google Play (Android devices).

A user, regardless of ability, should be able to use My Care with the support of assistive technology.

My Care targets conformance with WCAG 2.1 AA standards for web-based and mobile platform-based patient experience applications.

My Care works with popular screen readers such as JAWS, VoiceOver, TalkBack, and NVDA. My Care is additionally tested, but not limited to, keyboard-only navigation and colour contrast evaluation.

## **How is my data and personal information protected?**

We take great care to ensure your health information remains confidential. Security and privacy measures are in place to help patients and service users access My Care securely.

Access to information is controlled through the use of personal usernames, passwords, and identity authentication via nidirect. My Care cannot be accessed without supplying a personal nidirect username and password. Each person should protect their password and keep it private. For more information please visit: [My Care - Privacy Notice - DHCNI](#)

## **How will encompass use may data?**

For information please visit [How will encompass use my data?](#)

[encompass Use of data – DHCNI](#)

## How do I sign up?

Individuals regardless of age, will need an nidirect account to access My Care, it is only necessary to verify the identity of the individual and there is no link to your health records. Once your identity has been verified through this method, you will have the option to set up a pin or biometrics (fingerprint) which means you will no longer be prompted to use nidirect when logging in. However, if you would not like to set one of these options up then you will still need to use your nidirect details every time you log in.

Please note, currently, it can be difficult for younger people of post-primary age to apply for an nidirect account without a passport or driving licence. nidirect are currently engaged on developing a long-term solution to this situation, you can contact nidirect support on 0300 200 7814 to find out more information.

You can sign up for My Care [here](#) or by downloading the MyChart app from the [App store](#) (Apple/iOS devices) and [Google Play](#) (Android devices). Inside the MyChart app, you should select My Care from the drop-down menu.

By selecting Sign-in through the webpage or the app, you will be redirected to nidirect. My Care will use your nidirect account information to prove your identity and provide access to My Care.

If you already hold a nidirect account you can use your current account information. If you do not already have one you must create an nidirect account in order to use My Care.

For support with registering and logging in with My Care, please contact our helpdesk on **028 9536 8180** or email us at

[mycarehelpdesk@hscni.net](mailto:mycarehelpdesk@hscni.net)

## When can I start using My Care?

My Care features will become available as each Trust goes live with encompass. Patients will be encouraged to sign up for My Care following an appointment or hospital stay. Historical information will be limited. The patient record will be updated with information from certain interactions with your secondary care provider

## **Could someone sign up for My Care on my behalf?**

No. The information in My Care is your sensitive medical records, so access is only given to the correct person. In order to activate your account, you will upload the relevant details (such as a passport, driving licence, proof of address) to nidirect for authentication. This will ensure that access is given to the right person.

## **Can my spouse/partner and I share one account?**

No. Due to the sensitive medical information involved, each patient must create their own My Care account.

## **Can my GP access my medical record?**

GPs will have access to encompass information via EpicCare Link. EpicCare Link provides access to review a person's electronic health record, as well as request some trust services. Primary Care and Non-Trust clinicians can view patient records, place referrals and radiology orders.

You can give your GP access to a limited, read-only view of your patient record through a function called Share Everywhere (<https://shareeverywhere.epic.com>). Click the link for further information on how to do this.

## **How can I protect myself from unauthorised people using my patient portal account?**

Each person controls their password, and the account must be accessed using that password.

On some mobile devices, the account can be accessed using Face ID or fingerprint login.

Your account stays secure even if someone else has your username or password. nidirect operates two-factor verification. When this feature is turned on, you must enter a code that is sent to you by email, text message or an authenticator app to log in to My Care in addition to using your username and password.

You might receive email notifications that contain links to My Care. These notifications allow you to login to My Care securely using a link that expires after a short time. Keeping your My Care account secure means keeping your phone number and email account secure.

Never share your unique username and confidential password.

## Using My Care

### Where can I see my appointment details in My Care?

When an appointment is booked, rescheduled or changed, you will receive an email notification or push notification stating that a new message is available for you in My Care. The notification will appear in your 'Messages' and the details will display on the 'Visits' page. A general information page will help you plan for your appointment. If a clinic needs to send you detailed information about a procedure or admission, you will see this under 'Letters'.

### How do I see my test results?

For tests placed in secondary care, you can see some test results immediately such as Covid-19 tests, INRs, and routine screening tests including a routine pregnancy. Other test results, such as those identified as sensitive or abnormal, will release after 15 days.

Some test results will need to be explained by your clinical team so you have an opportunity to discuss what the results mean for your care. In these cases, the test results will be viewable in My Care after your clinical team has discussed them with you. You can see your results under **'Test Results'** including important information like who ordered the test and the date when the test was ordered.

## **Will My Care be available in different languages?**

My Care will only be available in English at launch. Some after-visit summaries will be available in English and Arabic. However, additional languages may be added at a later date. To ensure medical accuracy, any health information released to the portal, such as medication names, lab tests, allergies, discharge instructions etc. will only be available in English.

## **I forgot my username or password. What should I do?**

If you are having trouble logging in, click the "I've forgotten my password?" link from the nidirect login page. You will go through a two-step authentication process to verify your identity to recover your username or password.

## **I was logged out of My Care. What happened?**

To protect your privacy and information, if you remain inactive for 10 minutes or more after you log in to My Care, you will be automatically logged out. We recommend that you log out of My Care if you need to leave your computer/device for even a short period of time.

## **Can I delete my My Care account?**

You can deactivate or request to have your My Care account deactivated at any time and can also remove the app from your phone. This action will not delete any of your medical records held on the electronic health record system as this is not a replacement for current processes.

## **Who can I contact if I have further questions?**

For My Care queries, please email our Helpdesk on [mycarehelpdesk@hscni.net](mailto:mycarehelpdesk@hscni.net) or call **028 9536 8180**. The help desk will be staffed between 9:00am and 5:00pm Monday to Friday.

# Proxy Access

## What is meant by 'proxy access'?

Proxy access enables a third party, for example a parent, other family member or carer etc. to access the patient's My Care account. The level of access a proxy has can be determined by the patient (or in some cases the health or social care (HSC) professional).

Proxy access enables a significant amount of personal information to be available to the proxy via the My Care patient portal.

A patient can have as many proxies assigned to their account as they choose to, there is no maximum number.

To act as a proxy, an individual must have a My Care account.

For more information on Proxy access visit [My Care - Proxy Access - DHCNI](#)

## Who can access My Care?

Any adult with capacity can access their own record, give access to their record to another person/persons or remove that access.

Any person under the age of 18 can request access to their own My Care record once they are assessed by an HSC professional as competent to do so. The level of access granted will be based on the best interests for the young person's health and which is agreed with them. A young person with capacity has a right to allow or prevent proxy access e.g. by a parent, and proxy access must be granted by an HSC professional.

## Can an adult that lacks capacity to make decisions for themselves access My Care?

An adult without capacity or the competency to access their personal care records requires another adult to act as proxy on their behalf to help with their care needs may appoint said person using the process outlined below.

This would normally be next of kin or another relative or carer. This request will be assessed by a health or social care professional who will decide what level of proxy access is appropriate. Proxy access can be amended or revoked if that individual is deemed to have regained capacity. Personal information on any individual will not be shared more widely than is strictly necessary (e.g. some information can be hidden from proxy view on My Care) and proxy access will be reviewed on an ongoing basis. This will involve a service user or patient doing so by directly contacting a member of the person's care team.

## Why would I need to grant someone proxy access?

To enable someone (usually a family member or carer) to help manage your care with items such as awareness of appointments, or reading and interpreting letters.

## How do I give someone proxy access? What is the process?

Any individual with a My Care account can grant another person proxy access. To access My Care, download the app from the app stores or log in using a computer (See 'How do I Sign Up'). You will need a nidirect account to verify your identity to access your My Care account.

If an individual cannot access their own account independently they can still request access or grant someone proxy access via a health or social care professional.



## What can people see when they are granted proxy access?

People will be able to see information including your appointments, results, letters and medications. The level of access can be determined by the person granting access or by HSC professionals. The different levels of proxy access are described in My Care and you can select which one you would like to choose.

## Does proxy access automatically expire?

Any proxy access will automatically expire at the age of 18 unless the individual is assessed not to have capacity or a best interest's decision is made by health or social care professionals that proxy access should continue.

Any proxy access granted will terminate when an individual dies. It is also important to note that proxy access can be revoked at any given time by an HSC staff member, when safeguarding concerns may arise regarding proxy.

For more information please contact the My Care helpdesk on **028 9536 8180** or emailing on [mycarehelpdesk@hscni.net](mailto:mycarehelpdesk@hscni.net).