

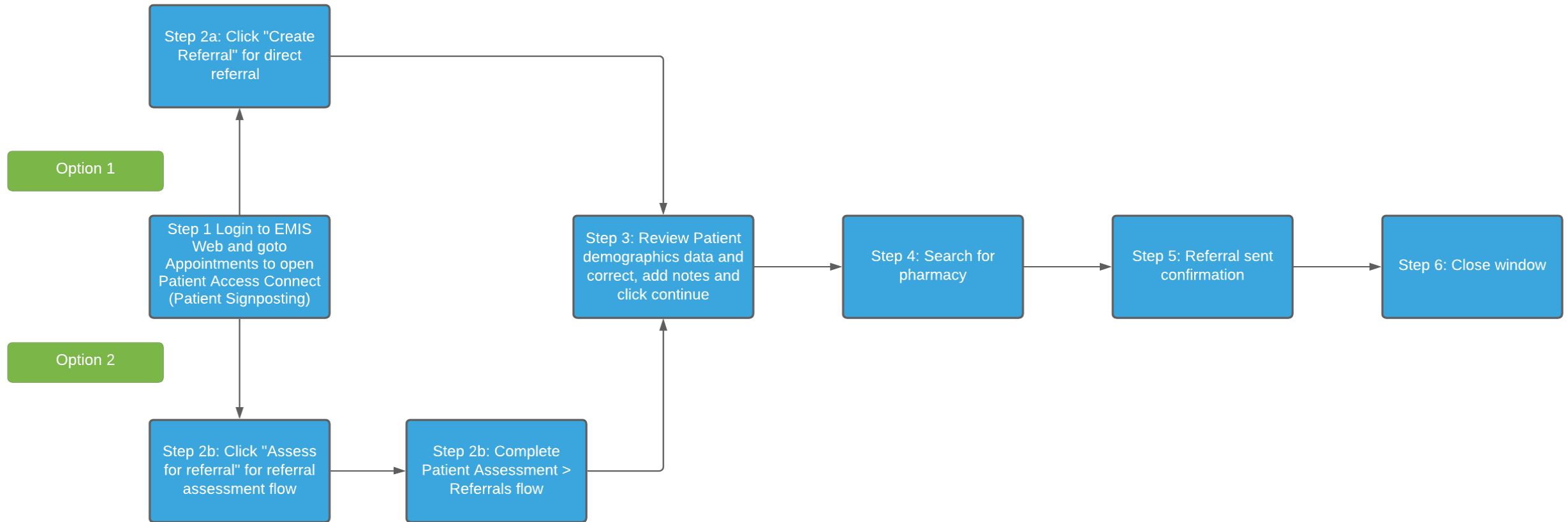


GP Community Pharmacy
Consultation Service

November 2020

How To Guide

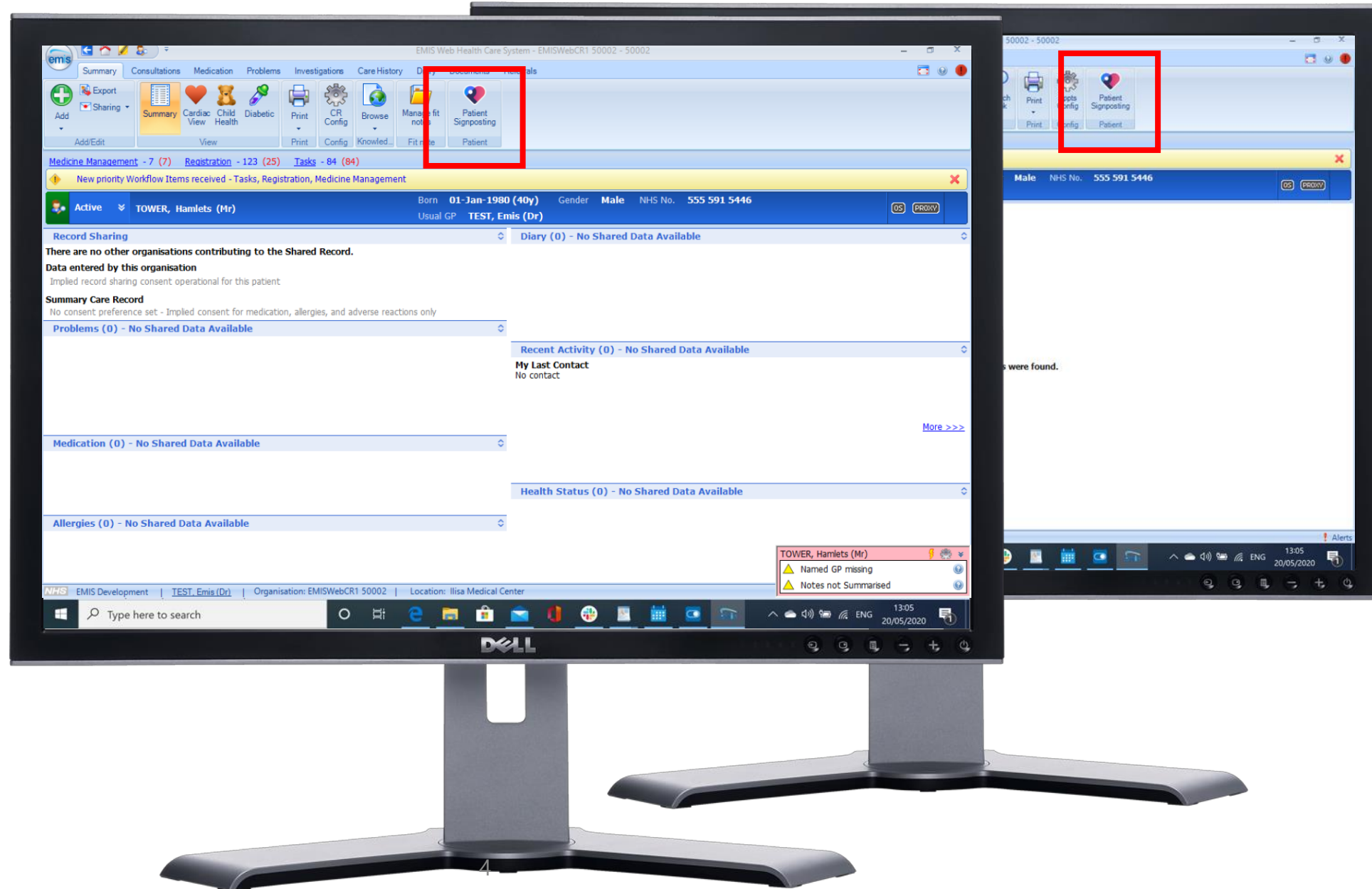
Summary flow



Step 1: Login to EMIS Web and go to appointments screen you will see Patient Access Connect button

A new menu option will be available in both the Appointments and Consultations modules in EMIS-Web:

‘Patient Signposting’



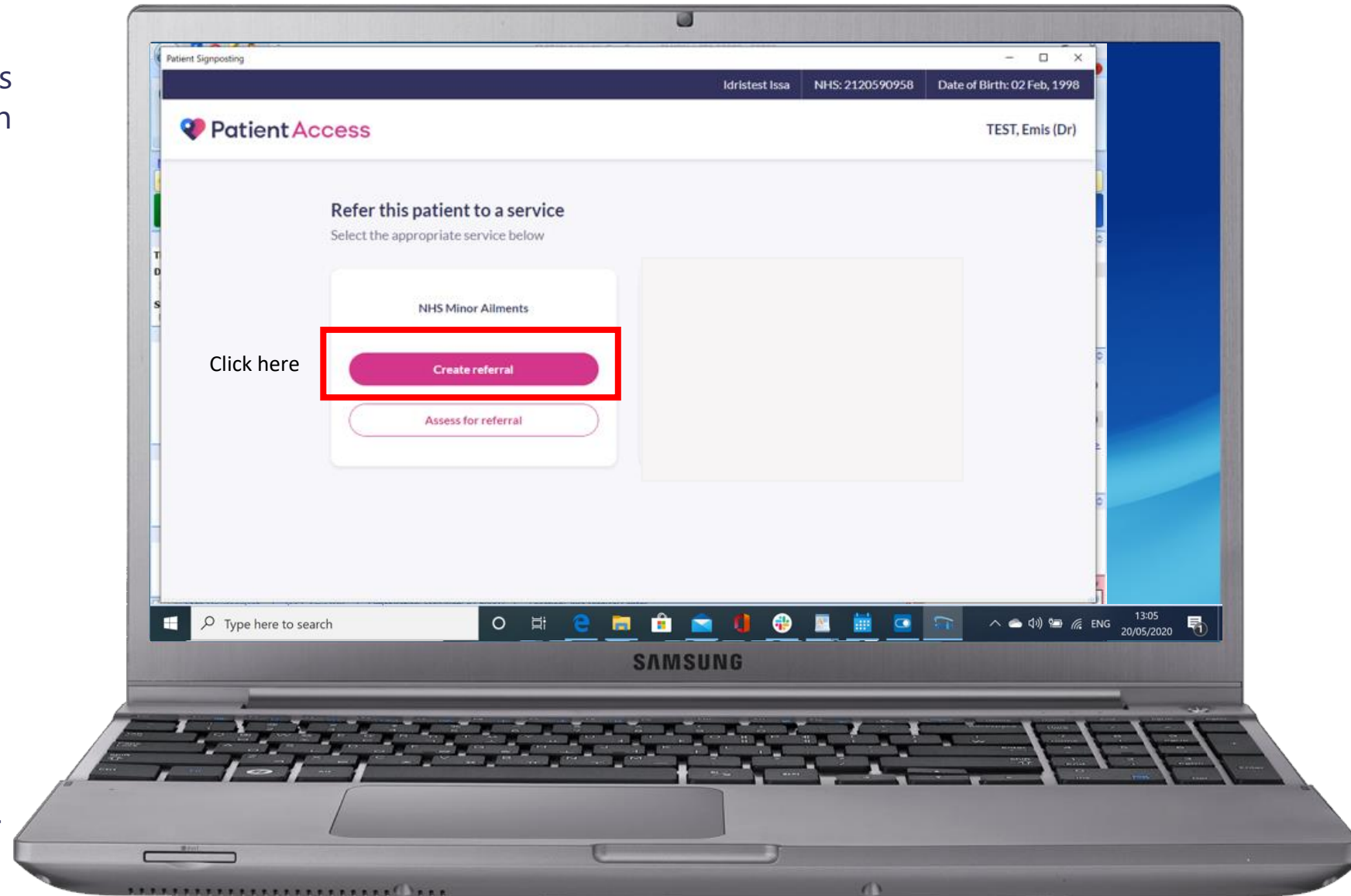
Step 2a: Referral window opens within EMIS-Web and click "Create Referral" for direct referral

The integration with EMIS-Web allows two important things to happen when the user is transferred to the Patient Access Connect window:

- The user is automatically authenticated – no need to login again to another system
- Both the user and patient details are passed across – so the user stays in context and isn't required to look-up or retrieve the information again

From the Patient Access Connect homepage, the user has 2 options:

1. Directly create a referral
2. Perform an assessment then refer the patient



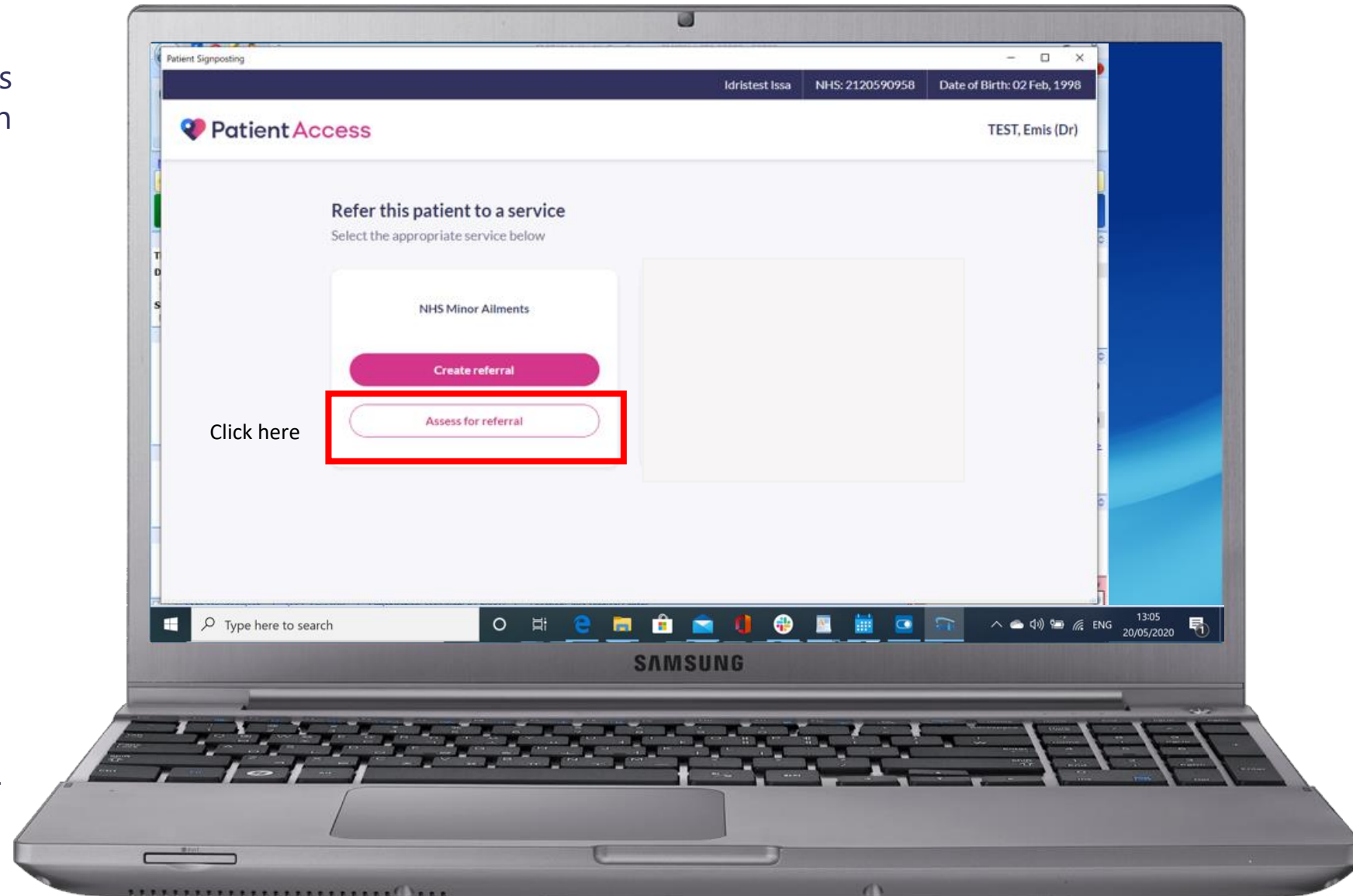
Step 2b: Referral window opens within EMIS-Web and click "Assess for referral" for referral assessment flow

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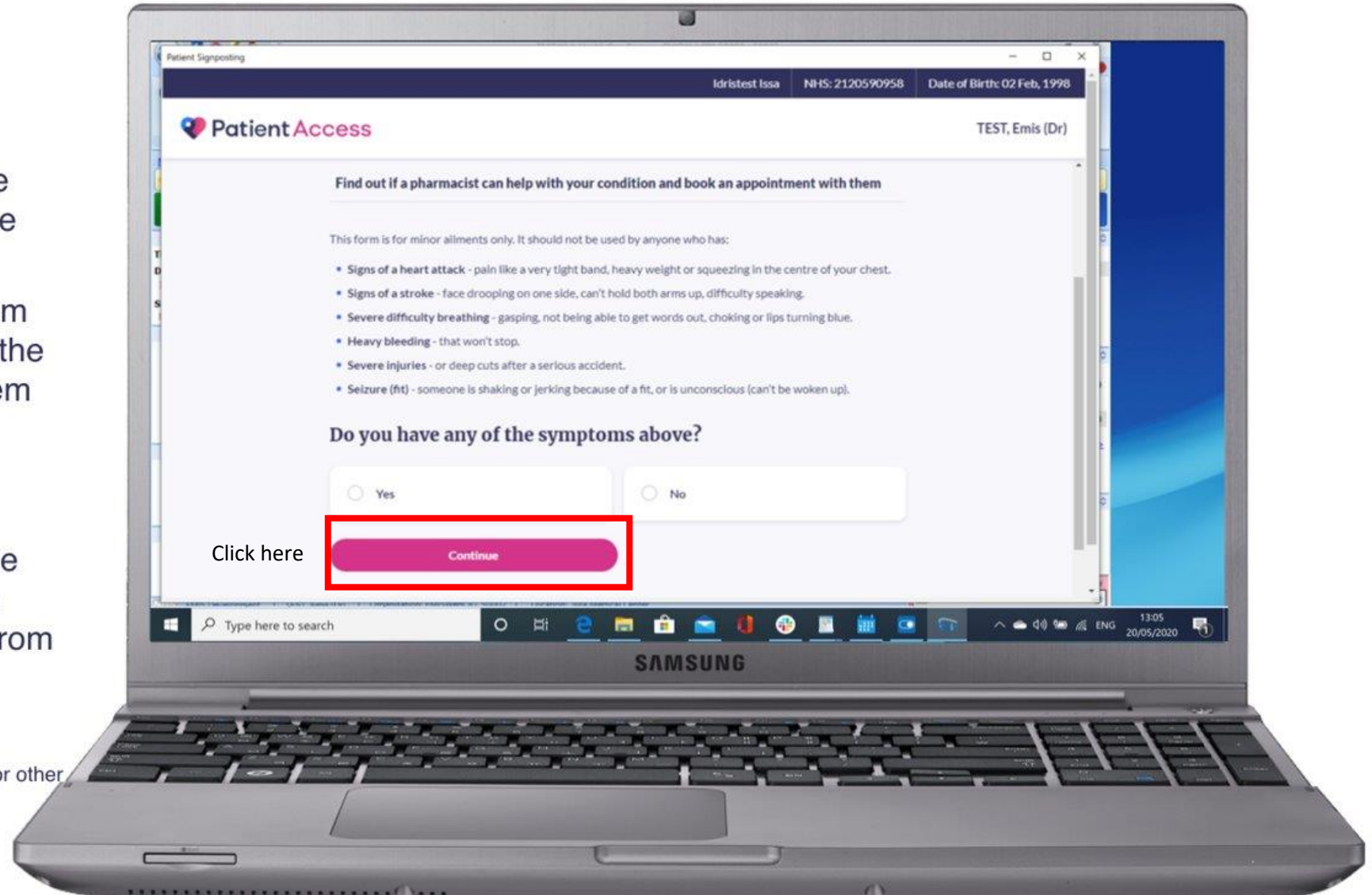
Step 2b: Patient Assessment > Referrals

If the receptionist or health care professional selects to 'Assess for referral', the user is taken down the pre-defined decision tree asking the patient a series of questions.

Based on the responses, the system will look for red flags and signpost the patient away if their responses deem them to require urgent medical attention*.

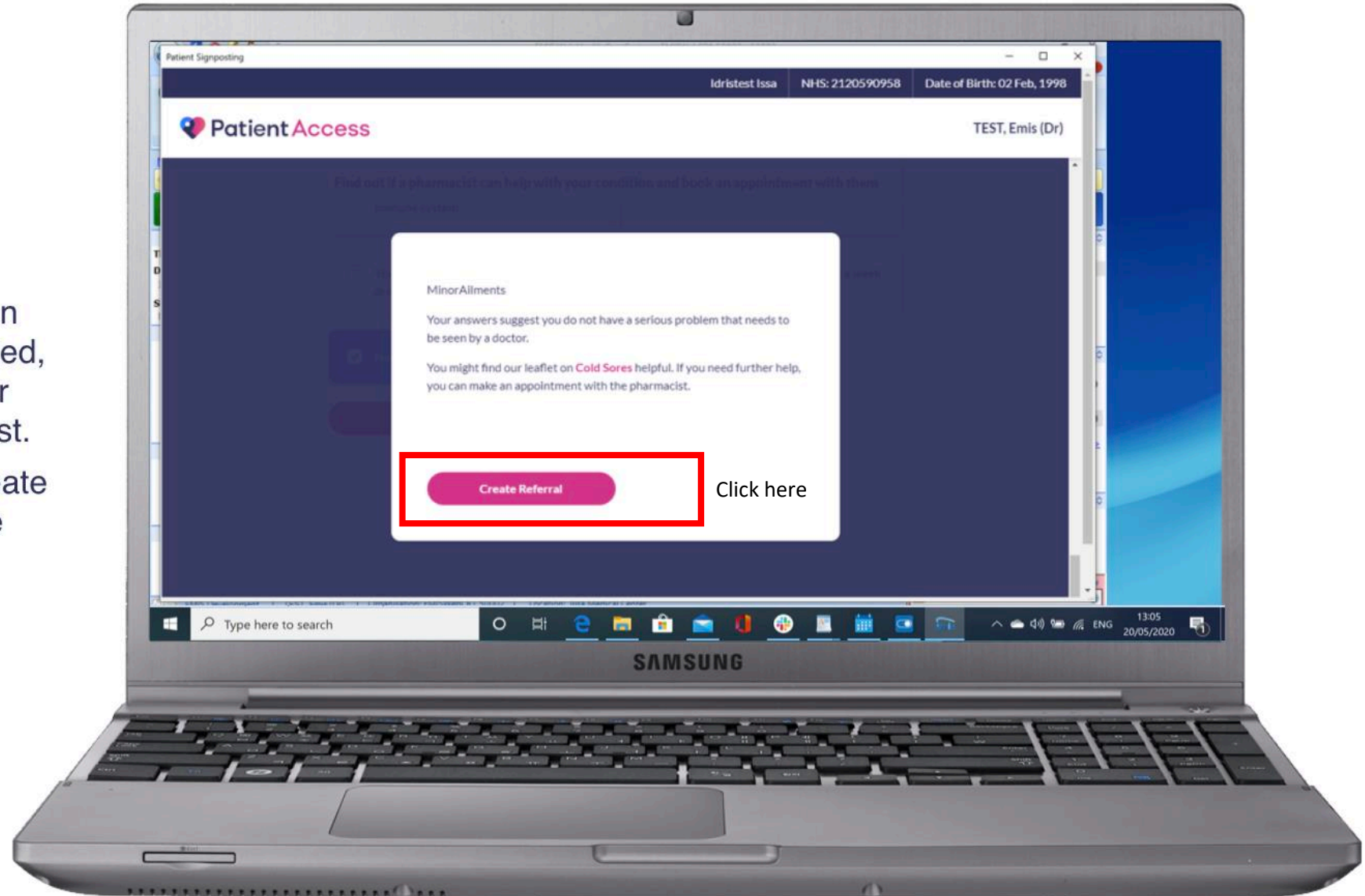
The user does not need to be medically trained to interact with the tool and simply needs to follow the prompts and enter the responses from the patient.

*this can be extended to refer to for example NHS 111 or other appropriate settings/providers



Step 2b: Patient Assessment > Referrals

At the end of the decision tree, the software has deemed that based on the answers the Patient has provided, they are eligible to be seen for their ailment by a Community Pharmacist. The user now has the option to create the referral whilst still on the phone with the Patient.



Step 3: Review Patient demographics data and correct, add notes and click continue

The user confirms the Patient's information (which has been passed through from EMIS-Web) and collects any missing information.

In the notes section you can enter the reason for the referral which will be passed on digitally to the pharmacy.

Please note: Either a mobile or home telephone will be required, email is optional.

Patient Signposting

Patient Details

Please confirm the details of the patient to be referred for this service.

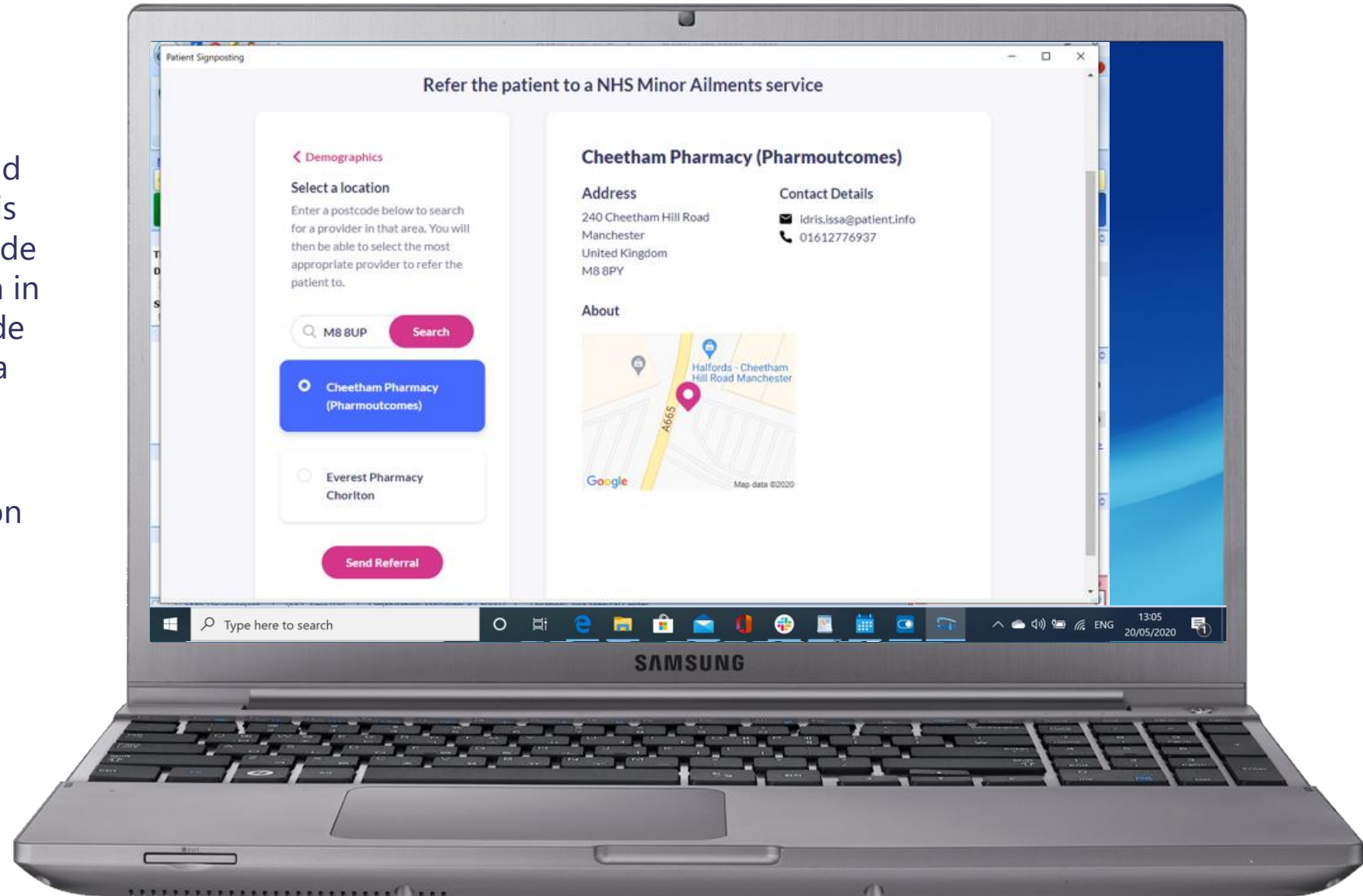
First Name	Last Name
<input type="text" value="Idristest"/>	<input type="text" value="Issa"/>
Phone Number (mobile)	Phone Number (home)
<input type="text" value="07785614720"/>	<input type="text" value=""/>
Email Address	Postcode
<input type="text" value="idris.issa@patient.info"/>	<input type="text" value="M2 4AW"/>
First Line of Address	
<input type="text" value="98 Balfour Road"/>	
Gender	NHS Number
<input type="text" value="Male"/>	<input type="text" value="2120590958"/>
Date of Birth	
<input type="text" value="2"/>	<input type="text" value="February"/>
	<input type="text" value="1998"/>
Notes	
<input type="text" value="Add any notes for the clinician providing the service here"/>	

Windows taskbar: Type here to search, icons for Edge, File Explorer, Mail, etc. Date/Time: 13:05, 20/05/2020.

Step 4: Search for pharmacy

By default the users home address postcode will be pre-populated and used to return search result but this can be changed to another postcode search, in order to change location in the search box add a new post code or the first part of a post code area e.g. BS1.

Select a pharmacy and then click on send referral.



Step 5: Referral sent confirmation

You can either restart a new referral or you can now close the window by clicking on the close button.

When a referral is created the Patient will receive the referral email containing all the relevant information relating to the pharmacy.

The pharmacy will also receive the referral into their PharmOutcome system with all the demographics and notes populated.

