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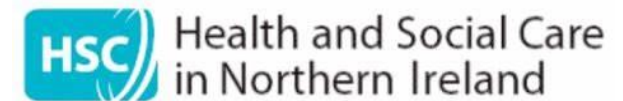
HEALTH & WELLBEING THEMATIC SUMMIT



Encompass & My Care



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HSC Trust





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First Trust in Northern Ireland to implement a major new Digital Health & Social Care Operating System:

- Safely
- On Time
- To Scope.



“The launch of encompass signals a new era for HSC services... it means for the first time ever all patient information will be in one place.” Permanent Secretary of Health & Social Care, 9 November 2023



What is My Care?

- **My Care is a new internet-based portal offering patients personalised and secure online access to specific parts of their medical records**
- **It will not hold significant historical information**
- **It is optional to sign up**
- **Available via app store – My Chart; need NI Direct account**
- **Currently 50,000 service users signed up in NI, 25,000 in SET**
- **Proxy access available**



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What will patients see in My Care?

- **Health summary including past conditions*, medications** & allergies**
- **Future appointments**
- **After Visit Summary**
- **Test results**
- **Questionnaires & information documents e.g. pre-op information**
- **Communications from care team**





Support for my care

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Helpdesk Open Monday – Friday 9am -5pm
Email: mycarehelpdesk@hscni.net
Telephone: 02895368180

