



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

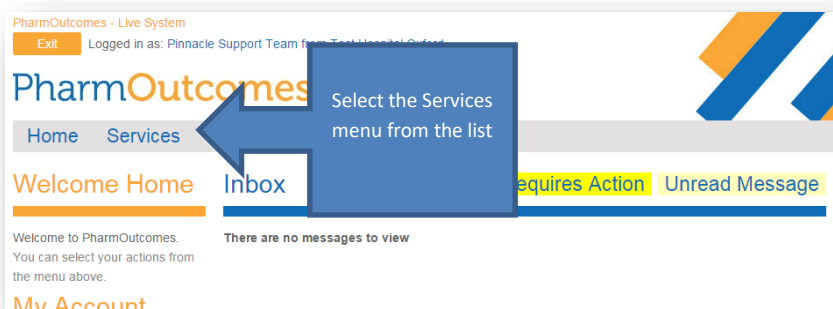
The first part is populated at the hospital. This service records patient information and any relevant recommendations to be passed on to the next provider in the care pathway, in this case the community pharmacy

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 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.

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 “Look up 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.

button will allow entry of manual data

Patient
data will
show
here

Link to
Summary
care
Record

Summary Care Record

Home
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- Hospital Referral - Chelsea and Westminster provision successfully entered and saved
- For following systems generated provision report refers are available
- Enter Provision Record

Provide Services

Most Recently Provided

Hospital Referral - Chelsea and Westminster

Click here to show all attended services including sites that are normally remote

Transfer of Care - Confirmed

Hospital Referral - Chelsea and Westminster

Service Centre

Contact your local commissioning or your preferred care services you expect to use.

View all provisions for:

▼
Enter

Provisions in date order (Click to show Provisions ordered by most recent entry)

Date Order	Service (stage)	Identifiers	User	Status
2019-05-01	Hospital Referral - Chelsea and Westminster Already shown above	KAN	Pinnacle Support	Pending Pending Denotation Denotation Pending site action
2019-05-01	Hospital Referral - Chelsea and Westminster	KAN	Pinnacle Support	Pending Pending Denotation Denotation Awaiting site action
2019-05-01	Hospital Referral - Chelsea and Westminster	KAN	Pinnacle Support	Pending Pending Denotation Denotation Awaiting site action

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

Provision List ☒ Show patient identifiable details

Outbound Referrals	Service (stage)	Identifiers	User	Status
2019-05-01	Hospital Referral - Chelsea and Westminster	• KEVIN ALUN NOBLE • 1963-11-28 • PC30 2GS	Pinnacle Support	Pending awaiting completion Delayed awaiting referral action
2019-05-01	Hospital Referral - Chelsea and Westminster	• KEVIN ALUN NOBLE • 1963-11-28 • PC30 2GS	Pinnacle Support	Pending awaiting completion Delayed awaiting referral action

Recent Provisions

Search for Identifier:

View all provisions for: Show

Provisions in date order (y) Click to show Provisions ordered by most recently entered

Date Order	Service (stage)	Identifiers	User	Status
2019-05-01	Hospital Referral - Chelsea and Westminster	• KEVIN ALUN NOBLE • 1963-11-28 • PC30 2GS		
2019-05-01	Hospital Referral - Chelsea and Westminster	• KEVIN ALUN NOBLE • 1963-11-28 • PC30 2GS		

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.

Provision: 19022035
System: 02/04/2019
Originality: 01-May-2019 00:00
Saved: 01-May-2019 14:04
Editor:
History:
• 2019-05-01 13:04:46: Referral status set to delayed
• 2019-05-01 13:04:46: Claim status set to Pending
• 2019-05-01 13:04:46: Claim status set to Claimable

Date of Birth: 20-05-1963
63 Years of Age
Gender: Male
Postcode: PO30 2GS
Address: 20 Medina Breze Walk, Newport, Isle of
Contact Details: 07824 773242

GP Practice: Carlislebrook Health Centre, 22 Carlislebrook
Hospital MRN: 12345678

Referral information

Referral notes: Patient requires help with inhaler technique

Prospective pharmacy: Test Pharmacy Imperial College

Refer to pharmacy: Test Pharmacy - Imperial College, Imperial College Road, London, SW10 9NH

Referral Status: Referral delayed
2019-05-01 13:04:46: Delay Referral by Chelsea and Westminster Hospital (ROM)

Add discharge summary

Completed by: Name:
Contact number: 020 3315 2704
Full external telephone number

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
If no referral is required, type No Referral Necessary
To allow the referral, we that it can be sent later, type Delay Referral
Select pharmacy for onward referral

Referral Status: Referral delayed
2019-05-01 13:04:46: Delay Referral by Chelsea and Westminster Hospital (ROM)

Reason why:
☐ Pharmacy not participating
☐ Patient discharged to another location
☐ No changes to medicines
☐ Other
 If Other please specify:

Add discharge summary: Yes

Completed by: Name:
Contact number: 020 3315 2704
Full external telephone number

Save