



## 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.

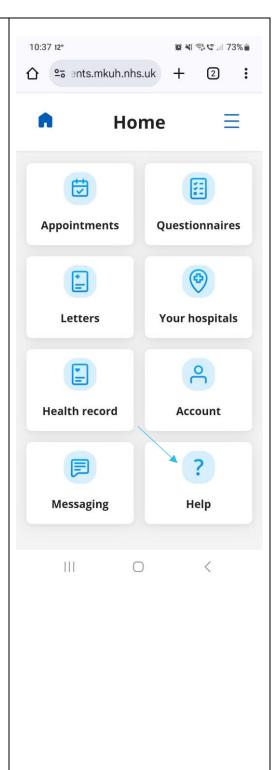
Frequently asked questions continue on the next page.

## Contact details fo r patients with queries:

## MyCare@mkuh.nhs.uk

Or

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







Chief Executive: Joe Harrison CBE

**Chair: Heidi Travis OBE** 

Question	Answer	Where to find on the Portal
I forgot my password and I can't sign in.	Even when not signed in, there is a "Help Centre" at the bottom of the portal screen. Use this to reset your password or for any query you have.	10:32 12*  Log in with your email address  If you do not have an account, or are unsure if you do, register.  EMAIL ADDRESS  Enter your email address  PASSWORD Show  Enter your password  Log in with email  Forgot email? • Forgot password?  Help Centre Cookies / Privacy, Accessibility Statement
Can I view all my appointments on the patient portal?	Yes, and any relevant attachments pertaining to that appointment. This includes past appointments.	10:31 4°  25 ants.mkuh.nhs.uk + 3 :  Appointments  Upcoming  Manage the scheduled appointments that you should attend.  Past appointments  View appointments that you've already attended.  Help Centre  Cookies / Privacy





Can I reschedule my This will depend on the appointment on the rules on the 09:25 **4°** 質 4 1 奈 10 .... 62% 🔒 patient portal? appointment and if ↑ % ents.mkuh.nhs.uk + 8 there is capacity to be able to reschedule into Action needed an empty slot. If no Cardiology slots are available, you **Cardiology HF Follow Up** will need to call the CBO Friday 20 December 2024, 8am or the PPC to The Cardiology Department Milton reschedule. If not able Keynes Hospital to be rescheduled, the Add to calendar original appointment will remain. You have 1 unread letter Rescheduling and cancelling are NOT the same function **Confirm appointment** Reschedule **Cancel appointment** Can I cancel my Yes, however if you 09:30 🔁 4° 변 제 중· C. ii 61% 🛊 appointment on the cancel your Cancel appointment patient portal? appointment on the patient portal, you will You're about to cancel your appointment be discharged back to and discharge yourself from the hospital's care. your GP. This is Appointment type highlighted to you Hospital appointment numerous times through the cancellation screens. Cardiology If you want to reschedule to another Friday 27 December 2024, 7:00am date and are unable to, you need to call CBO or Important You will be discharged from the the PPC. hospital's care. I understand and agree with the details shown above. You must select the checkbox above to proceed. X Cancel appointment Ш 0





Am I able to view my Yes. The patient portal results? shows laboratory and 10:38 12° **열 책 중 양**네 73% 🖥 radiology results. These ≏ ealtheintent.com 2 can be found in the ≡ "Health Record" on the home screen. Important: 1 Numerical results are My Results Documents available immediately they are processed ((•)) (bloods etc.) and My Family My Social My Radiology textural results (CT's, History History MRI's, pathology) are My Health Profile available 21 days after the date of being The information that appears below is taken from your electronic patient record held at the Hospital. If you reported. believe any data is incorrect, please discuss with your care team; they can be contacted via the methods identified in your correspondence, which can be found in the Documents section of the portal. I want to receive paper to change your copies of letters as well as preferences, you need to get them on the patient go into your patient Letter delivery portal, go into "Account" portal and amend letter If you choose to go paper-free you may still receive some paper letters. Some departments delivery. The default are still working on paper-free services. when registering on the portal is "paperless". Method Change Paperless letters **Personal details** This is the identifying information we have. If anything is incorrect, contact the hospital. Name





Will I get reminders for my 10:39 12° 日本 学 で .... 73% 画 Yes, a message is sent appointments? when the appointment ← 3 MKHospital : is booked, a reminder is then sent **5 days** before Thursday, 5 Dec • 13:32 the appointment and Dear Donotuse, again 1 day before the This is a reminder of your NHS appointment. Appointment at The Urology Investigations Unit, Willow Unit, Example of the reminder Milton Kevnes Hospital, which is at sent 1 day before. 7:00pm on Friday 06 December. Please check your appointment letter for details, online at https://patients.mkuh.nhs.uk/token /yMWrY3n79h G Tap to load preview Why do I get a text after I Every patient receives a Friends & Family visit the hospital for an To complete appointment? questionnaire after a hospital visit (inpatient All questionnaires and outpatient) to give feedback on their experience. Friends and Family Test (FFT) Expired 28 January 2024 Welcome from Milton Keynes University Hospital. Please tell us about your patient experience in our hospital. The notifications I get are Every patient registering confusing. I don't know if on the portal MUST they are for me or my have their own email husband/wife/mother, address. Email etc. 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





I am my patient's carer. Can I log on to the portal to see their appointments as I need to bring them?	on eCARE for the patient.  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.	
Patients often say they can see appointment letters but unable to find other correspondence letters.	Clinical correspondence letters are available to view in the "Health Record" tile under "My documents"	10:38 12*  25 ealtheintent.com + 2 :
If patients are on the portal and get 2 text messages and DNA which some do then should they be discharged automatically ?	No, patients are not discharged automatically. This is a clinical decision and the decision to discharge needs to be made by a clinician.	Please refer to the Patient Access Policy.





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