

# Musculoskeletal (MSK) Physiotherapy Self Scheduling Guide

## What is Self Scheduling?

Self scheduling gives you more control over your MSK Physiotherapy appointments through the My Care patient portal. Instead of always having to phone the department, you can manage certain aspects of your appointments online – from your phone, tablet, or computer – at a time that suits you.

HSCNI is introducing self-scheduling tools for MSK Physiotherapy services. The main benefits include:

- Convenience – manage appointments online from your personal devices
- Choice – select from available appointment times for the option that best suits you; see and respond to earlier appointment options when they become available
- Control – reschedule when your plans change, or cancel if appointments are no longer needed

Three new features will now be available for some services and appointment types:

1. **Ticket Scheduling** – Booking appointments that your care team has requested for you, selecting from available slots that suit you.
2. **Appointment Cancellation and Rescheduling** – Cancel or reschedule your existing appointment directly through My Care, without needing to call.
3. **Earlier Appointment Offers** – If an earlier slot opens up that you are eligible for, you can receive an automatic offer and choose whether to take it.

## Ticket Scheduling

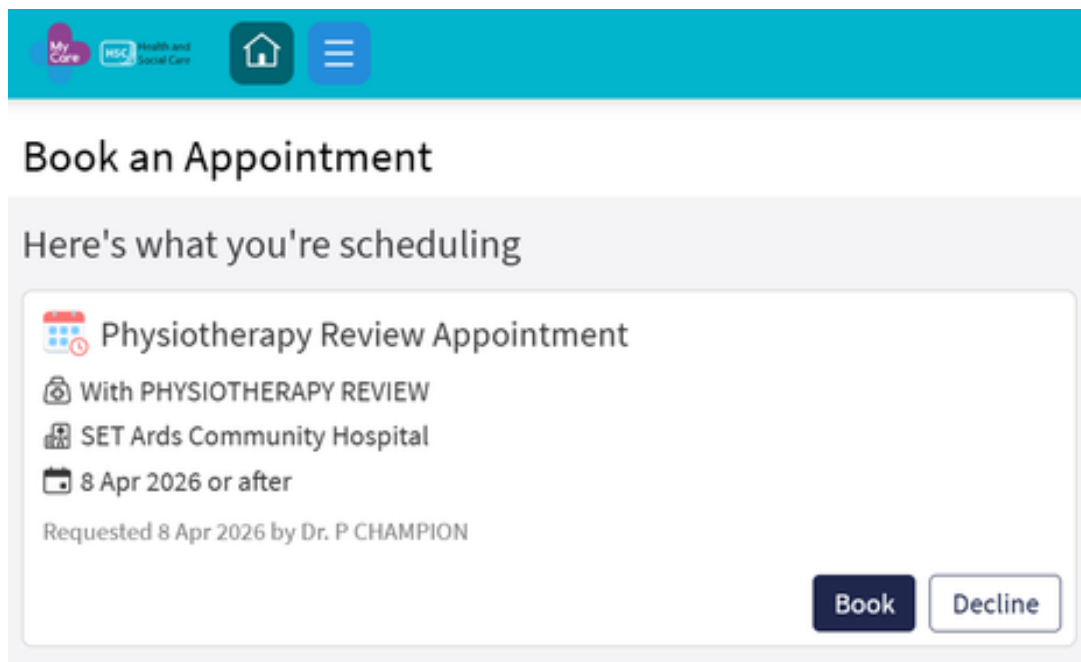
Ticket Scheduling allows you to book upcoming appointments from requests that your care team has created for you. Rather than waiting for the department to contact you with a fixed appointment, you can book your own appointment from a ticket. When a request is made, My Care will notify you that a scheduling ticket is available, and you can then choose an appointment slot that works for you – directly through the portal.

This gives you flexibility to select a time that suits your schedule.

## How does Ticket Scheduling work?


After an appointment request is submitted, you will receive a notification that a scheduling ticket has been issued to you in My Care. Log in to My Care and navigate to Appointments > Scheduling Tickets (or follow the link in your notification).


You will see the available appointment slots for your service. Select a date and time that works for you. Confirm your chosen appointment.





**Book an Appointment**

Here's what you're scheduling

 **Physiotherapy Review Appointment**

 With PHYSIOTHERAPY REVIEW

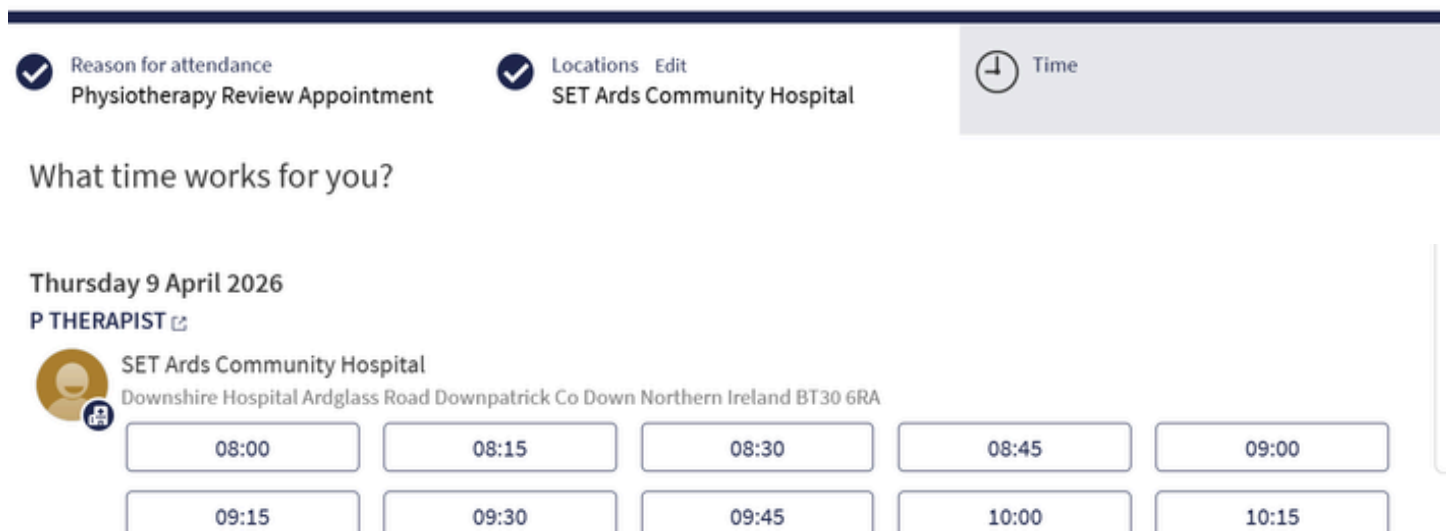
 SET Ards Community Hospital

 8 Apr 2026 or after

Requested 8 Apr 2026 by Dr. P CHAMPION


**Book** **Decline**

You will see the available appointment slots for your service. Select a date and time that works for you. Confirm your chosen appointment.




Reason for attendance  
Physiotherapy Review Appointment

Locations [Edit](#)  
SET Ards Community Hospital

 Time

**What time works for you?**

**Thursday 9 April 2026**  
P THERAPIST [🔗](#)

 SET Ards Community Hospital  
Downshire Hospital Ardglass Road Downpatrick Co Down Northern Ireland BT30 6RA

08:00	08:15	08:30	08:45	09:00
09:15	09:30	09:45	10:00	10:15

## How do I make sure I receive my Scheduling Ticket notification?

Scheduling ticket notifications are sent via My Care. To make sure you receive your notification promptly:

- Ensure you have an active My Care account (see activation instructions below).

- Turn on notifications for My Care – including push notifications, email, or SMS as available.
- Check that your contact details (email address, mobile number) are up to date in My Care.

See the Notification Preferences section below for step-by-step instructions on how to enable scheduling ticket notifications.

## Appointment Cancellation and Rescheduling

If your plans change, you can cancel or reschedule your MSK Physiotherapy appointment through My Care, without needing to call the department. This keeps slots available for other Service Users and means you can make changes at any time of day.

### How to cancel an appointment

1. Log in to My Care (mobile app or browser).
2. Go to Appointments and find the appointment you wish to cancel.
3. Select the appointment and click Details.
4. Choose Cancel Appointment and confirm your cancellation when prompted.
5. You will receive a confirmation that the appointment has been cancelled.

**Please note:** Cancellation through My Care may not be available for all appointment types or within a certain number of hours of the appointment. If you are unable to cancel online, please contact the department.

### How to reschedule an appointment

1. Log in to My Care (mobile app or browser).
2. Go to Appointments and find the appointment you wish to reschedule.
3. Select the appointment and click Details.
4. Choose Reschedule Appointment. You will be shown available alternative slots.
5. Select your preferred new date and time, then confirm the change.
6. You will receive a confirmation with your updated appointment details.

**Please note:** The availability of rescheduling through My Care will depend on the service and appointment type. If rescheduling online is not available, please contact the department.

## Earlier Appointment Offers

Earlier Appointment Offers is a scheduling feature within the My Care patient portal that helps you get seen sooner. If you have an appointment in a clinic or service using this feature, and a new slot opens up earlier than your current appointment that you are eligible for, My Care can send you a notification automatically. You can then choose whether to take the earlier appointment – directly from your phone or computer – without needing to call the department.

Think of it as a digital short notice list for Service Users interested in earlier slots if they become available. You stay in control: accepting an offer is entirely optional, and you can keep your existing appointment if you prefer.

## How do I get set up on My Care?

To use self-scheduling tools – including Ticket Scheduling, Cancellation and Rescheduling, and Earlier Appointment Offers – you will need an active My Care account. If you have not yet signed up, you can do so by:

- Visiting [Organisation My Care sign-up URL] or downloading the My Care app on your smartphone.
- Entering the activation code sent to you by your care team, or using the self-registration option if available.
- Completing the account setup, including verifying your identity.

If you need help activating your account, contact

- **My Care Helpdesk Email:** [mycarehelpdesk@hscni.net](mailto:mycarehelpdesk@hscni.net)
- **My Care Helpdesk Call:** **028 9536 8180**

## Setting Up Notifications

To make the most of self-scheduling tools, it is important to have the right notifications turned on in My Care. Different features use different notification types – the steps below explain how to set up each.

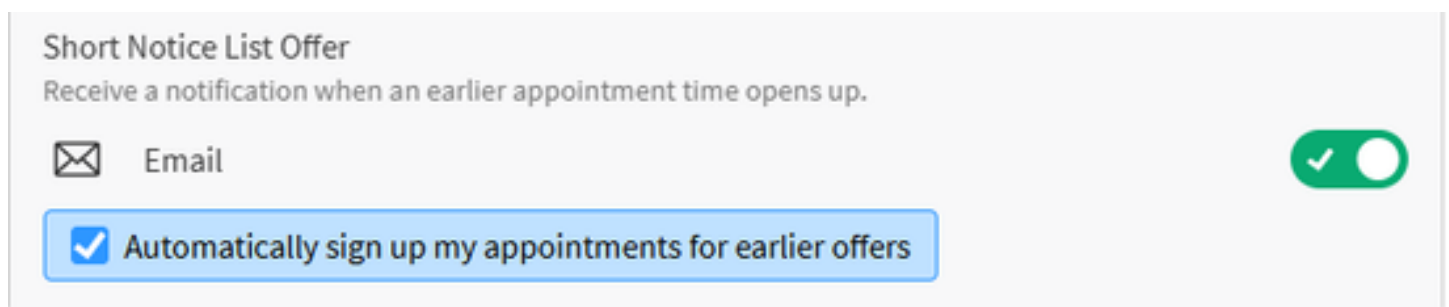
### 1. Earlier Appointment Offer notifications

Earlier Appointment Offer notifications are sent via My Care. To be offered earlier appointment times, you will need to have these notifications turn on.

**To check or update your Earlier Appointment Offer notification preferences:**

**Browser or mobile app:**

1. Log in to My Care.
2. Go to Menu > Communication Preferences.
3. In the Appointments section, click Advanced settings.
4. Under Short Notice List Offer, ensure at least one notification channel is enabled.
5. Confirm you have selected to be automatically signed up for earlier offers.
6. Save any changes.



### 2. Scheduling Ticket notifications

When a scheduling ticket is ready for you, My Care will notify you so you can log in and select your appointment. To make sure you receive this notification:



**Browser or mobile app:**

1. Log in to My Care.
2. Go to Menu > Communication Preferences.

3. In the Appointments section, look for Scheduling Ticket notifications.
4. Ensure at least one notification channel is enabled (Email, Push notification, or SMS where available).
5. Save any changes.

### Scheduling Ticket

Receive a notification when a new scheduling ticket is available.

 Email 

We recommend also keeping your email address and mobile number up to date in My Care so that all notifications reach you reliably.

## Adding Yourself to the Short Notice List (Earlier Appointment Offers)

In many cases, your appointment will be automatically added to the Short Notice List when it is booked. You can review and manage your Short Notice List status in My Care.

### To join the Short Notice List (Browser):

1. Log in to My Care and go to Appointments.
2. Find the relevant upcoming appointment.
3. Click Details.
4. Find 'Want an earlier time?' and click Get on the Short Notice List.

### Get ready for your visit!

**Confirm**  
Let staff know you don't need a reminder call.

**Pre-Appointment Tasks**  
Save time by completing Pre-Appointment Tasks ahead of time.

Want an earlier time? [Get on the Short Notice List](#)

### To join the Short Notice List (Mobile app):

1. Log in to My Care and go to Appointments.
2. Find the relevant upcoming appointment.
3. Find 'Want to be seen earlier?' and click Opt in to offers.

**Want to be seen earlier?**  
We will notify you if an earlier appointment becomes available.

  
**Opt in to offers**

If you do not want to receive earlier offers for an appointment, you can remove yourself by clicking **"Get off the Short Notice List"** (browser) or **"Opt out of offers"** (mobile app).

## What happens when I receive an Earlier Appointment Offer?

If a suitable earlier appointment becomes available, you will receive a notification via your enabled channel(s). The offer will include:

- The date and time of the available earlier appointment
- The location of the appointment
- The name of the clinician (where applicable)
- A deadline by which you must respond

You will have two options:

- **Accept** – your appointment will be automatically rescheduled to the earlier slot and you will receive a confirmation.
- **Decline** – your existing appointment remains unchanged.

If you do not respond before the offer expires, your original appointment will be kept.