HSC Health and Social Care

What is My Care?

My Care is a secure platform that enables you to access certain parts of your medical records.

Available via mobile app (My Chart) or website, it enables you to take control of your healthcare.

Anyone living in Northern Ireland who uses Health and Social Care services can access My Care.

My Care

Your Health Your Record Your Journey

My Care is a new app and online service that makes accessing your health record easier. You can use My Care on your mobile, tablet or computer.

Important Information

- My Care does not include primary care records (GP records or results of tests requested by your GP) or historical medical information before encompass (the electronic patient record system) was implemented in your Trust.
- Some test results are released automatically and some are released after your clinician has seen and acted on them. You can ask for your specialist to release results for you too.
- Social Care records are currently not available but will be added in the future.

SCAN ME

For more information visit the website on **dhcni.hscni.net/my-care/** or scan the QR code

Key Features

- View upcoming and past appointments.
- Access some test results.
- View shared letters about your care after each visit.
- Access trusted health information resources.
- Your data is safe - strict security measures protect your information.

How to Access My Care

- You will need to have an nidirect account to access My Care, it is only necessary to verify your identity.
- Download My Care by searching for "MyChart" on the App Store or Google Play.
- Scan the QR code for a quick guide on how to access My Care

Login Guide

Proxy Access

- Proxy access enables someone else, such as a family member or caregiver, to manage a person's My Care account on their behalf.
- Patients can grant proxy access to trusted individuals, who can then view and manage their medical information.
- Proxy access is particularly useful for parents/carers managing their children's healthcare or for caregivers assisting patients and service users who may lack capacity.
- To set up proxy access, contact your secondary healthcare provider (your specialist in the hospital or in the community setting) or the My Care Helpdesk.

For more information contact the My Care helpdesk

✉ **mycarehelpdesk@hscni.net**

☎ **028 9536 8180**