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

Updating your communication preferences 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

You can update your communication preferences at any time in MY CARE. Follow these simple steps:

1. Log into your MY CARE account
2. Click 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 on.
5. Once you have made all your desired changes, click Save Changes at the bottom of the screen.

Setting your communication preferences to receive appointment information via post

To receive appointment information by post, access Communication Preferences using the steps outlined above. Then:

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

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

Toggle Status: Grey

Appointment Information by post is toggled off – You will NOT receive appointment information via post, you will only receive this digitally via MY CARE.

Toggle Status: Green

Appointment Information via Post is toggled on – You will receive appointment information via post as well as via MY CARE.

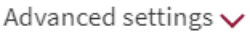
Once you have made all of your desired changes, click Save Changes at the bottom of the screen.

3. Your communication preferences have now been changed, and any future appointment information will be sent via your chosen communication preference.

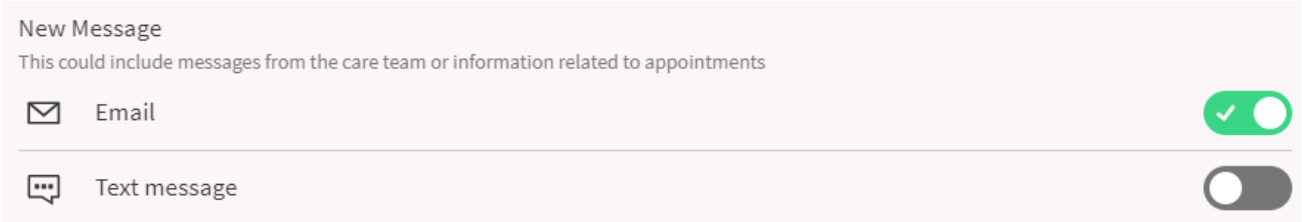
Setting your communication preferences to control how you are notified that you have new appointment information

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 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.

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 MY CARE:

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 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?

We are working to move most outpatient services to send digital letters via MY CARE, but there are some services that only send appointment information via post. Some services, such as Radiology, have letters generated via a different system and will remain outside of

MY CARE. Patients without an active MY CARE account will continue to receive communication by post.

Why am I receiving multiple text messages about my appointments?

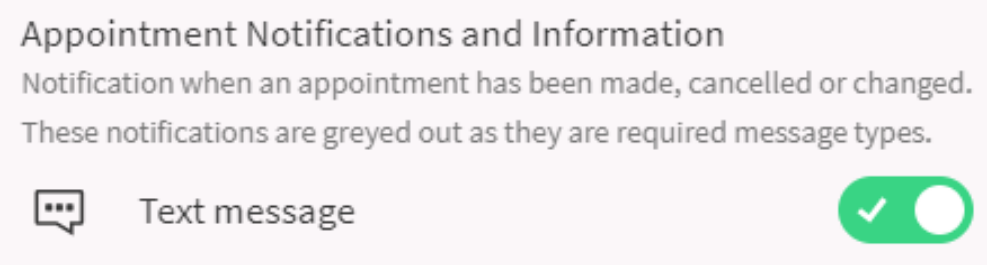
On the Communication Preferences page, texts are controlled in two places, in the Appointments section and in the Messages section.

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:

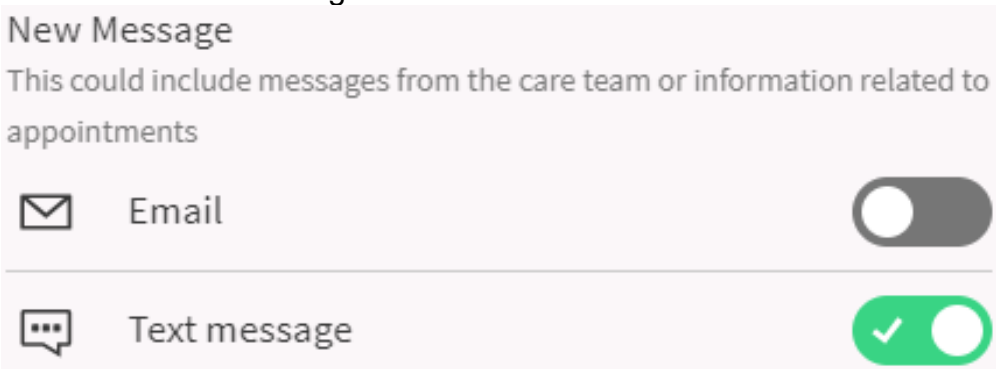
1. From the Communication Preferences page click on the Appointments Section to expand it
2. Click Advanced Settings to expand it further
3. Locate the Appointment Notification and Information section



4. Toggle text message OFF (grey)

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 further.
3. Locate the New Message section



4. Toggle text message ON (green).

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 on the Visits page.

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