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.

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

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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.

www.pharmoutcomes.org.uk
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 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”

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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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 notice the hyper-link to the “Yellow card Reporting” page.

2. **Record of support provided**
   - Simple tick box fields to record support provided. Please note, every patient should have a reconciliation recorded.
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.