NHS
Royal Devon
University Healthcare
NHS Foundation Trust

MY CARE - Cancer care companion

Other formats

If you need this leaflet in another format such as audio CD, 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

About MY CARE

We have made it easier for you to view information about your hospital and specialist community care. You can view your test results, hospital appointments and more digitally via MY CARE.

MY CARE – helps you manage your appointments

MY CARE holds your historical and upcoming appointment information, so you have got an easy way of checking exactly where you need to be and when.

MY CARE - view your test results

Once your test results have arrived you can view them on MY CARE. They are clearly laid out and easy to view.

MY CARE – you can share your health information

With MY CARE, it's simple to share your health information with a close friend, carer or family member by setting up 'proxy access'.

You will be sent helpful links, such as information to read, videos to watch or questionnaires to complete.

For more information on MY CARE, please go to the Royal Devon website: www.royaldevon.nhs.uk

What is cancer care companion?

Your cancer care companion is designed to support you through your cancer diagnosis and beyond, giving you access to information to help support you.

Cancer care companion is an easy-to-use digital tool designed to keep you informed and supported. It brings everything you need into one place.

All of the information sent to you will be available to revisit at any time in the Education section, which is located on your main menu under Resources.

How to get started?

Once you have access to MY CARE, your cancer care team will allocate cancer care companion to your MY CARE.

What do I need to do?

You will receive tasks such as:

- read specific educational materials
- watch helpful videos
- complete A lifestyle and wellbeing questionnaire
  (you will need to do this before your treatment starts).

Set your communication preferences

Follow these steps to set your communication preference

1. Log into your MY CARE account
2. Click the menu

3. Scroll to the bottom of the list and click on 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 turned on.
5. Once you have made all your desired changes, click Save changes at the bottom of the screen.

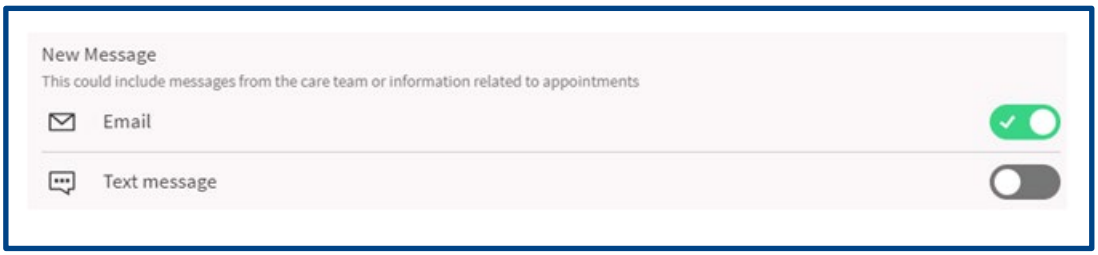
Setting your communication preferences to control how you are notified

To control how you are notified, you can 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 Messages’ section and toggle on/off Email or Text by clicking the grey/green toggle.

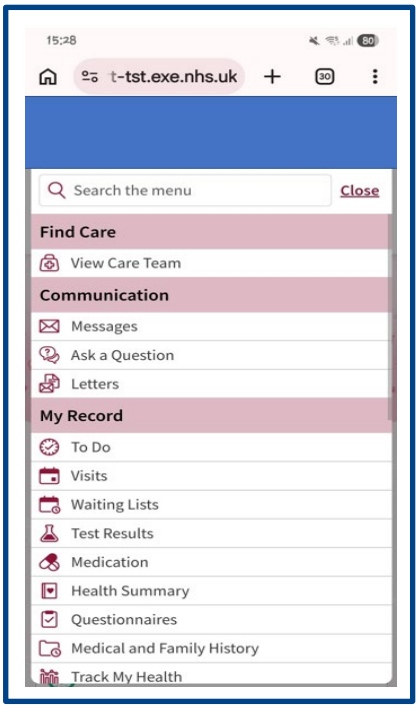


Remember

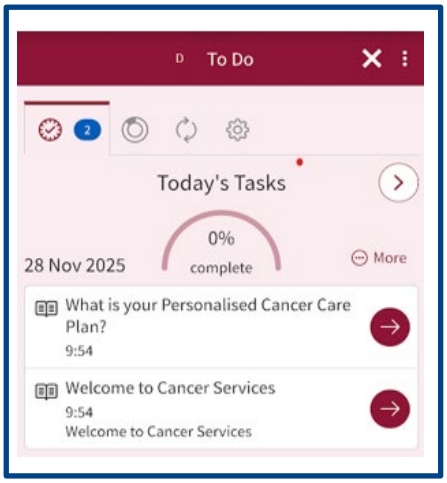
- Check that you are editing the communication preference for new messages within the messages section and not the letter section
- When you make any changes to your communication preferences, do not forget to click ‘Save Changes’ at the bottom of the screen.

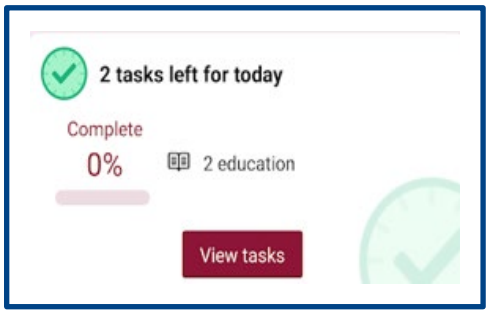
How do I access my cancer care companion tasks?

You can access your tasks from the main menu of your MY CARE app, under My record, ‘To Do’



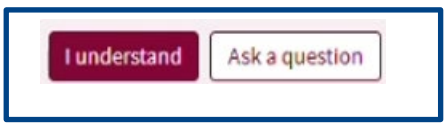
Or you will receive a notification on your MY CARE App to let you know you have new tasks.





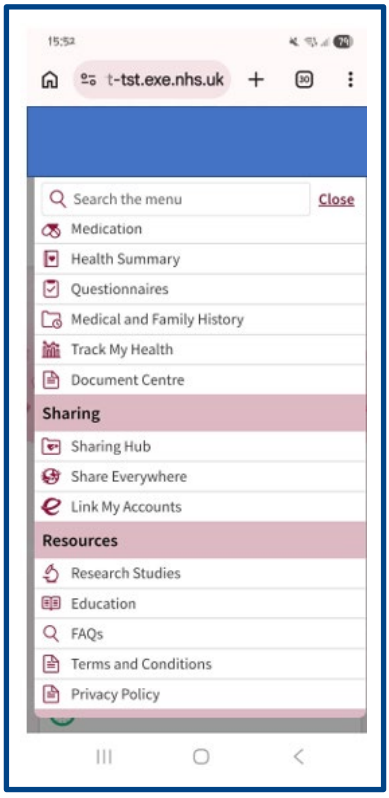
On each of your tasks, you will have the option to click “I Understand’ or ‘Ask a Question”,

If you are happy and you understand the information, click on the “I Understand”, or you can click on the ‘Ask a Question’ and the MY CARE team will respond.

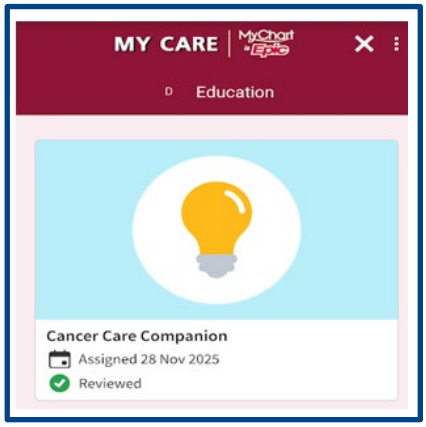


Viewing the full Cancer Care Companion package

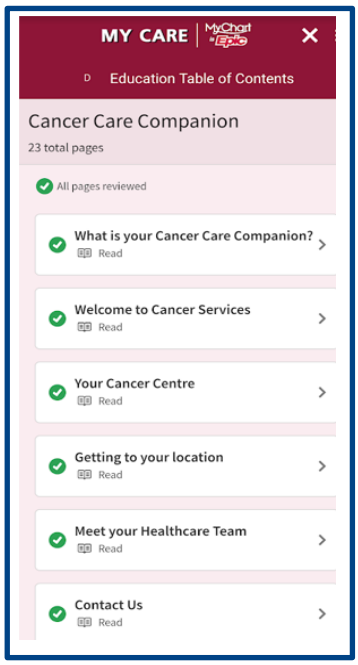
You can access your full Cancer Care Companion package from the main menu of your MY CARE App, under Resources, Education,



Click on the Cancer care companion education package.



You will see the full list of information resources available to you, click on all/any of the resources you would like to view.



Your notes

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

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