



Referral services TCAM Pharmacy Follow-up

Getting Started

Referral services are built in two parts:

1. The hospital referral stage – Stage 1 – Completed at the hospital
2. The community pharmacy follow-up – Stage 2 – Completed at the community pharmacy

The first part, populated at the hospital, records patient information and any relevant recommendations to be passed on to the next provider in the care pathway, in this case the community pharmacy

To access the service and make a referral or complete a follow up , go to <https://pharmoutcomes.org> and enter your username and password. If you have not been given a username and password, please contact the help desk team at Pinnacle Health via the “Help” tab.



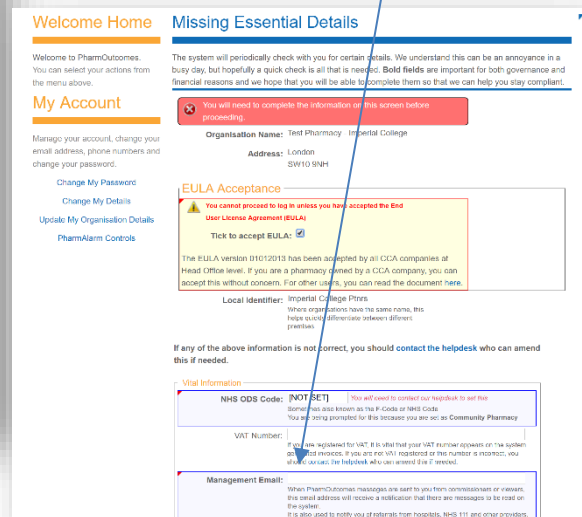
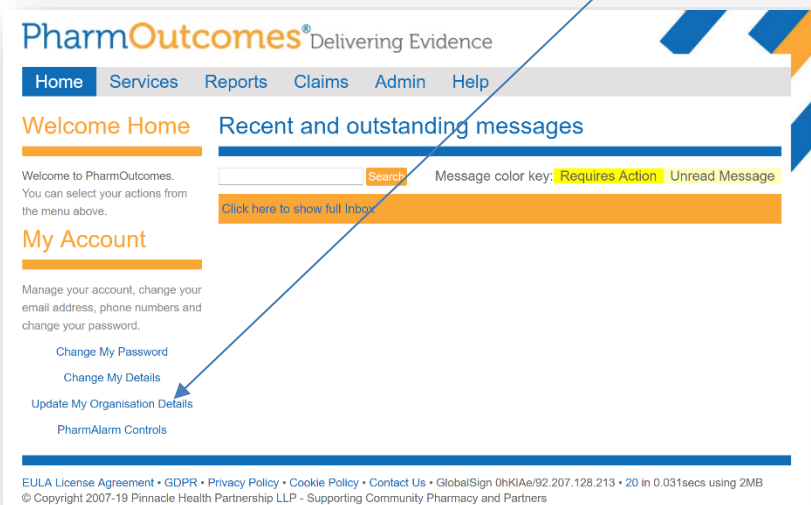
Enter your username and password then click Go or press enter

Once successfully logged in, the user will arrive at the home page that also doubles up as a message inbox within PharmOutcomes.

Notification of referral receipt

Participating pharmacies will be alerted of notifications received via a variety of mechanisms:

1. A message to the management email. The management email for a pharmacy can be amended or set from the home page by clicking the link to “Update my organisation details”. Click in the “Management email” field to set or amend



- If the pharmacy has a “PharmAlarm” installed this will start to flash on receipt of a referral



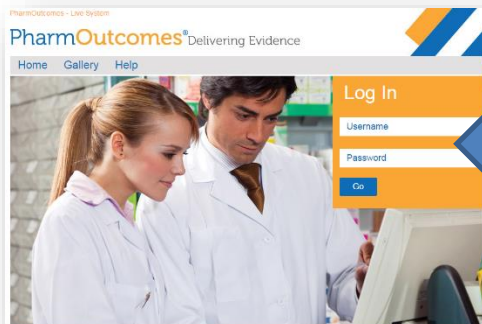
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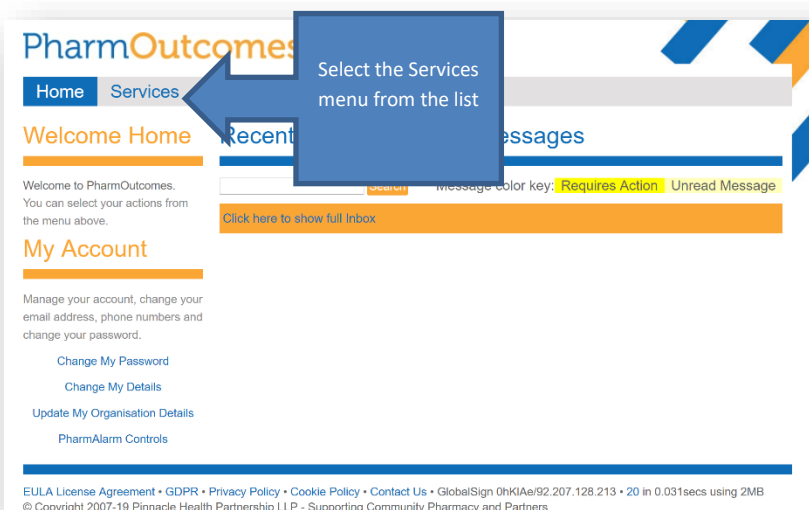
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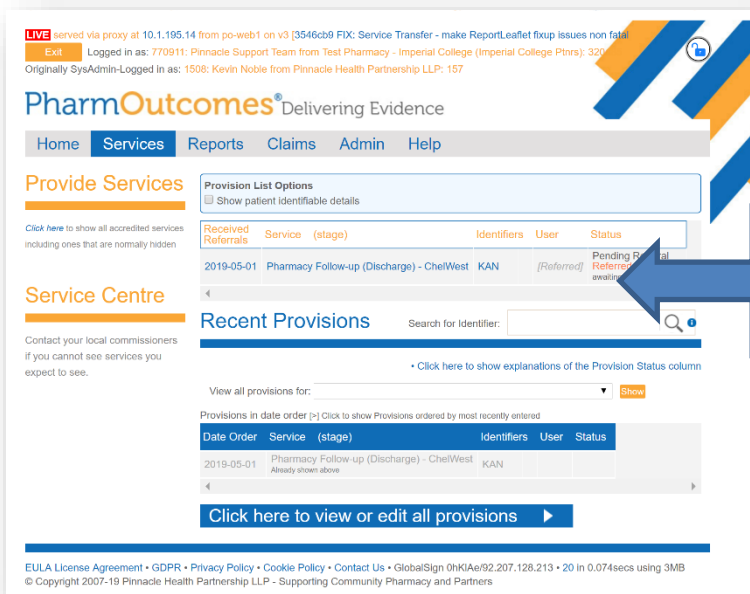
Once successfully logged in, the user will arrive at the home page that also doubles up as a message inbox within PharmOutcomes. Select the “Services”

tab on the menu bar below the main title to go to the Services page.



Service delivery information

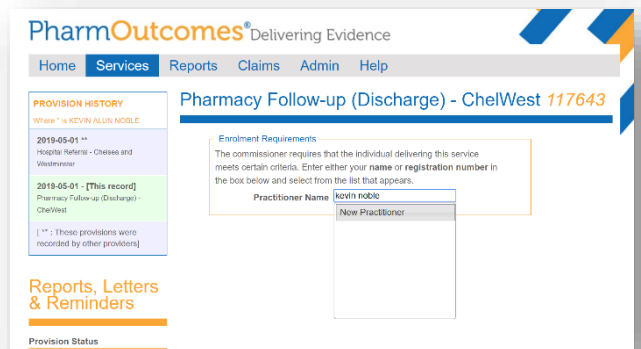
At the pharmacy, all new referrals received will appear at the top of the PharmOutcomes “Services” page.



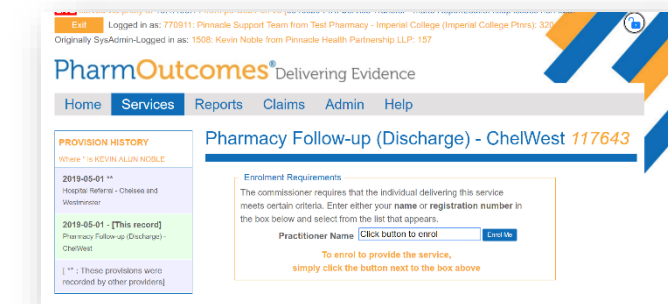
To open the referral simply click on the referral link to show the information sent by the hospital.

The very first time a pharmacist opens a referral they will be asked to enrol. The enrolment to the service is requested once only. Enter name and select “New Practitioner”

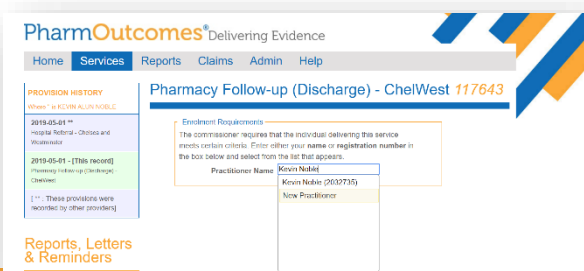
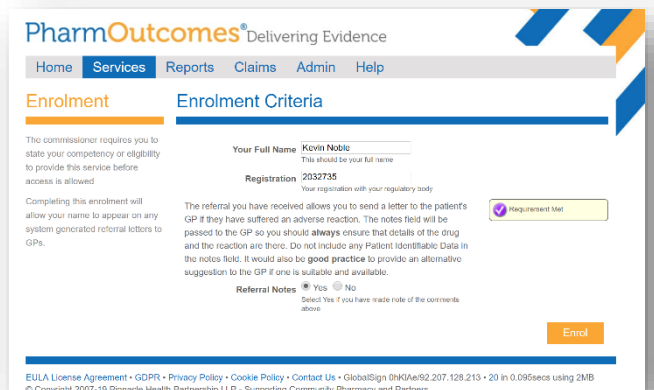
Click the blue “enrol me” button that appears



Clicking the enrol button will reveal the declaration



that must be completed. Enter all required information then click the orange “Enrol” button. You will now see your name appear each time you enter this in the Practitioner name field



Select your name to reveal the referral information. This is displayed in a table format.

Any discharge documents sent are attached to the referral. To open the attachment simply click on the link.

Beneath the table is a text box with a drop down box and three orange buttons that allow the pharmacist to:

- i. "Return the referral" – This might be necessary if a patient is deceased, moved away or no longer uses the pharmacy
- ii. "Accept" the referral – Changes the displayed status to accepted but leaves the referral at the top of the PharmOutcomes "Services" screen.
- iii. "Complete now" – This when clicked will reveal the pharmacy follow-up and allow the care record to be completed.

Reports, Letters & Reminders

Provision Status
Pending Received Referral
Referral-follow up status: **Referred to you**
Waiting follow-up action

Provision: 100180729
System: 0237990M
Originally: 01-May-2019 00:00
Revised: 01-May-2019 11:39
Status: 2019-05-01 10:39:30: ClaimStatus set to Refer

Patient Details brought forward	
Original Referral	1st May 2019
Referred from	Chelsea and Westminster Hospital (RQM)
Client Name	KEVIN ALUN NOBLE
Date of birth	28 Nov 1963
Age	55
Gender	Male
Address	20 Medina Breeze Walk, Newport, Isle of Wight
Postcode	PO30 2JSS
Contact Details	07624 773242
Consent to share	Yes
Registration details brought forward	
GP Practice selection	Camdenrose Health Centre, 22 Camdenrose High St., Camdenrose, Newport, Isle Of Wight PO30 1NR (J84011)
GP Practice value	J84011
Hospital MRN	12345678
Referral notes	
Prospective pharmacy	
Refer to pharmacy	Test Pharmacy - Imperial College (Imperial College Phns)
Add discharge summary flag	Accessbio10 - Provider Manual v1.1.pdf
Name	Gary Warner
Contact number	020 3315 2704

Acceptance and completion of referred service
This referral has been made to your organisation at the request of a patient. If you are unable to complete the referral you can reject it, but please select the reason for rejection from the drop down list below.
If you can accept the referral but cannot complete the associated actions immediately, click on the accept button to acknowledge receipt of the referral. You can make relevant notes in the Notes box.

Reason for rejection:

Complete now **Accept** **Return (unable to complete)**

[Click to hide Referral History](#)

Referral History
Referred to Test Pharmacy - Imperial College (Imperial College Phns) by Chelsea and Westminster Hospital (RQM)

Rejecting a referral

If a referral cannot be actioned the pharmacist should click the orange "Return referral" button. This will return the referral to the hospital. Please note you cannot return a referral without recording a reason for return, use the drop-down box and text field to record your reason

Accepting a referral

When a referral is accepted, the referral remains at the top of the PharmOutcomes "Services" screen and the status is updated to "Accepted"

Original Referral: 100180729
Referral notes: 12345678

Prospective pharmacy:

Refer to pharmacy:

Admitted - patient is in hospital

Did not attend - patient was contacted and they did not attend arranged service

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If you can accept the referral but cannot complete the associated actions immediately, click on the accept button to acknowledge receipt of the referral. You can make relevant notes in the Notes box.

Housebound - these patients are eligible for a domiciliary or telephone MRX. Approval forms available on the PSNC website
Not contactable - no answer when trying to make an appointment for the patient to come into the pharmacy
Other - please free type any other reason for rejecting a referral

Socially isolated - patients unable to come into the pharmacy for a review. May have a mental health problem, lack of carer support
Wrong pharmacy - patient confirms they use a different pharmacy. Include the address of the pharmacy so the practice can update their records

Reason for rejection:

Complete now **Accept** **Return (unable to complete)**

[Click to hide Referral History](#)

Referral History
Referred to Test Pharmacy - Imperial College (Imperial College Phns) by Chelsea and Westminster Hospital (RQM)

Completing a referral

When the patient arrives at the pharmacy open the referral and click "Complete Now" to record the follow up actions

PharmOutcomes® Delivering Evidence

Home Services Reports Claims Admin Help

Referral accepted for later completion

Provide Services
Click here to show all excluded services including ones that are not ready to list

Service Centre
To check if you have any outstanding notifications, click here
Contact your local commissioners if you cannot see services you expect to see

Recent Provisions Search for identifier:

View all provisions for: **Show**

Provisions in desc order Click to show Provisions ordered by most recently entered

Date	Order	Service (stage)	Identifiers	User	Status
2019-05-01		Pharmacy Follow-up (Discharge) - ChelseaWest	KAN	Empulse Support Team	Completed

[Click here to view or edit all provisions](#)

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The follow up stage is simple to complete and for the majority of patients should take no longer than a few minutes.

Referral Accepted for completion on: [View and Amend Referral](#)
 (3) See to view Referral History

Follow up date: 07-04-2019

Medicine Supply on Discharge
 Routinely patients will be discharged with a minimum of 14 days supply unless they are older/sicker patients who will receive a 7 day supply

Patient Identifiable section (Reference Question)
 Patient is verified by the Personal Demographics Service (PDS). Last updated on 2019-05-01 11:39:35

Side effects and Adverse Drug Reactions
 Has the patient experienced any side effects or adverse drug reactions?
 Side effects/ADRs: Yes No

Audit of support provided - Tick all that apply

Support services provided
 Information reviewed, Medicines Reconciliation completed. This applies to ALL patients
 New Medicines Service
 Medicines Use Review. This will be count as a targeted MUR
 MAR chart provided
 Inhaler technique check
 Large print labels
 Talking labels
 Easy open tops
 Review dose form
 Review MDS arrangements
 Continuation of MDS
 Pharmacy managed repeat service
 NHS Repeat dispensing initiated
 Home delivery
 Stop Smoking service
 Flu vaccination

Medicines Reconciliation?
 Medication reconciliation is the process of creating the most accurate list possible of all medications a patient is taking including drug name, dosage and frequency, and comparing that list against the discharge information with the aim of providing correct medications to the patient at all transition points. If there are any changes we would recommend registering these in the notes field to inform the patient's GP

If the patient has been validated against the Personal Demographic Service (PDS) on referral you will see a link to the Summary Care Record (SCR) for that patient. You will only be able to access the SCR if you have a smart card reader with a valid smart card inserted connected to the PC you are working on. The smart card will need to have the appropriate RBAC code configured.

There are three elements to the follow up:

1. Investigation of side effects and ADRs

If there are side effects that are recorded, additional fields to capture additional information. Please also notice the hyper-link to the “Yellow card Reporting” page.

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 Patient is verified by the Personal Demographics Service (PDS). Last updated on 2019-05-01 11:39:35

Side effects and Adverse Drug Reactions
 Has the patient experienced any side effects or adverse drug reactions?
 Side effects/ADRs: Yes No

Adverse Drug Reactions
 Manageable and non-harmful - patient to continue
 Patient has stopped taking medicine - Refer to GP Due to side effects/ADRs

If you need to report an adverse drug reaction to the GP please complete the GP referral section below when review is complete

Was a yellow card report submitted?
 Yellow card submitted? Yes No
 See link in side box

Audit of support provided - Tick all that apply

Support services provided
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Click here to hide Super/User Elements
 NB this may prevent active content from working and is only for testing layout, and screenshots

2. Record of support provided

Simple tick box fields to record support

provided. Please note, every patient should have a reconciliation recorded

See link in side box

Audit of support provided - Tick all that apply

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 Inhaler technique check
 Large print labels
 Talking labels
 Easy open tops
 Review dose form
 Review MDS arrangements
 Continuation of MDS
 Pharmacy managed repeat service
 NHS Repeat dispensing initiated
 Home delivery
 Stop Smoking service
 Flu vaccination
 Specialist in MUR only
 Other Public Health Intervention
 Specialist Medicines Management Service assessment
 Other
 Tick ALL that apply, if Other please specify

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Has MDS been commenced as a result of this referral
 Has MDS been commenced? Yes No

Repeat reconciliation
 Is the first repeat prescription information available following discharge?

3. Repeat reconciliation and GP referral

As part of the follow-up any relevant issues can be fed back to the patients GP. The repeat reconciliation section of the pharmacy follow-up will allow any anomalies to be recorded. This could be issues such as the first repeat issued at the GP not matching the medicines information sent by the hospital.

If a GP referral is necessary the system will reveal a consent question that, when answered, will allow the patients GP practice to be recorded, please check that the GP practice information entered at this stage matches the information received in the referral. Record referral reason and enter any relevant free text that will help clarify issues identified.

NB: The GP Practice status for receiving electronic notifications will be displayed on entry and selection of GP practice information. If a GP practice has not provided or verified a secure email address, PharmOutcomes may prompt you to print a hard copy of any notifications and send securely by other means

Please note: You MUST NOT enter any patient identifiable data in the free text field at the referral stage. All PID will be imported to the GP referral using the hospital data sent.

The final part of the template captures patient benefits and time taken to complete information. There is also a section that allows for pharmacist feedback on the service if appropriate e.g. ways in which the service might be improved.

Clicking the orange “Save” button will save the record and trigger any service notifications.