

# MyCARE Patient Portal FAQ's

Once logged in, this is an image of the patient portal home screen where patients can access all their letters, results, appointment history, questionnaires, change paper preference etc.

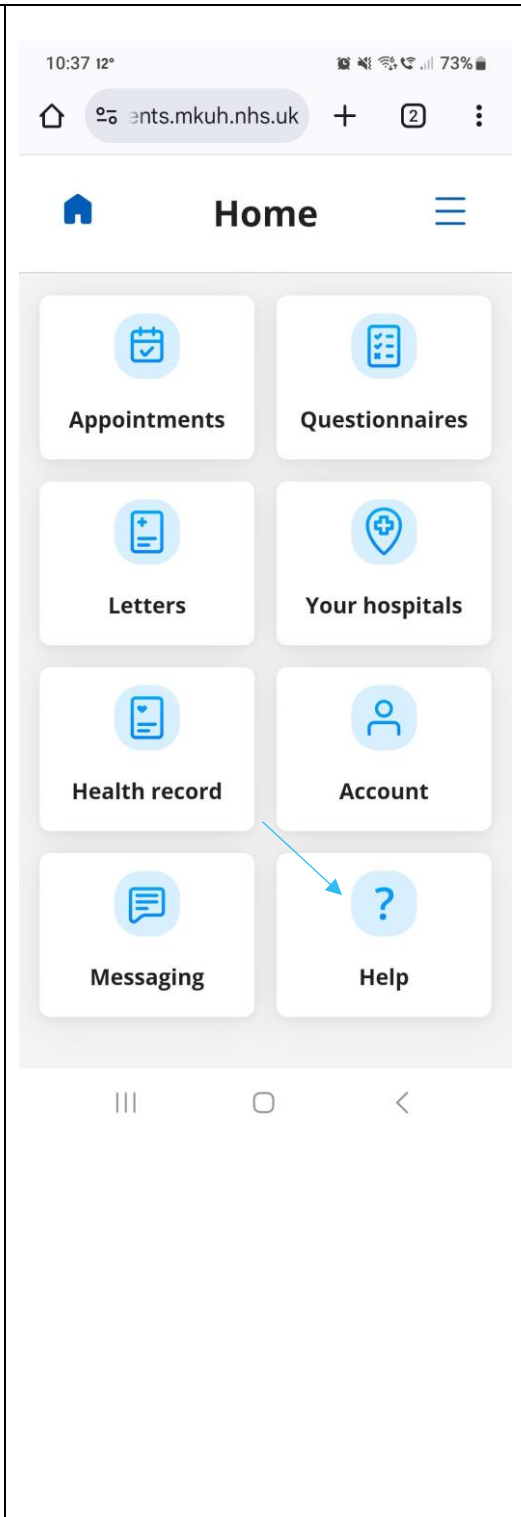
Frequently asked questions continue on the next page.

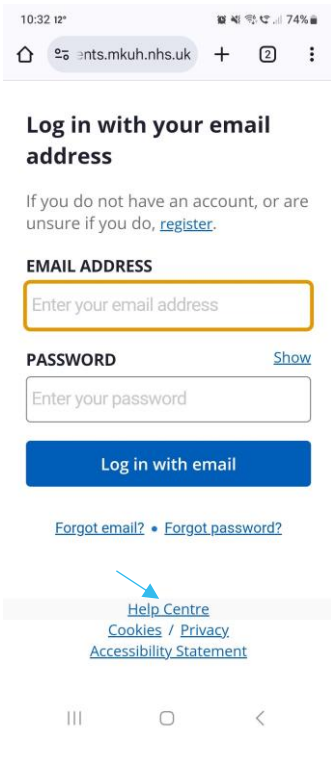
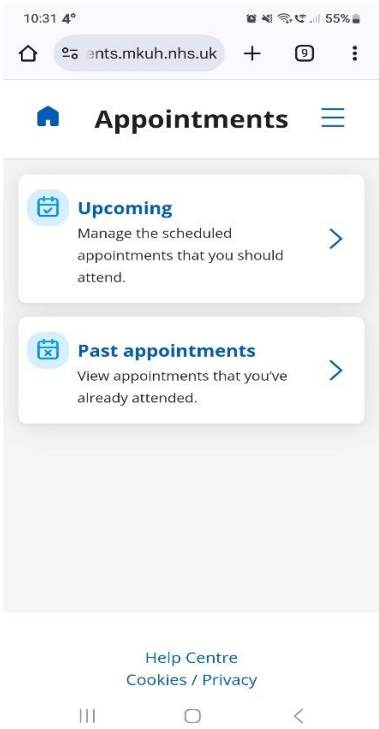
**Contact details for patients with queries:**

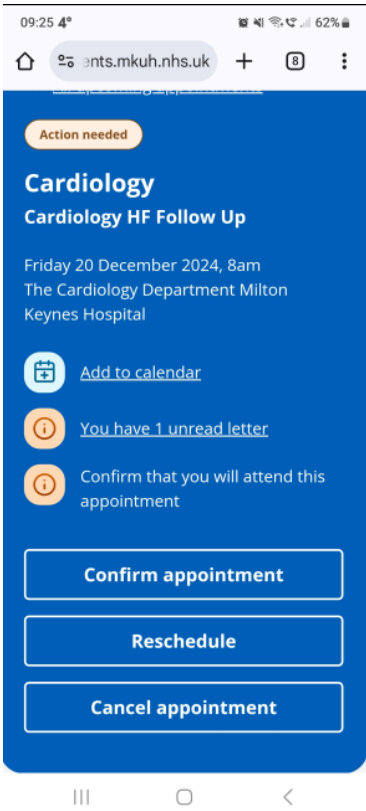
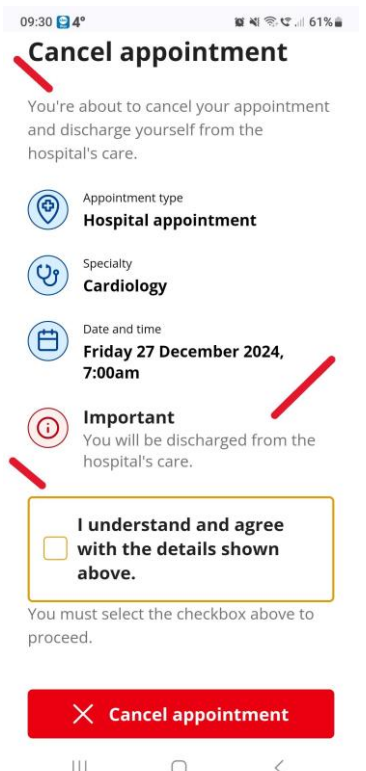
[MyCare@mkuh.nhs.uk](mailto:MyCare@mkuh.nhs.uk)

Or

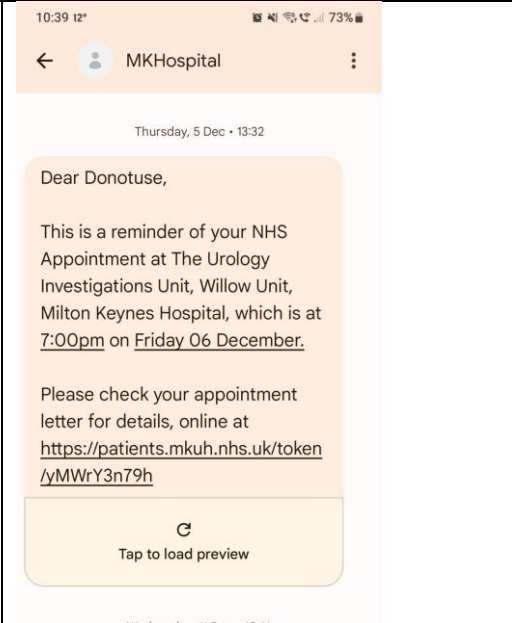
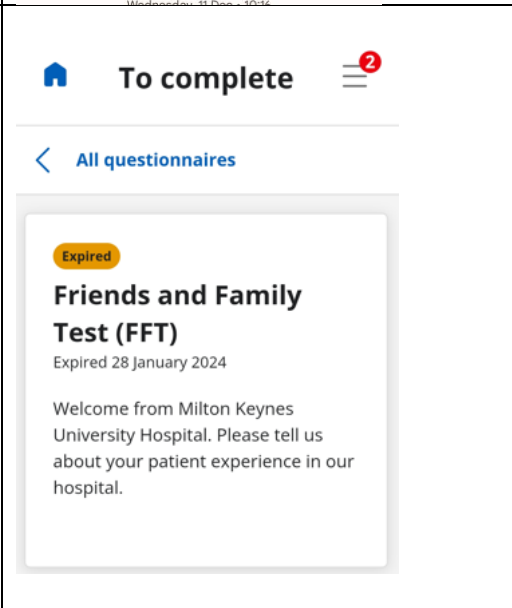
The "Help Centre" function at the bottom of the screen on the patient portal

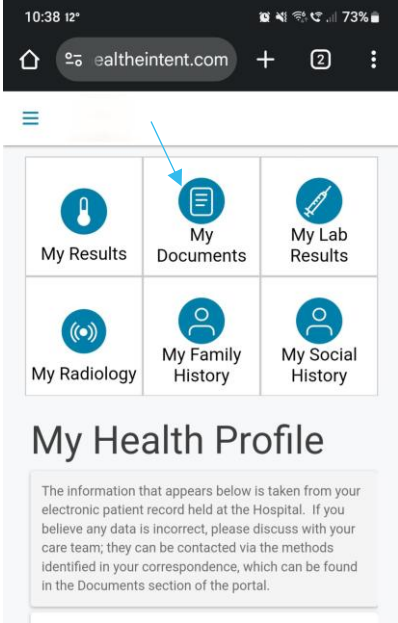


Question	Answer	Where to find on the Portal
<p>I forgot my password and I can't sign in.</p>	<p>Even when not signed in, there is a “<b>Help Centre</b>” at the bottom of the portal screen. Use this to reset your password or for any query you have.</p>	
<p>Can I view all my appointments on the patient portal?</p>	<p>Yes, and any relevant attachments pertaining to that appointment. This includes past appointments.</p>	

<p><b>Can I reschedule my appointment on the patient portal?</b></p>	<p>This will depend on the rules on the appointment and if there is capacity to be able to reschedule into an empty slot. If no slots are available, you will need to call the CBO or the PPC to reschedule. If not able to be rescheduled, the original appointment will remain.</p> <p><b><i>Rescheduling and cancelling are NOT the same function</i></b></p>	
<p><b>Can I cancel my appointment on the patient portal?</b></p>	<p>Yes, <b><i>however if you cancel your appointment on the patient portal, you will be discharged back to your GP.</i></b> This is <b>highlighted to you numerous times</b> through the cancellation screens. If you want to reschedule to another date and are unable to, you need to call CBO or the PPC.</p>	

<p><b>Am I able to view my results?</b></p>	<p>Yes. The patient portal shows laboratory and radiology results. These can be found in the “Health Record” on the home screen. <b>Important:</b> Numerical results are available immediately they are processed (bloods etc.) and textural results (CT’s, MRI’s, pathology) are available 21 days after the date of being reported.</p>	
<p><b>I want to receive paper copies of letters as well as get them on the patient portal</b></p>	<p>to change your preferences, you need to go into your patient portal, go into “Account” and amend letter delivery. The default when registering on the portal is “paperless”.</p>	

<p><b>Will I get reminders for my appointments?</b></p>	<p>Yes, a message is sent when the appointment is booked, a reminder is then sent <b>5 days</b> before the appointment and again <b>1 day before</b> the appointment.</p> <p><i>Example of the reminder sent 1 day before.</i></p>	
<p><b>Why do I get a text after I visit the hospital for an appointment?</b></p>	<p>Every patient receives a Friends &amp; Family questionnaire after a hospital visit (inpatient and outpatient) to give feedback on their experience.</p>	
<p><b>The notifications I get are confusing. I don't know if they are for me or my husband/wife/mother, etc.</b></p>	<p>Every patient registering on the portal <b>MUST</b> have their own email address. Email addresses cannot be shared, e.g. a shared household email address. A simple "Hotmail" email address can be created, even if this is only used for the patient portal and the email address registered</p>	

	on eCARE for the patient.	
<b>I am my patient's carer. Can I log on to the portal to see their appointments as I need to bring them?</b>	Yes, with the patient's permission. When logging into the patient portal, the patient's email address, and password must be used to ensure the correct patient's appointments are available to view.	
<b>Patients often say they can see appointment letters but unable to find other correspondence letters.</b>	Clinical correspondence letters are available to view in the "Health Record" tile under "My documents"	
<b>If patients are on the portal and get 2 text messages and DNA which some do then should they be discharged automatically?</b>	No, patients are not discharged automatically. This is a clinical decision and the decision to discharge needs to be made by a clinician.	<b>Please refer to the Patient Access Policy.</b>

