Pharm<mark>Outcomes</mark>®

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.

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
PharmOutcomes [®] Delivering Evidence	
Home Services Reports Claims Admin Help	Welcome Home Missing Essential Details
Welcome Home Recent and outstanding messages	Welcome to PharmOutcomes. We come to PharmOutcomes. The system will periodically check with you for certain details. We understand this can be an annoyance in a buy day, but hopefully a quick check is all that is needed. Bodd fields are imported for both operande and the menu above financial reasons and who poter hary will be able bondwite them able work in the yous compliant.
Welcome to PharmOutcomes. Scarch Message color key: Requires Action Unread Message You can select your actions from the menu above. Click here to show full index Click here to show full index	My Account Marriago your account, change your You will need to complete the information or this screen before proceeding. Marriago your account, change your Organization Rame: Tell Pharmacy Indenta College
Manage your account, change your	ential distress, phone numbers and Address: London change your password. SW10 SW1 Change My Password Change My Details You cannot proceed to liq in unless you hay accepted to Exc
email address, phone numbers and change your password.	Update My Organisation Details User Lenne Agreement BULA PharmAlarm Controls The ELLA with a score ELLA : The ELLA version Diricitization has been adjected by all CCA companies at Head Other lene'. You are a pharmacy glone by a CCA companies, so:
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PharmAlarm Controls	If any of the above information is not correct, you should contact the helpdesk who can amend this if needed.
EULA License Agreement • GDPR • Privacy Policy • Cookie Policy • Contact Us • GlobalSign 0hKlAe/92.207.128.213 • 20 in 0.031secs using 2MB © Copyright 2007-19 Pinnacle Health Partnership LLP - Supporting Community Pharmacy and Partners	Viai Momentan NHIS COS Code: NOT ACT] Viso adforded to content our vegetada to a meteorem NHIS COS Code: NOT ACT (Source and as been as the You content out to You co
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	Management Email: The practice of the practice. The practice of the practice

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continued overleaf >

2. If the pharmacy has a "PharmAlarm" installed this will start to flash on receipt of a referral



Getting Started

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- 3. The hospital referral stage Stage 1
- 4. The community pharmacy follow up Stage 2

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To access the service and make a referral or complete a follow up , go to <u>https://pharmoutcomes.org</u> 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.



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

PharmOutcon Home Services	Select the Services menu from the list	
Welcome Home	cent	essages
Velcome to PharmOutcomes. You can select your actions from	ere to show full inbox	olor key: Requires Action Unread Message
Manage your account, change your mail address, phone numbers and change your password.		
Change My Password		
Update My Organisation Details		

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

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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

PharmOut	COMES [®] Delivering Evidence
Home Services	Reports Claims Admin Help
PROVISION HISTORY Where 'IS KEVIN ALUN NOBLE	Pharmacy Follow-up (Discharge) - ChelWest 117643
2019-05-01 ** Hospital Referrel - Chelsee and Westminister	Enrolment Requirements The commissioner requires that the individual delivering this service meets optial orteries. Enter either your name or registration number in
2019-05-01 - [This record] Pharmacy Follow-up (Discharge) - ChetWest	the box below and select from the list that appears. Practitioner Name [Click button to errord [Loss the To error to provide the service,
[** : These provisions were recorded by other providers]	simply click the button next to the box above

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

PROVISION HISTORY Where " in KEVIN ALUN NOBLE	Pharmacy Follow-up (Discharge) - ChelWest 117643
2019-05-01 ** Hospital Rotertal - Choises and Weatminutor	Envolment Roquitements The commissioner requires that the individual detiveting this service media certain criteria: Enter ofther your name or registration number in
2019-05-01 - [This record] Pharmacy Felow op (Cleaterge) - CheWest	The box below and select from the list that appears. Practitioner Name Kervin Noble (2002715) Kervin Noble (2002715)
[**: These provisions were recorded by other providers]	New Practitioner

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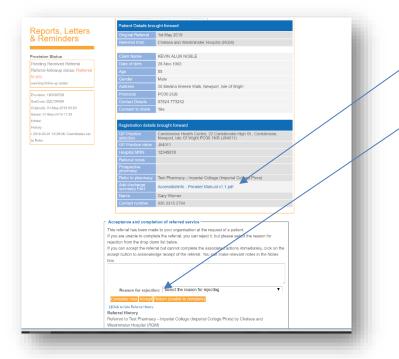


Clicking the enrol button will reveal the declaration

Enrolment	Enrolment Criteria
The commissioner requires you to state your competency or eligibility to provide this service before access is allowed Completing this enrolment will allow your name to appear on any system generated referral letters to SPs.	Your Full Name Keylen Hobble The should be your full name The should be your in regulatory should Angeristering Descriptional name hour regulatory should The offerinal your have recedend allows you to need a lefter to the particle The hour hour second allows you to need a lefter to the particle The offerinal your have recedend allows you to need a lefter to the particle The hour hour second allows you to need a lefter to the particle The offerinal you have recedend allows you to need a lefter to the particle The hour hour hour hour hour hour hour hour
	Enrol

Transfer of Care TCAM – Pharmacy Follow-up

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.

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 dropdown 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"

	COMES [®] Delivering Evidence
Referral accepted to	r later completion
Provide Services	Provision List Options
Cick here to show all accessible assrices including ones that are normally hidden	Received Service (stage) identifiers User Satus 2019-06- Pharmacy Follow-up (Discharge) - KNN Tenade Support
Service Centre	<
Contact your local commissioners if you cannot see services you except to see.	To check if you have any outstanding resifications, tildk here
	Click here to show explanations of the Provision Status column
	View all provisions for: Size Provisions in date profile order (>) Clair to show Provisions ordered by most report watered
	Date Order Service (stage) Identifiers User Status
	2019-05-01 Pharmacy Follow-up (Discharge) - ChelWest Kon
	4
	Click here to view or edit all provisions

Hospital MRN	12345678
Referral notes	12310010
Prospective pharmacy	
Refer to pharmacy	Te Select the reason for rejecting
Add discharge summary File1	As a second se
Name	C: Admitted - patient is in hospital
Contact number	02
	Did not attend - patient was contacted and but they did not attend arranged service
	ction Housebound - these patients are eligible for a domiciliary or telephone MUR. Approvel forms available on the PSNC website
is referral has been mar	
ection from the drop do	lete t Not contactable - no answer when trying to make an appointment for the parent to come into the pharmacy
ou can accept the refer	real b
cept button to acknowle	Other - please free type any other reason for rejecting a refera
х.	Socially isolated - patients unable to come into the charmacy for a review. May have a mental health problem, lack of carer support
	Wrong pharmacy - patient contirms they use a different pharmacy. Include the address of the pharmacy so the practice can update their records
Reason for rejection	on: Select the reason for rejecting
Complete new Accept	Return (unable to complete)
Circle to hide Referral History	
ferral History	
	y - Imperial College (Imperial College Phns) by Chelsea and
estminster Hospital (RQ 19-06-01 11:38:36	84)
	acettes (References Oussellers)

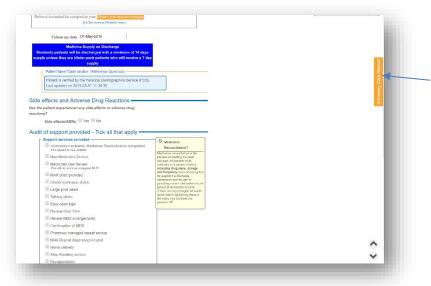
Completing a referral

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

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Transfer of Care TCAM – Pharmacy Follow-up

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

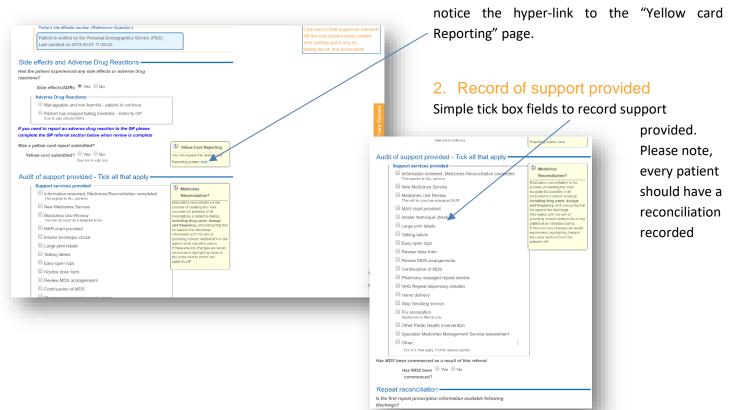


If the patient has been validated against the Personal Demographic Service (PDS) on referral you will see a link to the Summary Care Record (SCR) for that patient. You will only be able to access the SCR if you have a smart card reader with a valid smart card inserted connected to the PC you are working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



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

Re	peat reconciliation
	e first repeat prescription information available following harge?
	Repeat available? Yes No
Doe: refer	the new repeat match the directions in hospital discharge
	Repeat correct? Ves No
	r If No record issue
	Medicines stopped in hospital still on repeat
	Wrong medicine prescribed following discharge
	Wrong strength of medicine prescribed
	Wrong dose of medicine prescribed
	Wrong formulation of medicine prescribed
	Other
beloi	v to record referral information
	GP referral necessary Yos No
	Consent to refer to GP
	Management of the state of the
	If you give consent for data sharing, the information you provide will be
	passed to: Your GP.
	passed to: Your CP. To Inform your GP of any discrepancies between your repeat
	nsser dro. Your GP. To Inform your GP of any discrepancies between your repeat procertiption and the hospital discharge information
	passed to: Your OP. To inform your GP of any discrepancies between your repeat prescription and the hospital discharge information Consent to share:
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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.

	of any discrepancies between your repeat	
1 N N	e hospital discharge information	
Consent	to share: Yes Consent to share given	
	No Consent to share not given	
GP Practic		
	try to filter results by "nearest first"	
	nearest to either patient postcode (if found) otherwise your provider postcode	
Referral reason(s	5)	
Significant Ad	lverse Drug Reaction	
Patient has st	opped taking medicines	
Prescription r	epeat following discharge is incorrect	
We have iden Noted from disch	tified the following changes arge summary	
Other		
lease detail any referral	information below e.g. ADR's or	
rescription reconciliatio	n information - recorded information will	
opulate GP notification	that will send when data is saved	
Referral informatio	n	

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.

As a result of the support understanding of:	provided, the patient has a better	
From NMS, MUR	or Advice Given	
Their cardiac	condition	
Their diabete		
Their respira	ry condition	
The purpose	f their medication	
When to take	use their medicines	
How to take	se their medicines	
Other		
If 'other', pleas	provide details. Tick ALL that apply	
Other Actions/ Addition		
comme	S	
	This Information will be used for service evaluation so please do not include patient identifiable information	
	so please do not include patient identifiable information plete follow-up actions from referral	
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How long have these fol Time tak	er ofeksen do not include patient (doundlabe) information w-up actions taken? nmins	
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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.

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