MY CARE guidance

NHS
Royal Devon University Healthcare
NHS Foundation Trust

Changing your Communication Preferences

You can update your communication preferences at any time in MY CARE. Using this step-by-step guide:
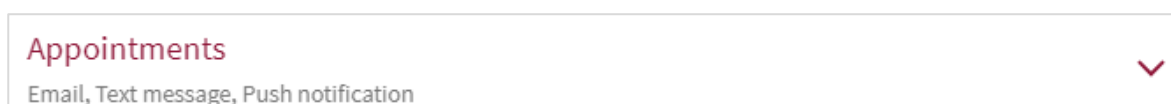
1. Log into your MY CARE account

2. Click Menu

3. Scroll to the bottom of the list and click on Communication Preferences

   Communication Preferences

4. Use the toggles to set your preferences. If the toggle is grey it is off. If the toggle is green then it is on.

5. Once you have made all of your desired changes, click Save Changes **Save changes** at the bottom of the screen.

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Setting your communication preferences to receive Appointment Information via Post

To receive appointment information by post please follow steps 1-3 above to find your communication preferences in MY CARE. Then follow the steps below:

1. In the Details Section, click on the Appointments drop down to expand it

   Appointments
   Email, Text message, Push notification

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2. Locate Post, toggle it on/off by clicking the Grey/Green toggle

Toggle Status: Grey
Post 0 of 1 notifications turned on
Appointment Information by post is toggled off – You will NOT receive appointment information via post, you will only receive them digitally via MY CARE.
Toggle Status: Green
Post 1 of 1 notifications turned on
Appointment Information via Post is toggled on – You will receive appointment information via post as well as via MY CARE.

3. Once you have made all of your desired changes, click Save Changes   at the bottom of the screen.

4. Your communication preferences have now been changed and any future appointment information will be sent via your chosen communication preference.
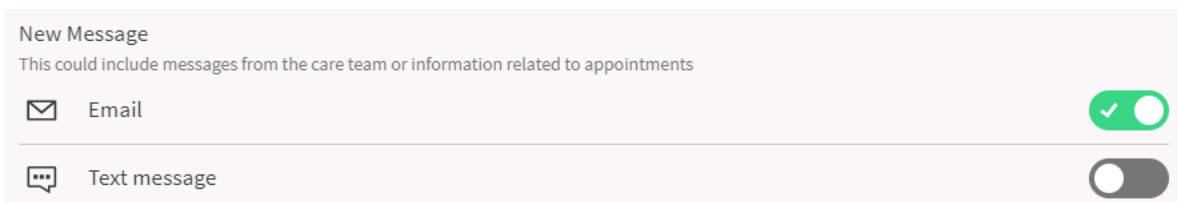
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Setting your communication preferences to control how you are notified that you have new appointment information

To control how you are notified that you have new appointment information in MY CARE you need to change the Messages section of your Communication Preferences. From the communications preferences page:

1. Find the Details section and click on the Messages drop down to expand it.

2. Click Advanced settings ⌄   to expand it further

3. Locate the New Message section and toggle on/off Emails or Text by clicking the Grey/ Green toggle.

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Remember:

✓ Check that you are editing the communication preference for New Messages within the Messages section and not the Letter section.

✓ When you make any changes to your Communication Preferences do not forget to click   Save changes   at the bottom of the screen.

FAQ (Frequently Asked Questions)

Where will I find my Appointment Information?

When you have new appointment information in MY CARE you will receive an email or text to notify you. Please click the link in your email or text to go directly to the full Appointment Information.

You can also find your Appointment Information directly in MYCARE:

1. Open the MY CARE home page

2. Click the on the Messages section

3. Select the Appointment tab on the left-hand side and all of your appointment information available in MY CARE will be displayed. You can use the search box to filter the results.

N.B. Your visit information can also be found on the Visits Page.

How do I access the visiting information and information leaflets relating to my appointment?

If there is visiting information and/or patient information leaflets for your appointment then you will be able to access these in MY CARE.

To find this information from the MY CARE home page:

1. Click Visits

2. Locate the appointment that you would like to view the information for

3. Click Details

Links for any relevant visiting information and information leaflets will be displayed in the Prepare for Your Visit section. Click on the links to view more information.

Will I ever receive postal appointment letters if I opt out of post?

Yes, if you do not view your appointment information in MY CARE within a certain time frame then we will send out an appointment letter to you by post to make sure you receive the information you need.

There may also be some appointment information that you receive via post no matter your communication preferences as these will be manually sent from your care team.

## Why am I receiving multiple text messages about my appointments?

On the Communication Preferences page, texts are controlled in two places, in the Appointments section and in the Messages section.

If you are receiving two texts per appointment and you would only like to receive one, you need to change your communication preferences.

To receive one text for each appointment we recommend having text message toggled on under the Messages section and toggled off under the Appointments section.

The **Appointment Notification and Information** section just controls how you hear about appointments. To find and update the Appointment and Notification section:

1. From the Communication Preferences page click on the Appointments Section to expand it

2. Click Advanced Settings to expand it further

3. Locate the Appointment Notification and Information section
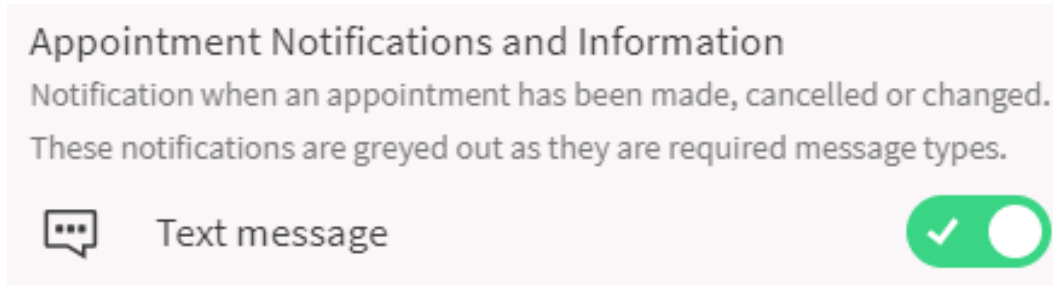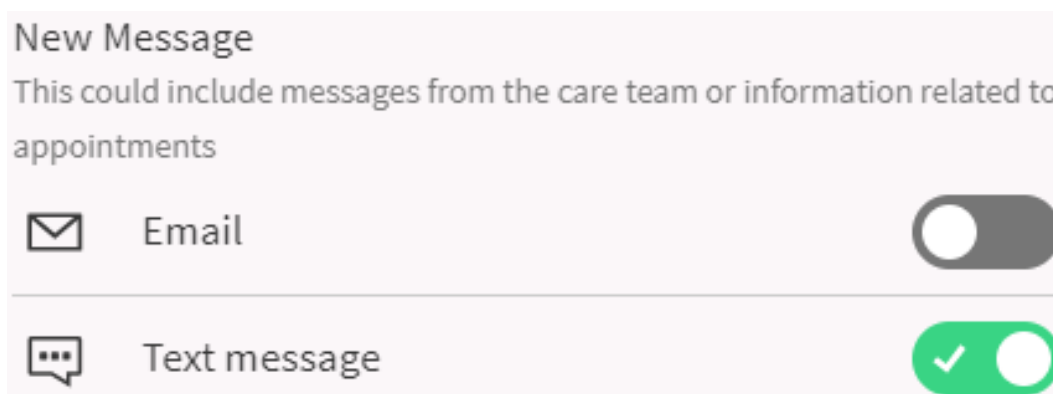

4. Toggle text message OFF (grey)
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The **New Message** section controls how you hear about any new message in MY CARE (including appointments). To find and update the New Message section:

1. From the Communication Preferences page, click on the Messages section to expand it.

2. Click Advanced Settings to expand it further.

3. Locate the New Message section.

4. Toggle text message ON (green).
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How do I change my Communication Preferences for those people that I have Proxy access to?

As well as being able to change your own communication preferences, you can also change your communication preferences for the notifications that you receive about the people that you have proxy access to.

1. Once logged into your MY CARE account, click on your name at the top of the screen and select the person who you would like to change your communication preferences for.

2. Once you are viewing their account, access the communication preferences page as normal. You will be editing your communication preferences for their account, this will not change the proxy's own communication preferences.

Where can I find information about past appointments?

You will be able to see these in the Visits page.