

## Referral services

### Service Guide – Hospital guide



#### Getting Started

Referral services are built in two parts:

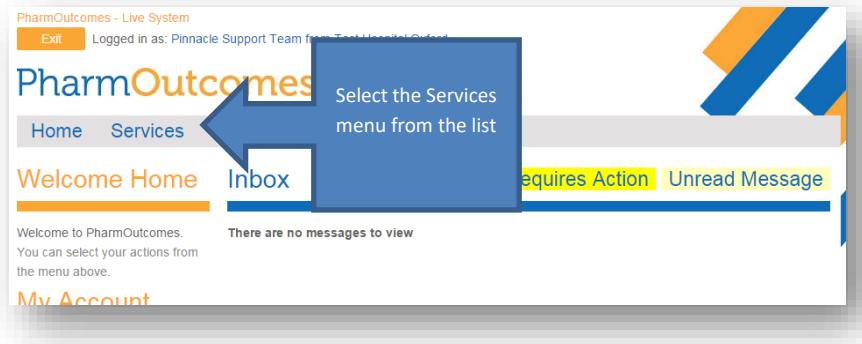
1. The hospital referral stage – Stage 1
2. The community pharmacy follow up – Stage 2

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.



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.



The “Referral Service” will appear in the left hand 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 “Hospital 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.

manually by clicking the green “Don’t use PDS” button.

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

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

Given Name(s):

First Name or names:

Postcode:

[Lookup via PDS](#)

**Patient Details**

Family Name:

Given Name(s):

Date of Birth:

Gender:  Male  Female

NHS Number:

Address:

Postcode:

**Patient data will show here**

**Patient GP Details**

GP Name: CARISBROOKE HEALTH CENTRE

GP ODS Code: J84011

GP Address: 22 CARISBROOKE HIGH STREET, NEWPORT, ISLE OF WIGHT

GP Postcode: PO30 1NR

Please confirm the above details with the patient and press "Confirm Patient" if they are correct. If they are incorrect, please amend the search criteria and try again. You can also fill in the patient details manually instead of using the PDS service.

[Incorrect Patient](#)

[Confirm Patient](#)

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

Address: 20 Medina Breeze Walk, Newport, Isle of Wight

Postcode: PO30 2GS

**Patient GP Details**

GP Name: CARISBROOKE HEALTH CENTRE

GP ODS Code: J84011

GP Address: 22 CARISBROOKE HIGH STREET, NEWPORT, ISLE OF WIGHT

GP Postcode: PO30 1NR

You may unlink this PDS patient record from the provision by clicking "Unlink PDS record".

[Unlink PDS record](#)

Patient Name:

Date of Birth:

Gender:  Male  Female

Postcode: PO30 2GS

Address: 20 Medina Breeze Walk, Newport, Isle of Wight

Contact Details

GP Practice: Carisbrooke Health Centre, 22 Carisbrooke

Try to filter results by 'nearest first'...  
...nearest to either patient postcode (if found) or otherwise your provider postcode

Hospital MRN:

**Link to Summary care Record**

**Summary Care Record**

Referral information

Referral notes:

Pharmacy Name:

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

Address: 20 Medina Breeze Walk, Newport, Isle of Wight

Contact Details: 07824 773242

GP Practice: Carisbrooke Health Centre, 22 Carisbrooke

Try to filter results by 'nearest first'...  
...nearest to either patient postcode (if found) or otherwise your provider postcode

Hospital MRN: 12345678

**Referral information**

Referral notes: Patient requires help with inhaler technique

Prospective pharmacy: Test Pharmacy Imperial College

Refer to pharmacy:  Delay Referral

Referral Status: Delayed

Completed by:

Name:

Contact number: 020 3315 2704

[Save](#)

**Services**

Click here to hide SuperUser Elements NB this may prevent active content from working and is only for testing layout, and screenshots

Home Services Assessments Reports Claims Admin Help

Provide Services

Most Recently Provided Hospital Referral Chelsea and Westminster

Outbound Referrals Hospital Referral - Chelsea and Westminster

Transfer of Care - Outbound Hospital Referral Chelsea and Westminster

Service Centre

Contact your local commissioners if you cannot see services you expect. In set.

Recent Provisions

View all provisions for:

Provisions in date order in this to show Provisions ordered by most recent entries

Date	Order	Service (stage)	Identifiers	User	Status
2019-05-01	01	Hospital Referral - Chelsea and Westminster	KAN	Prince Support	Pending
2019-05-01	01	Hospital Referral - Chelsea and Westminster	KAN	Prince Support	Pending
2019-05-01	01	Hospital Referral - Chelsea and Westminster	KAN	Prince Support	Pending

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.

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Provide Services

Most Recently Provided

Hospital Referral **CheWest**

Transfer of Care - CheWest

Hospital Referral **Chester and Westminster**

Service Centre

Contact your local commissioners if you cannot see services you expect to see.

Recent Provisions

Delayed referrals appear here

Provision List Actions

Show patient identifiable details

Outbound Referrals

Date	Service (stage)	Identifiers	User	Status
2019-05-01	Hospital Referral - Chelsea and Westminster	• KEVIN ALUN NOBLE • 1963-11-28 • PO30 2GS	Pinnacle Support	Pending (awaiting completion) Delayed (awaiting referral action)
2019-05-01	Hospital Referral - Chelsea and Westminster	• KEVIN ALUN NOBLE • 1963-11-28 • PO30 2GS	Pinnacle Support	Pending (awaiting completion) Delayed (awaiting referral action)

Recent Provisions

Search for Identifier:

View all provisions for:  Show

Provisions in date order [-] Click to show Provisions ordered by most recently entered

Date Order	Service (stage)	Identifiers	User	Status
2019-05-01	Hospital Referral - Chelsea and Westminster Already shown above	• KEVIN ALUN NOBLE • 1963-11-28 • PO30 2GS		
2019-05-01	Hospital Referral - Chelsea and Westminster Already shown above	• KEVIN ALUN NOBLE • 1963-11-28 • PO30 2GS		Pending

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.

Prospective pharmacy  Test Pharmacy Imperial College

Referrer name  Patient requires help with inhaler technique

Prospective pharmacy  Test Pharmacy Imperial College

Refer to pharmacy  Test

Referral Status

Referral delayed

Delay Referral by Chelsea & Westminster Hospital (RCM)

Completed by  Name:  Contact number:  Full external telephone number

Add discharge summary

Save

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

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

Prospective pharmacy  Test Pharmacy Imperial College

Refer to pharmacy  No Referral Necessary

Referral Status

Referral delayed

Delay Referral by Chelsea & Westminster Hospital (RCM)

Reason why

Pharmacy not participating  
Patient discharged to another location  
No changes to medicines  
Other:

Add discharge summary

Completed by  Name:  Contact number:  Full external telephone number

Save