

# Musculoskeletal (MSK) Physiotherapy Self Scheduling FAQ

## Earlier Appointment Offers

**Q: Do I have to accept an Earlier Appointment Offer?**

A: No. Accepting an offer is completely optional. If you receive an offer and prefer to keep your existing appointment, simply decline it or allow it to expire. Your original appointment will not be affected.

**Q: How long do I have to act on an Earlier Appointment Offer?**

A: Offers will be available for up to 8 hours, at which point they will expire. In some cases, offers may be removed sooner if another Service User accepts that slot first. Earlier Appointment Offers work on a first-come, first-served basis.

**Q: Can I receive more than one Earlier Appointment Offer?**

A: Yes. If you remain on the Short Notice List and additional earlier slots open up, you may receive further offers. Each offer must be responded to individually.

**Q: Will Earlier Appointment Offers work if I don't have a smartphone?**

A: Yes. Offers can be delivered via email as well as push notification. As long as you have a My Care account and a valid email address registered, you can still receive and respond to offers through the My Care website on any internet-connected device.

**Q: What if I change my mind after accepting an Earlier Appointment Offer?**

A: If you need to cancel or reschedule an appointment that was updated via an Earlier Appointment Offer, please contact [Organisation Booking/Department Contact Details] as soon as possible, or manage your appointment through My Care in the usual way.

**Q: Is Earlier Appointment Offers available for all my appointments?**

A: HSCNI is currently rolling out Earlier Appointment Offers to specific clinics on a service-by-service basis, and is currently only available for certain appointment types in MSK Physiotherapy.

## Ticket Scheduling

**Q: How will I know when my scheduling ticket is ready?**

A: You will receive a notification through My Care through your chosen communication channels. Make sure your notification settings are up to date so you do not miss it. See the Setting Up Notifications section above for guidance.

**Q: What if none of the available slots suit me?**

A: If none of the available appointment slots are suitable for your circumstances, please contact [Organisation Booking/Department Contact Details]. Staff will be able to assist you.

**Q: Can I share my scheduling ticket with someone else?**

A: No. Scheduling tickets are linked to your My Care account and are personal to you. If you have any concerns about the appointments being offered, please contact the department directly.

**Q: Will I receive a Ticket Scheduling notification for all my MSK Physiotherapy referrals?**

A: Ticket Scheduling is being rolled out progressively across MSK Physiotherapy services. Not all services or appointment types will use Ticket Scheduling from the outset. If you are unsure whether Ticket Scheduling applies to your appointment, please contact the department.

## Cancellation and Rescheduling

**Q: Can I cancel or reschedule any appointment through My Care?**

A: Cancellation and rescheduling through My Care is available for certain MSK Physiotherapy appointments, but may not be available for all appointment types or within a certain timeframe before the appointment. If you cannot make changes online, please contact the department phone number provided in My Care.

**Q: How far in advance do I need to cancel or reschedule?**

A: Please cancel or reschedule as early as possible so that the slot can be offered to another Service User. My Care will indicate if a cancellation or rescheduling request cannot be completed online due to timing; in that case, please contact the department directly.

**Q: I cancelled my appointment by mistake. What should I do?**

A: If you have accidentally cancelled an appointment, please contact the department as soon as possible.

**Q: What if I reschedule and then want to change back to my original appointment?**

A: Once an appointment is rescheduled through My Care, the original slot will be released and may be taken by another Service User. If you need to make a further change, please use My Care to reschedule again, or contact the department for additional support.

## Further Help and Contact Information

If you need help with My Care or have questions about any of the self-scheduling tools, please get in touch:

- **My Care Helpdesk Email:** [mycarehelpdesk@hscni.net](mailto:mycarehelpdesk@hscni.net)
- **My Care Helpdesk Call:** 028 9536 8180
- **Visit:** [dhcni.hscni.net/my-care/](https://dhcni.hscni.net/my-care/)