PharmOutcomes®

Referral services
Service Guide – Hospital guide

Getting Started

Referral services are built in two parts:

1. The hospital referral stage – Stage 1
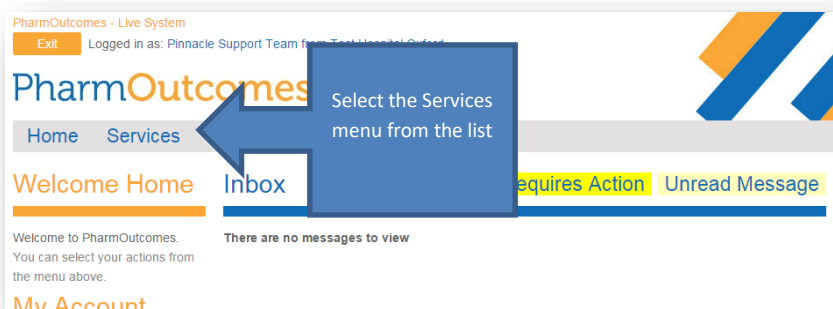2. The community pharmacy follow up – Stage 2

The first part is populated at the hospital. This service 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. Select the "Services" tab on the menu bar below the main title to go to the Services page.

Select the Services menu from the list

The "Referral Service" will appear in the left had side bar of the "Services" page. The main page will display service provision history, in this case referrals made. Any record that has been saved can be examined at a future date. Simply click on these records to open them.

To make a referral click on the "Hopsital Referral" link in the left hand side bar, you will now be taken to a new screen to enter referral information.

Making a Referral

When in the referral, you should enter the information as required – fields with a bold question are mandatory.

Complete the template as required. This requires initially recording that consent has been provided by the patient or advocate, simply tick the "Consent to share" box.

Patient details can be imported from the Personal Demographic Service (PDS). To search a patient against PDS enter the date of birth, sex and family name. Clicking on the "Lookup via PDS" button allows a search against information held on PDS. NB: You can override this action if you wish to enter data

manually by clicking the green "Don't use PDS" button.

For patients validated against PDS, a confirmation stage appears. If the details are correct clicking the green "Confirm Patient" button will import all the information held on PDS (NB: PID is not shown in the example), clicking the red button will allow entry of manual data

For patients validated via PDS, all information held on PDS will populate into the template when confirmed. Please also note the ability to access the Summary Care record for the patient via the orange clickable button in the right-hand side of the service template

Complete the referral fields as required. If a referral is delayed e.g. consent and other information recorded on the ward but the discharge summary is to be attached later, enter the name of the pharmacy in the text field (non-mandatory field) and enter "Delay Referral" in the "Refer to pharmacy" field as below. This will allow the record to be saved without sending the referral. Press the orange Save button to save the record

Delayed referrals appear at the top of the "Services" page

To send a delayed referral, go to the services page. Patient details can be displayed by clicking the tick box at the top of the page, this will help with patient selection. Click the referral you wish to send to re-open the record.

Delayed referrals appear here

Once the referral is opened, enter the pharmacy name into the "Refer to pharmacy" field. This must be the same as the name recorded in the prospective pharmacy field. To add a discharge summary, click the orange Add button. This allows the user to browse their computer for saved files. NB: Its always best to send pdf documents to community pharmacy.

Enter the referrer name and save the record. This will send the referral to the pharmacy selected.

If no referral can be made for any reason enter "No Referral Necessary" into the "Refer to pharmacy" field.

This will prompt the appearance of a field to record the reason why no referral could be sent. Save the record by clicking the orange "Save" button