NHS
Working in partnership
Royal Devon University Healthcare NHS Foundation Trust
Torbay and South Devon NHS Foundation Trust
University Hospitals Plymouth NHS Trust

Deactivating your MY CARE account

Deactivating your MY CARE account does not delete your medical record data, it only stops your access to it via MY CARE.

Other formats

If you need this leaflet in another format such as Braille, large print, high contrast, British Sign Language or translated into another language, contact the Patient Advice and Liaison Service:

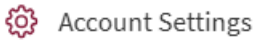
- 01392 402093 (for Mid Devon, East Devon and Exeter services)
- 01271 314090 (for North Devon services)
- rduh.pals@nhs.net

If you have decided that you no longer wish to use MY CARE and would like to deactivate your account, you can either do it yourself via MY CARE or by contacting the MY CARE Helpdesk 08:30 – 16:30 on 01392 404664 or emailing rduh.mycarehelp@nhs.net

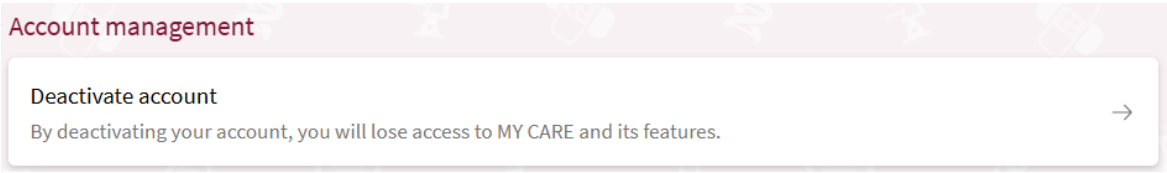
Follow these steps to deactivate your MY CARE account via MY CARE:

- From the home page, click the Menu button

- From the menu, locate and click on Account Settings from the settings section

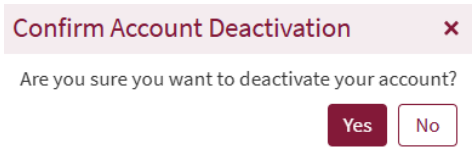
  

- Click Deactivate account, located at the bottom of the screen

- Read the information on the screen
- If you wish to still continue with deactivating your account click ‘Deactivate’

- Click ‘Yes’ to confirm your decision



Your account has now been deactivated and you will be logged out. You have now lost access to MY CARE and its features.

If any other MY CARE users have access to your medical information as a proxy, they will continue to have this access even after your account is deactivated.

If you would like to reactivate your account you can contact the MY CARE Helpdesk on 01392 404664 to discuss options for reactivating your account.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern, please contact PALS:

- 01392 402093 (for Mid Devon, East Devon and Exeter services)
- 01271 314090 (for North Devon services)
- rduh.pals@nhs.net

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

You can also share your feedback on the Care Opinion website at www.careopinion.org.uk or freephone 0800 122 3135.

Scan the QR code to visit the Care Opinion website →

Royal Devon University Healthcare NHS Foundation Trust
www.royaldevon.nhs.uk

The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by Royal Devon staff undertaking procedures at the Royal Devon sites or in community settings.

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www.royaldevon.nhs.uk/get-in-touch