

Hospital Referrals

Managing rejected referrals

Occasionally a community pharmacy might reject a referral. This could be for a number of reasons such as a patient has moved away, gone into care or the patient simply no longer uses that pharmacy. A referral can be rejected if

appropriate after opening the patient information. To do this the community pharmacist clicks on the embedded “Reject referral” button. Please note, a reason for rejection must be provided. Rejected messages will not send without a reason being entered into the text box above the embedded orange action buttons.

Consent to share Yes

Registration details brought forward	
Hospital MRN	Answer to <i>Hospital MRN</i> single line input
Admission Date	Answer to <i>Admission Date</i>
Ward	Answer to <i>Ward</i> single line input
GP Practice selection	Selection (Healthcare Providers (was Surgeries
GP Practice value	Value (Healthcare Providers (was Surgeries) lo
MOTIVE Score	Answer to <i>MOTIVE Score</i> single line input
Clinical Details	Answer to <i>Clinical Details</i> text box
Medicines on Discharge	Answer to <i>Medicines on Discharge</i> text box
Action Plan	Answer to <i>Action Plan</i> text box
Name of pharmacy	Provider being referred to
Name	Answer to <i>Name</i> single line input
Contact number	Answer to <i>Contact number</i> single line input

Acceptance and completion of referred service

This referral has been made to your organisation at the request of a patient. If you are unable to complete the referral, you can reject it, but please state the reason for rejection in the Notes box below. If you can accept the referral but cannot complete the associated actions immediately, click on the accept button to acknowledge receipt of the referral. You can make relevant notes in the Notes box.

Patient now in care

Complete now Accept Reject referral

Rejection reason detailed here

Pharmacist will click on “Reject Referral” if pharmacy cannot complete

Rejected referrals will be returned to the originating hospital who can access these via their web interface. **Please inform Pinnacle Health LLP of team members requiring access to the Web interface.** The hospital team will be notified of rejection receipt by email to their management email address. The management email address can be verified or set from the “Home” tab via the “Change My Details” link in the left-hand side of the “Home” screen.

Home Services Assessments

Welcome Home Recent and

Welcome to PharmOutcomes. You can select your actions from the menu above.

My Account

Manage your account, change your email address, phone numbers and change your password.

Change My Password

Change My Details

Update My Organisation Details

PharmAlarm Controls

License Details

Regent Test PharmAlarms [Community Pharmacy]

Provider

Change management email here

Visual alerts are also available. PharmAlarm is a USB located flashing light alert that will flash when a rejection is received. Please contact Pinnacle Health for details of PharmAlarm.



Rejected referrals are accessed from the “Services” screen. On login to the web interface the hospital team will find rejected referrals at the top of their service screen

PharmOutcomes® Delivering Evidence

Home **Services** Assessments Reports Claims Admin Help

Provide Services

Most Recently Provided
VHD Referral Service

Click [here](#) to show all accredited services including ones that are normally hidden

Hospital Admission Notification Service
Admission Notification

Virtual Hospital Demo
VHD Referral Service

Service Centre

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

Outstanding Referrals	Service (stage)	Identifiers	User	Status
2018-02-22	VHD Referral Service	DC	VHP User	Pending Referral Rejected awaiting refer action Click to cancel
2017-06-28	VHD Referral Service	DC	VHP User	Pending Referral Rejected awaiting refer action Click to cancel
2017-06-28	VHD Referral Service	DC	VHP User	Pending Referral Rejected awaiting refer action Click to cancel
2017-06-27	VHD Referral Service	DC	VHP User	Pending Referral Rejected awaiting refer action Click to cancel
2017-06-09	VHD Referral Service	DC	VHP User	Pending Referral Rejected awaiting refer action Click to cancel
2017-05-18	VHD Referral Service	DC	VHP User	Pending Referral Rejected awaiting refer action Click to cancel
2017-05-13	VHD Referral Service	DC	VHP User	Pending Referral Rejected awaiting refer action Click to cancel
				Pending Referral Rejected

Rejected referrals appear here. Click to open

Clicking the referral will open the patient information screen. The rejection information can be seen in a table below the patient demographic information. This will clearly show the name of the pharmacy that has rejected the referral along with the reasons for the rejection.

Basic Provision Record

This provision contains unique details that one other provision is dependant on. Any changes in this provision record will affect those provisions too.

Provision Status
Pending Referral
Referral-on Status: **Rejected**
Click to cancel

Provision: 150747717
Originally:
Saved: 22-Feb-2018 11:38
Edited:

Find Providers

When you need to find an accredited provider to refer to but to the system, then bookmark this link access to a page look them up

Provision Date: 22-Feb-2018

Name: Dale Cooper

Date of Birth: 19-Apr-1954
Enter as dd-mm-yyyy (eg 23-Feb-1989)

Gender: Male

Postcode: M1 3FS Search

Address: 17, County Court, Woodtown, Manches

NHS Number: Unknown
If neither the client nor the provider know the NHS Number, you can enter "Unknown". If the client has never been issued with an NHS Number, you can enter "Not Issued".

Contact Details: None Provided

Pharmacy:
If no referral is required, type *No Referral Necessary*

Referral Status

Rejected
2018-02-22 11:45:06 Rejected by Virtual Community Pharmacy : Patient gone into care
2018-02-22 11:38:33 Automated ITK Referral - Referred to Virtual Community Pharmacy (Follow-up VHD13)

Reason for rejection and pharmacy information

if appropriate consent has been captured the hospital team can now either:

1. **Re-refer to a different pharmacy using the web interface** - To do this simply type the name of the required pharmacy into the “Pharmacy” field and select from the drop-down list that appears. The more information that is entered the narrower the search will become.
2. **Drop the referral** - If the referral is to be dropped at this stage i.e. no re-referral required, enter “No Referral Necessary” into the “Pharmacy” field. This will remove the record from the rejected referral list in the hospital services screen.

To re- send the referral information to the selected pharmacy or clear the record (drop the referral), once all information has been reviewed, simply click the orange “Save” button at the bottom of the service screen.

Basic Provision Record

Provision Status

Pending Referral
Referral-on Status: Rejected

[Click to cancel](#)

Provision: 159747717
Originally:
Saved: 22-Feb-2018 11:38
Edited:

Find Providers

When you need to find an accredited provider to refer to but aren't logged into the system, then you can save or bookmark this link to provide you access to a page allowing you to look them up:
[Search Page](#)

You can click [here](#) to add a bookmark

This provision contains unique details that one other provision is dependant on. Any changes in this provision record will affect those provisions too.

Provision Date: 22-Feb-2018

Name: Dale Cooper

Date of Birth: 19-Apr-1954
Enter as dd-mm-yyyy (eg 23-Feb-1989)

Gender: Male Female Trans

Postcode: M1 3FS [Search](#)

Address: 17, County Court, Woodtown, Manchest

NHS Number: Unknown
If neither the client nor the provider know the NHS Number, you can enter "Unknown". If the client has never been issued with an NHS Number, you can enter "Not Issued".

Contact Details: None Provided

Pharmacy: boots

Referral Status

Rejected

2018-02-22 11:45:06 Rejected by Virtual Community Pharmacy: Patient gone into care

2018-02-22 11:38:33 Automated ITK Referral - Referred to Virtual Community Pharmacy (Follow-up VHD03)

Hospital team can refer on if appropriate consent has been captured. Enter pharmacy name here

2018-02-22 11:45:06 Rejected by Virtual Community Pharmacy: Patient gone into care

2018-02-22 11:38:33 Automated ITK Referral - Referred to Virtual Community Pharmacy (Follow-up VHD03)

Hospital MRN: _____

Discharge Ward: HINTON WORD

Discharge Consultant: Ms Dianne DIANNE

Admission Date: 2018-02-21

Patient Allergies

Type	Causative agent	Description of the reaction
Drug Allergy	clarithromycin	Shortness of breath
Drug Allergy	gabapentin	Pruritis
Drug Allergy	FACTOR IX	Acute Kidney injury

Medication on Discharge

Medication Name	Dose/Form	Medication frequency	Route
ATORVASTATIN	40mg	1XD ON - ONCE a DAY at NIGHT	oral
FERROUS SULPHATE	200mg	3XD AMLUPM - THREE times a day	oral
HYPROMELLOSE 3%	1drop	WHEN REQ - When required	affected eye(s)
LEVOTHYROXINE	100 micrograms	1XD AM - ONCE a DAY in the MORNING	oral
LEVOTHYROXINE	25 micrograms	1XD AM - ONCE a DAY in the MORNING	oral
LEVOTHYROXINE	50 micrograms	1XD AM - ONCE a DAY in the MORNING	oral

Save

To re- send the referral or drop the referral click the orange save button