One Devon EPR
*Transforming care together*

NHS

# The Epic Electronic Patient Record (EPR)

# featuring the

# MY CARE Patient Portal

## March 2026

## The One Devon vision….

*Introducing a single Electronic Patient Record will transform our entire way of working - getting the right care to the right people at the right time across Devon. It will lead to a safer and more efficient ways of working across our sites by bringing together all our patients' details in one place, allowing quick access for clinicians, improving efficiency and reducing the chance of errors.*

One Devon EPR
Transforming care together

NHS

# Why Epic?

Epic

- Epic has been live at the Royal Devon since 2020 with Northern Devon adopting the system and joining the existing instance in 2022
- Epic is the EPR system that we have chosen to implement at both TSDFT and UHP in 2026, following a robust procurement process
- Epic is a leading EPR, with a global track record of successful implementations. Epic was founded in the US and introduced its first electronic patient record for the NHS in 2014
- Epic is a full-featured EPR that covers a huge range of specialties and clinical needs.
- TSDFT goes live with Epic 3 April 2026 and UHP 23 July 2026

One Devon EPR
*Transforming care together*

NHS

# Benefits for patients

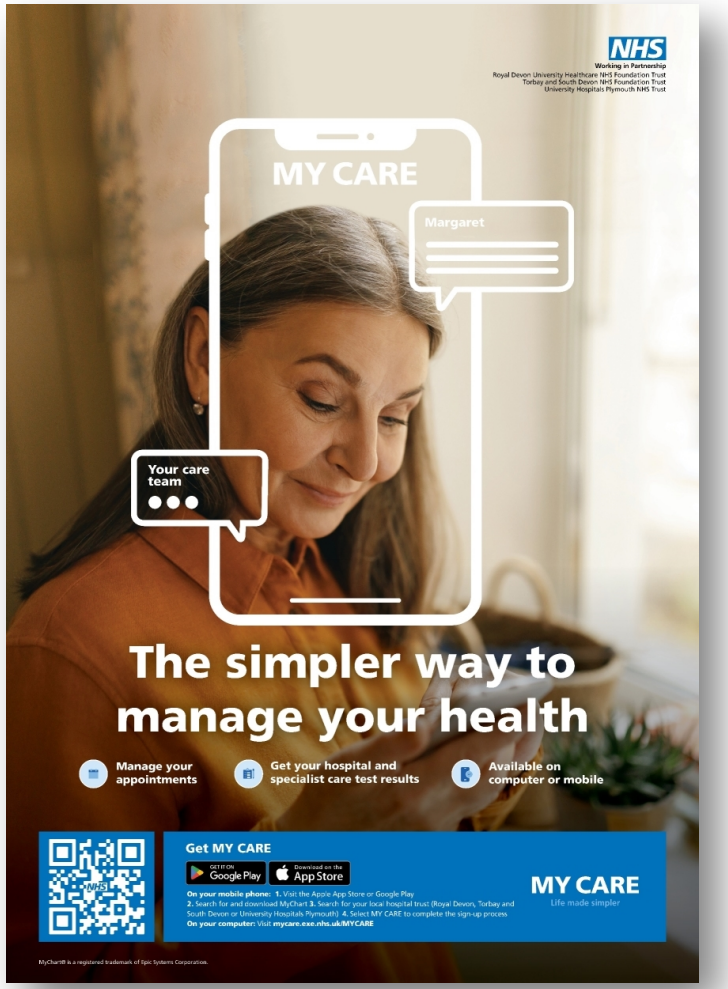
- Improved Care Coordination
- Enhanced Safety
- Empowered Engagement
- Better Experience & Efficiency
- Consistency across departments

One Devon EPR
*Transforming care together*

NHS

# MY CARE...

- 250,000 patients are now signed up and over 70,000 patients log in each month via a web browser or an app on their mobile device
- Patients can access test results, appointment information and other information about their hospital care in one convenient, secure place, anytime, anywhere
- MY CARE will allow patients to better engage with their care and strengthens the partnership with clinical services
- Proxy users will be able to have health records shared with them so that they can support the health of their family member or the person they care for
- Secure. Simple. Supportive.



One Devon EPR
Transforming care together

NHS

# What existing users say, Royal Devon Survey 2026…

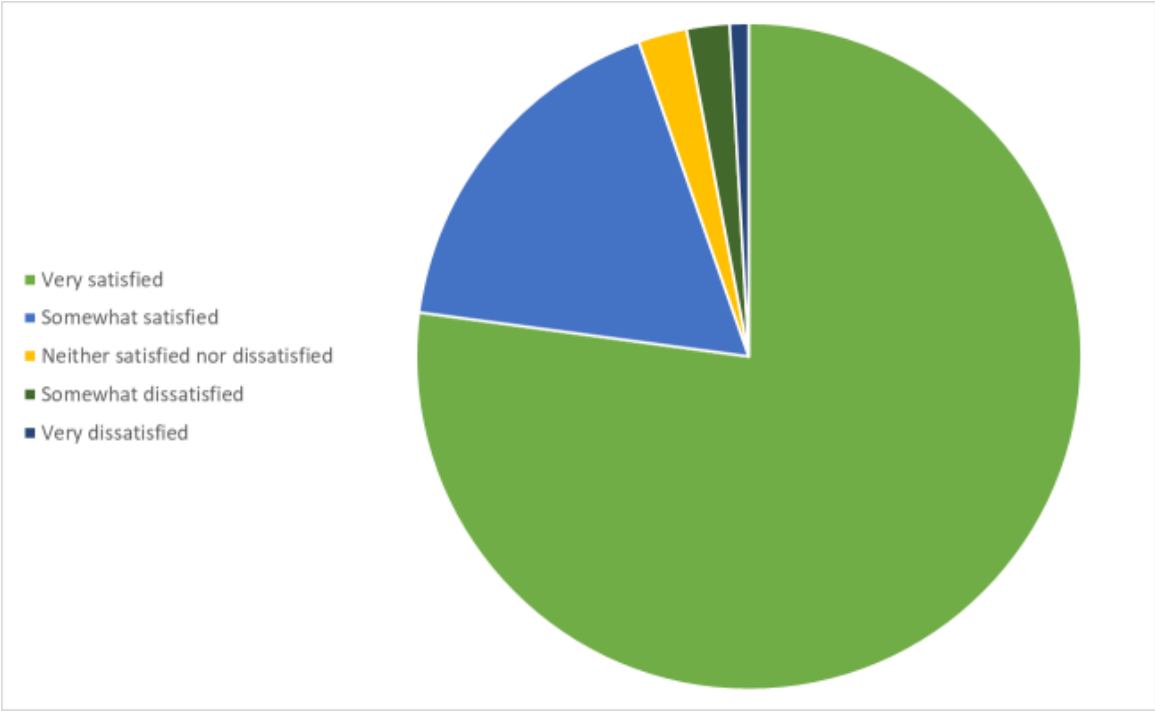
MY CARE

**Survey results 2026**

4,565 responses

95% of users are satisfied with MY CARE, top reasons included

- Getting test results
- Getting appointment information
- Getting appointment reminders
- Seeing past hospital medical information



One Devon EPR
Transforming care together

NHS

# NHS App Integration with MY CARE…

**Phase 1 – View-Only Integration** (March 2026)

- Patients can view hospital appointments in the NHS App
- Applies only to selected specialties
- View only:
  - No appointment management
  - No test results, letters, or other hospital information
  - No ability to cancel, rebook, or change appointments

MY CARE

**Phase 2 – Single Sign-On (SSO)** (TBC )

- Patients can log in via the NHS App and jump directly into MY CARE
- Provides access to MY CARE once authenticated
- NHS Login button available from within MY CARE
- Does not change the NHS App’s own functionality, it simply provides a route into MY CARE

NHS
Working in Partnership
Royal Devon University Healthcare NHS Foundation Trust
Torbay and South Devon NHS Foundation Trust
University Hospitals Plymouth NHS Trust

# MY CARE

# The simpler way to manage your health

- Manage your appointments
- Get your hospital test results
- Share your health information with proxy access

You can access MY CARE through your computer, tablet or via an app on your mobile phone.

Over 250,000 patients have made the switch to MY CARE, why don't you join them?

**Get MY CARE today!**

Visit the Apple App Store or Google Play, then select and download MyChart.
Or visit **mycare.exe.nhs.uk/MYCARE**

GET IT ON Google Play

Download on the App Store

Scan to find out more

MyChart® is a registered trademark of Epic Systems Corporation.

NHS
Working in partnership

# The simpler way to manage your health

**Get MY CARE today!**

- Manage your appointments
- Get your hospital and specialist test results
- Available on desktop or mobile

Visit the Apple App Store or Google Play, then search for and download MyChart.

GET IT ON Google Play

Download on the App Store

MyChart® is a registered trademark of Epic Systems Corporation.

NHS
Working in Partnership
Royal Devon University Healthcare NHS Foundation Trust
Torbay and South Devon NHS Foundation Trust
University Hospitals Plymouth NHS Trust

# Please bear with us while we adapt to our new electronic patient record system

The new system will help us deliver care more effectively and provide a better experience for patients, families and carers.

You might see members of your clinical team using computers or electronic handheld devices more than before. This will be part of their work checking your record so they can look after you to the highest possible standards.

Thank you for your understanding.

Epic MY CARE

One Devon ICS
NHS
Cliff Harris
A PATIENT STORY