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

Granting proxy access 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

Proxy access enables a trusted individual (such as a family member, friend or carer) to view your MY CARE information. You can determine the level of access a proxy has. You can have as many proxies assigned to your account as you choose.

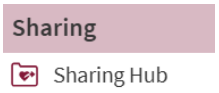
There are three levels of proxy access:

- *Read Only* – Access to view your information only.
- *Read Only with Messaging* – Access to message the Trust on your behalf. *(Note: clinical messaging is only be available for services that have this function enabled)*
- *Full Access* – Access to fully interact with MY CARE features on your behalf.

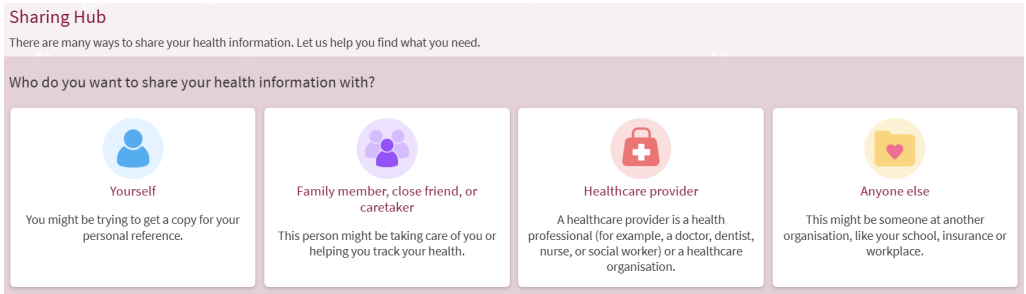
Follow these steps to manage proxy access from your MY CARE account:

- From the home page, click the Menu button

- From the menu, locate and click on the Sharing Hub, it can be found in the Sharing section.

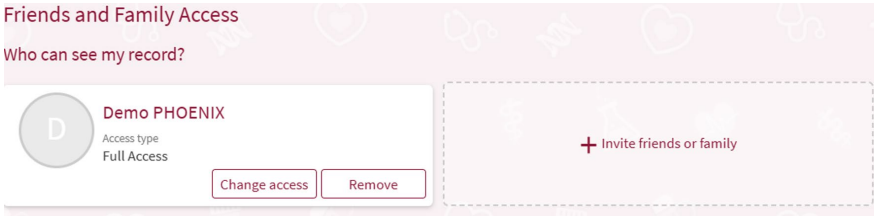


- The Sharing Hub allows you to share your health information with a variety of different people. For proxy access, select ‘Family member, close friend or caretaker’



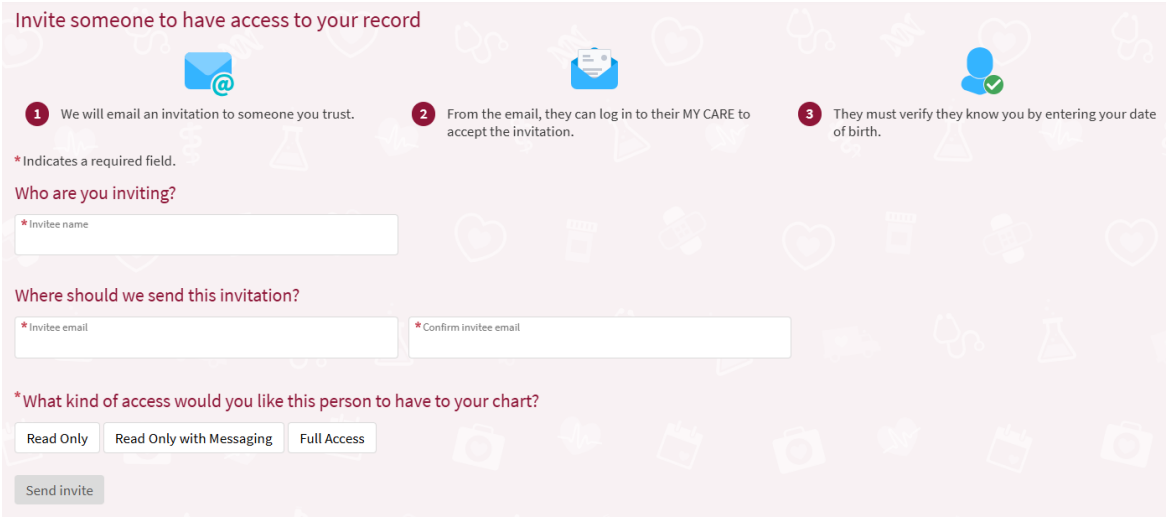
- Next, select how you want to share the information. For proxy access select ‘Manage ongoing access to your MY CARE account’

- This is the Proxy Access page. From here you can invite proxies to view your MY CARE record. You can also manage the levels of access your proxies have and remove access.



Inviting a proxy

To invite someone to view your MY CARE record, click ‘Invite friends or family’. This brings up the below page



Then enter the proxy’s name, email address, the level of access you wish them to have and click to send the invite.

The invite will be sent to the proxy’s email address. They can use the link to log into their MY CARE account or sign up if they do not already have their own account. After agreeing to our proxy access disclaimer, they will then have access to your MY CARE record.

Removing proxy access

Removing access to your MY CARE account for your proxies at any point is quick and easy. From the MY CARE Friends and Family Access page, click ‘Remove’ on the proxy that you would like to remove access for. Click ‘Remove’ on the pop up to confirm that you would like to remove the proxy’s access. The proxy will no longer be able to access your MY CARE record when they log into their account.

The patient doesn’t have a MY CARE account, but they would like someone to have proxy access.

Currently patients over the age of 16 are encouraged to manage their own proxies via their MY CARE account using the steps described above. If the patient does not have a MY CARE account and does not have the capacity to have one, the clinical care team can grant proxy access to a patient for a proxy where an active health and welfare lasting power of attorney is recorded on file for the patient.

If the patient is under the age of 16 and the person requesting access has parental responsibility for the child, they can request access to their child’s MY CARE record at their next appointment. This access will be removed when the child turns 16, at which point the proxy will be notified.

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

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.

© Royal Devon University Healthcare NHS Foundation Trust
This leaflet was designed by the Graphics Department.
www.royaldevon.nhs.uk/get-in-touch