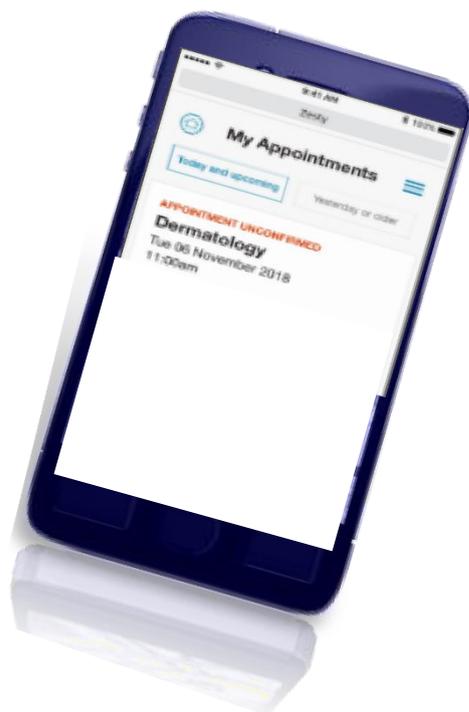




# Frequently Asked Questions

Welcome to **MyCare in Warwickshire**, your patient portal.

This document is a source of information and troubleshooting, and will hopefully help you with any queries you may have.



Updated August 2021

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## General information

### What is the MyCare in Warwickshire patient portal?

The MyCare in Warwickshire patient portal is a secure online system that can assist patients to manage their appointments.

We know that keeping on top of hospital appointments, dates and times, can be difficult; therefore, using the patient portal will give users access to their South Warwickshire Foundation NHS Trust out-patient appointment information – online, anytime, anywhere.

### What can you see on the portal?

You can see Consultant (and their clinical team) out-patient appointments in date order. You can also view and download your appointment letters as PDF files, add appointment information to your digital calendars and get quick directions to our hospitals.

You can also choose to turn off paper appointment letters, so you don't receive them through the post.

Initially this will only be for the services who are using the patient portal.

### Who can use MyCare in Warwickshire patient portal?

You must be aged 18 and over, and have a new or upcoming appointment with us, to use MyCare in Warwickshire.

### What are the benefits?

There are many benefits of using MyCare in Warwickshire, including:

- ✓ You can view your appointment information online, anytime, anywhere.
- ✓ You can review appointments all in one place and reduce confusion about appointment dates and times
- ✓ You have a choice on how you would like to receive information from the hospital
- ✓ Registration is quick, easy and secure – the portal can be accessed using any smartphone, tablet or PC

There are also a number of environmental and economic benefits, including a reduction in the use of paper, print and postage.

We are also working on enabling patients to book, reschedule and cancel their appointments using MyCare in Warwickshire. This will, in turn, give you much more control and choice.

## Registration

### What do I need to register?

To register on MyCare in Warwickshire patient portal, you need to:

- ✓ be aged 18 or over
- ✓ have a UK mobile phone number
- ✓ have a working personal email address
- ✓ have access to the internet and a suitable electronic device (e.g. a smartphone, tablet, home computer or a laptop)
- ✓ have an upcoming appointment scheduled with us

Once you've registered, all you need is an internet connection and a suitable electronic device such as your home computer, tablet or smartphone.

### How do I register?

When you have a new appointment scheduled on our hospital system, you will be sent a SMS message (text message) inviting you to join the portal. To ensure you receive this SMS message, please make sure we have your up-to-date mobile phone number on our system.

You can then click the link in the SMS message, which will guide you on how to register.

For a detailed step-by-step guide, please watch our video here: <https://youtu.be/0ly23lzEVnU>

## Using MyCare in Warwickshire

### How do I login?

To login to MyCare in Warwickshire, you can either click on the link in the SMS message (text message) you receive or visit here: <https://patients.swft.nhs.uk/>

We recommend you save or bookmark this website address for quick and easy access.

You will also need your email address, password and mobile phone to hand to receive the authentication code.

If you are registering on a personal computer or laptop you will need your NHS number to hand when registering/ logging in.

### How do I use the portal?

For a tutorial on how to use MyCare in Warwickshire, please watch our video here: <https://youtu.be/0ly23lzEVnU>

## Will all my letters be on the patient portal?

As of August 2021, the vast majority of your outpatient letters will be visible on the patient portal.

However, in-patient and day case treatment letters, copies of clinical letters that have been sent to your GP, and test results will not be included and will not be visible on the patient portal.

## How will I know new information is available on the patient portal?

We will send you a text message each time you have a new appointment letter, or a change to an existing appointment letter. You can then view the new letter through the patient portal.

## When will the appointment management features become available?

We'll be developing MyCare in Warwickshire in several stages and aim to develop this feature in 2021.

## How accessible is MyCare in Warwickshire patient portal?

It's important to us that MyCare in Warwickshire meets your needs.

The portal is a 'web-based' app. What this means is you will be able to access it using your internet browser (e.g. Internet Explorer or Google Chrome) from any suitable device, for example a modern smart phone, tablet, laptop or PC.

You will be able to use built-in features on your internet browsers or device, such as the 'pinch and zoom' function to increase text size, screen readers and colour contrast. The portal has also been optimised to work with accessibility apps such as Yello and Voiceover.

## Will I still receive letters in the post?

Yes, you will still receive letters about your appointments in the post. However, if you would like to go paperless, you can choose to receive your appointment information online through the portal. Paper letters will not stop coming right away, but eventually you'll be able to receive your information paper-free.

You will be asked when you register whether this is something you would be interested in, and you can always opt-out of paper appointment letters later on.

## MyCare in Warwickshire access and security

### Who can view my information on MyCare in Warwickshire?

Only you can access your MyCare in Warwickshire account. Each time you login, you'll be asked for your email address, password and will also be taken through an authentication step where a code is sent to your mobile phone number to verify it is you.

### Can patients who share an email address sign up?

No. Each patient will need a separate email address. This is to support patient confidentiality.

### Can I ask a carer or family member to register on my behalf?

At this time, delegated access is not possible. The portal is only available to adult patients (those aged 18 and over).

### Is my information secure?

Yes. MyCare in Warwickshire patient portal uses the same technology that other websites use to gather sensitive information. The padlock on the web browser assures you the site is secure.

Patients are invited to join MyCare in Warwickshire based on the mobile number associated with their South Warwickshire Foundation NHS Trust medical record, and if that mobile number is updated, that number will update in MyCare in Warwickshire as well.

To register, patients will be sent a secure link via SMS message (text message). To log in, patients will use their email address as their username, and they'll use both a password and two-factor authentication to access the portal.

Login is quick and easy, while ensuring that all patient information is secure.

### How do I know that only I can access my information?

Patients can only access their information on their account by using the one-off code sent to their mobile phone at the login stage. We are using the same technology used by high street banks to protect your information.

## Your choice

### Do I have to sign up to use MyCare in Warwickshire?

No, this is your choice. All patients aged 18 and over, who have a UK mobile number on our system, will be invited when they have a new upcoming appointment, with the exception of those that have opted out of receiving SMS messages (text messages) from the trust. You will receive three messages and then we won't message again.

### How do I opt out of receiving the text message invitations?

If you would like to stop receiving SMS messages, you can do so by completing the following steps:

1. Create a new SMS message on your mobile phone to **60777**
2. Enter **SWFT STOP** (it is case sensitive, so it must be in capitals) and click send

### Can I still register if I initially decline to join the patient portal?

Yes. If you later decide you would like to join the patient portal you can still register by visiting: <https://patients.swft.nhs.uk/>. Please note you do need to have an upcoming appointment to register.

### Can I cancel if I change my mind?

If you register to use MyCare in Warwickshire, but later change your mind and do not wish to receive further text messages, you can change your preferences from the website menu.

## Contact information

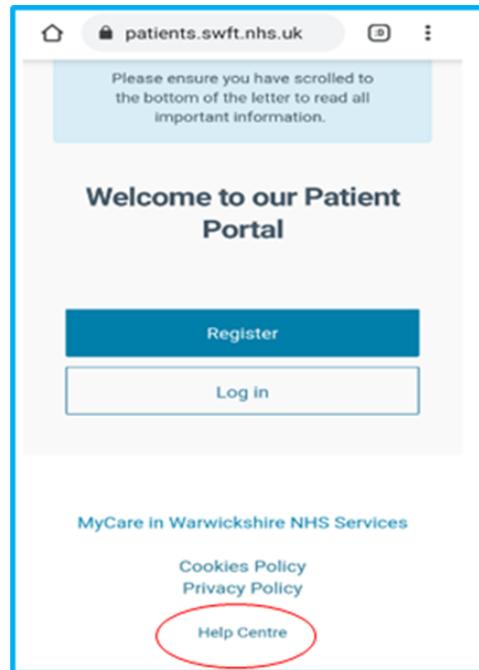
### How do I cancel or change my appointment?

To change or cancel an appointment, please call our out-patient appointment centre. The telephone number is on your appointment letter.

It's not currently possible to do this through MyCare in Warwickshire, but we will be providing this functionality in the future.

## What do I do if I experience technical difficulties with the portal?

If you experience a technical issue using MyCare in Warwickshire, please refer to the Help Centre available in the portal in the first instance. This button is available in the top right hand corner in the drop down menu (see below).



If the Help Centre does not address your question, or you experience a technical problem such as:

- ✓ the website not functioning correctly
- ✓ features not working

Please report the problem via email to [patient.portal@swft.nhs.uk](mailto:patient.portal@swft.nhs.uk)

Please do not send any personal identifiable information when reporting a technical problem.

## What if I forget my password or email address?

If you have previously registered for the portal, but you have forgotten your email address or password, there are links available on the login screen of the portal to assist you. Please see image below:

patients.swft.nhs.uk/pat

## Patient Portal Login

EMAIL ADDRESS

Enter your email address

PASSWORD Show

Enter your password

Log In

Register

Forgot email? Forgot password

## Getting involved

### How do I get involved?

MyCare in Warwickshire is a digital tool for our patients; to make sure we get the very best out of the portal, we're eager for you to be involved. Please email: [patient.portal@swft.nhs.uk](mailto:patient.portal@swft.nhs.uk) if you are happy to be contacted to provide feedback on the portal and to help us to develop it further.

*Thank you to the Royal Free London NHS Foundation Trust who allowed us to use and adapt their information*