

# Why use EMIS Web Patient Access Connect App?

## Helping front line staff, reducing stress and workloads

Accessed via a button in the EMIS system.

The user is automatically authenticated – no need to login again to another system.

Triage tool helps identify suitable candidates via a range of questions asked to the patient, giving the patient confidence that decisions being made about their care are based on clinical knowledge. The questions were created and peer reviewed by GPs.

By the end of May 22 referrals will be automatically SNOMED coded for the practice.

## Reducing referrals back to GPs and improving patient care

Evidence shows, that no referrals were made back into general practice where the triage tool in PharmRefer had been used.

If the triage tool recommends a CPCS referral, 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 elsewhere.

These details are transferred directly into the referral, ensuring the pharmacist can easily access the summary care record when completing the consultation.

## Ensuring referrals are dealt with swiftly and efficiently

The patient can be sent a system generated SMS text, if a mobile number is provided at point of referral (or be given a hard copy letter), to confirm that they have been referred by the GP for a Community Pharmacy Consultation Appointment and provide a reference number when they visit the pharmacy.

The patient referral is delivered straight into the PharmOutcomes platform at the community pharmacy, to which all staff have access regularly\*.

## Keeping the practice informed of outcomes

Once the consultation has been completed in the pharmacy, a notification is automatically sent back to the referring GP surgery by email.

Patient completed consultation is automatically integrated back into the patients medical record – saving a lot of time!

**TRY EMIS WEB PATIENT ACCESS CONNECT APP RISK FREE!**

**You are able to access and use the app for free until end of December 2022, as it is being funded centrally by NHS England for this period. The Patient Access button is already in your EMIS clinical system. For more information please refer to the user guide**

**\*To note: If the nhs.net mail is used there can be a delay or difficulty in picking up the referral as the nhs.net system is only accessed in community pharmacy a few times a day and the store email requires individual access, which locum staff may not have, relying on other team members to access the system. This is why we have a local process asking patients to ring the pharmacy first.**