

THE BENEFITS OF MY HSE SELF SERVICE

Let's hear from the users



NiSRP is now available in HSE East, South East, Mid West, North West and Midlands. NiSRP spoke recently to some My HSE Self Service users to give them an opportunity to share their experience of using the system

Tammy Horan, Homecare Support Assistant in HSE South East, had the following to say.



WHAT DO YOU LIKE ABOUT MY SELF SERVICE?

"I like the fact that it's easier to access, it's quicker, all your information is there for you to see online. Once you get the hang of it its fine, I'm definitely happy with it."

WOULD YOU EVER GO BACK TO PAPER CLAIMS FOR TRAVEL?

"No, I'd never go back to the paper way again, absolutely not. This way is easier and faster, your record is all there online for you to see and you can access it whenever you like. If you're doing it the paper way it's time consuming, and if you don't photocopy it you don't have a record of what you have sent in so at least this way the record is all there in front of you."

WHAT WOULD YOU SAY ARE THE BENEFITS OF MY HSE SELF SERVICE?

"Submitting the travel is great because there's less paperwork, it is not as time consuming. It's faster and you can go back and edit if you make a mistake or contact your line manager to check it at their end so in that way I find it great. You get paid your mileage a lot quicker which wasn't the case before. Once you get the hang of it its fine, I'm definitely happy with it."

Clive O'Regan, Paramedic Supervisor in the South East, had the following to say when asked about his experience of using My HSE Self Service



WHAT WOULD YOU SAY ARE THE BENEFITS OF MY HSE SELF SERVICE?

"The ambulance service staff are now able to do it on their mobile device while they're returning from calls. They're able to do it while they're sitting outside ED (Emergency Departments) waiting to hand over patients and they're most happy that they're getting it paid within their fortnightly pay. And they know it's been approved within a matter of hours."

WHAT DO YOU LIKE ABOUT MY HSE SELF SERVICE?

"Self Service has worked out fine for us and I'm happy to use it. I know we had people nervous about using it because they didn't like using mobile devices and weren't familiar with IT setups. But once we started using it here, none of the staff at this stage would go back to using the old method of writing it on paper and submitting it in for approval."

WOULD YOU EVER GO BACK TO THE PAPER CLAIMS FOR TRAVEL?

"No, I'm quite happy to use it on the phone, PC or tablet as are all the staff here and we've educated a good few of them in how to use it. Most people are happy now not to use paper, to save paper and the environment, the ease of access, they can do it online and they have it approved straight away, and even looking for the paper form sometimes was a nightmare at some ambulance stations. I genuinely know with a lot of the staff who wouldn't have been familiar with or happy using a PC that they're just delighted now to be able to take out their phone and or the work PC and put it in. Even the older generation who wouldn't be comfortable with it are now using self-service."

SIGN UP TODAY TO MY HSE SELF SERVICE IN THREE EASY STEPS...

1. Send a blank email to support.nisrp@hse.ie with "user set up request form" in the subject line.
2. You will receive a reply which includes a form for you to enter your set up details. Complete all fields on the form (if a field is not applicable to you then use "N/A" in that field) return the completed form to support.nisrp@hse.ie
3. When you receive your login details go to <https://myhseselfservice.ie> and enter the login details provided.
4. Need Help? Contact NiSRP Helpdesk: support.nisrp@hse.ie or 0818 300 296

UPDATE ON IMPLEMENTATION IN HSE SOUTH FROM THE PROGRAMME DIRECTOR

The NiSRP team are working closely with colleagues in HSE South and have conducted engagement sessions with management and staff. Local NiSRP Project Leads are in place and play a crucial role in both collecting local information and processes along with communicating any change impact on staff. A key stage in this implementation is to carry out parallel testing which includes two phases of testing the current live system against this new integrated system. This testing took place recently over the summer months.

Programme Director Ivan McConkey said, "The team have already had positive engagement with staff and management in HSE South. I am confident that with further close collaboration with our colleagues in HSE South NiSRP will be successfully implemented in spring 2023."