

refertopharmacy

Get the best from your medicines and stay healthy at home

**HOW TO PROCESS REFERRALS RECEIVED FROM A
HOSPITAL WITHIN COMMUNITY PHARMACY**

Log In:

- Log in using Username
Provided on sign up

Login

Please login to enter this section.

Username:

Sign In

Log In:

Login

Please login to access this section.

Your Password:

Please note your password is case sensitive.

Enter the **1st** digit from your Password:

Enter the **3rd** digit from your Password:

Enter the **4th** digit from your Password:

Your Pin:

Enter the **2nd** digit from your Pin:

Enter the **4th** digit from your Pin:

Sign In

View Pending Referrals

Pharmacy Pending Referrals

Patient	Postcode	Hospital Episode ID	Referral date	Referral Type	Referral Status	Action
Stewart Knight	ST4 7NR	588	04-12-2014	MUR,Information,MUR	Pending	View

20 Entries Per Page



Displaying Page of

Refer to Pharmacy Menu

Referrals

- [View Pending Referrals](#)
- [Search For Referral By Patient](#)

MATERIALS

- [MUR FORM](#)
- [NMS FORM](#)

Invoices

Group Administrator Menu

- [Create User](#)
- [View Users](#)
- [Unlock Account](#)

Contact Us

- **View Pending Referrals** for patients that have been referred to your pharmacy by a hospital
- Click **View** tab link against patient name

Viewing & Accepting/Rejecting Patient Referral

- Review Patient Data & Determine if appropriate for this patient to be accepted for referral to your Pharmacy
- Take appropriate action by clicking **Accept Referral** tab or **Reject Referral** Tab

Refer to Pharmacy Menu
Referrals
View Pending Referrals
Search For Referral By Patient
MATERIALS
MUR FORM
NMS FORM
Invoices
Group Administrator Menu
Create User
View Users
Unlock Account
Contact Us

Home > Accept/Reject Referral

Patient ID	352
Patient Name	Christian Brown
Patient Date Of Birth	09/11/1987
Patient Sex	Male
Patient Telephone Number	020754890728
Patient Alternative Number	
Patient Country Of Birth	UK
Age	27 years 2 months
Date & Time Admitted	14/01/2015 08:01
Street Address	30 Crichton street
Town	London
Postcode	ST6 6AT
GP Name	Mr Jones
GP Postcode	BB1 6PH

Referral ID	852
Referral Made By	Zeinab Sarmadi
Referral Date	28/11/2014
Referral Type	Information
Referral Reason	
Referral Recipient	Pharmacy
Referral Notes	

How to View Accepted Patients

- Click the **Search for Referral By Patient** tab, this will show you the patients that you have accepted for a referral to your pharmacy
- Click on the **View** link beside patient name to view referral content

Home > View Patients

View Patients

Search

First Name: Surname:

RXR Number: Patient ID: **Search**

ID	RXR Number	First Name	Surname	DOB	Referral ID	Action
352	2222	Christian	Brown	09/11/1987	860	View
351	5555	Janet	Ross	20/12/1988	863	View
350	3333	Mary	Smith	18/01/1950	857	View
350	3333	Mary	Smith	18/01/1950	861	View
349	6666	Peter	Scott	01/09/1965	864	View
348	4444	Stewart	Knight	11/06/1990	862	View
348	4444	Stewart	Knight	11/06/1990	858	View

20 Entries Per Page Displaying Page of

Refer to Pharmacy Menu

Referrals

- View Pending Referrals
- Search For Referral By Patient**

MATERIALS

- MUR FORM
- NMS FORM

Invoices

Group Administrator Menu

- Create User
- View Users
- Unlock Account

Contact Us

NMS Referral Type :

Refer to Pharmacy Menu
Referrals
View Pending Referrals
Search For Referral By Patient
MATERIALS
MUR FORM
NMS FORM
Invoices
Group Administrator Menu
Create User
View Users
Unlock Account
Contact Us

- Here you are able to enter the date each consultation was completed with the patient under the **Consultation 1** field
- Additional notes can be added to the record under the **Notes** field
- By clicking on the **Outcome** field, select the appropriate entries provided from the dropdown menu e.g. NMS completed
- Then click the **Update Referral** Tab
- Once the above steps are completed the patients referral will now be complete

Patient ID	105
Patient Name	Christian Brown
Patient Date Of Birth	09/11/1987
Patient Sex	Male
Patient Telephone Number	020754890728
Patient Alternative Number	
Patient Country Of Birth	UK
Age	26 years 11 months
Date & Time Admitted	30/10/2014 01:10
Street Address	3 Crichton Street
Town	London
Postcode	ST1 2BQ
GP Name	Mrs Smith
GP Postcode	BB1 6PH

Referral ID	236
Referral Made By	Julian Wyatt
Referral Date	30/10/2014
Referral Type	NMS
Referral Reason	
Referral Drug	Aspirin
Referral Recipient	Pharmacy
Referral Notes	

[CLICK HERE TO VIEW DISCHARGE LETTER](#)

Appointment Booked * 

NMS COMPLETED

Consultation 1 

Consultation 2 

Consultation 3 

Notes

Outcome

Update Referral

MUR Referral Type:

- Within a MUR referral, a facility to enter appointment dates and details of the outcomes of the MUR are able to be entered
- Additional notes can be added to the record under the **Notes** field
- By clicking on the **Outcome** field, select the appropriate entries provided from the dropdown menu e.g. MUR completed
- Then click the **Update Referral Tab**
- Once the above steps are completed the patients referral will now be complete

Unlock Account

Contact Us

Date & Time Admitted	14/01/2015 08:01
Street Address	17 Sneyd Road
Town	London
Postcode	ST4 1BU
GP Name	Miss Austin
GP Postcode	BB1 6PH
Other Referrals	View

Referral ID	857
Referral Made By	Julian Wyatt
Referral Date	03/12/2014
Referral Type	MUR
Referral Reason	
Referral Recipient	Pharmacy
Referral Notes	

CLICK HERE TO VIEW DISCHARGE LETTER

Appointment Booked * 

MUR COMPLETED 

Notes added to PMR:

Referred to GP:

Notes

Outcome

Update Referral

Care Home Referral Type:

•Information is provided within this tab relevant to the patients care details

•Additional notes can be added to the record under the **Notes** field

•By clicking on the **Outcome** field, select the appropriate entries provided from the dropdown menu e.g. MUR completed

•Then click the **Update Referral Tab**



•Once the above steps are completed the patients referral will now be complete

Create User
View Users
Unlock Account
Contact Us

Patient Country Of Birth	UK
Age	49 years 4 months
Date & Time Admitted	14/01/2015 08:01
Street Address	4 In the Sea
Town	London
Postcode	ST3 2NS
GP Name	Mrs Smith
GP Postcode	BB1 6PH

Referral ID	864
Referral Made By	Julian Wyatt
Referral Date	04/12/2014
Referral Type	Care Home
Referral Reason	
Referral Recipient	Pharmacy
Referral Notes	

CLICK HERE TO VIEW DISCHARGE LETTER

Appointment Booked *	<input type="text" value="04/12/2014"/>	
Care Home COMPLETED	<input type="text" value="05/12/2014"/>	
Notes added to PMR:	<input type="checkbox"/>	
Notes	<input type="text" value="patient cannot be contacted"/>	
Outcome	<input type="text" value="Patient Not Contactable"/>	

Update Referral

Information Referral Type:


- Here information is provided about the patient's Social & Pharmaceutical care needs
- Additional notes can be added to the record under the **Notes** field
- By clicking on the **Outcome** field, select the appropriate entries provided from the dropdown menu e.g. MUR completed
- Then click the **Update Referral Tab**
- Once the above steps are completed the patients referral will now be complete

View Users
Unlock Account
Contact Us

Age	24 years 7 months
Date & Time Admitted	14/01/2015 09:01
Street Address	9 Birchwood Road
Town	London
Postcode	ST4 7NR
GP Name	Mr Patel
GP Postcode	BB1 6PH
Other Referrals	View

Referral ID	862
Referral Made By	Julian Wyatt
Referral Date	04/12/2014
Referral Type	Information
Referral Reason	
Referral Recipient	Pharmacy
Referral Notes	

CLICK HERE TO VIEW DISCHARGE LETTER

Appointment Booked *	<input type="text" value="04/12/2014"/>	
Information COMPLETED	<input type="text" value="05/12/2014"/>	
Notes added to PMR:	<input type="checkbox"/>	
Notes	<input type="text" value="successfully reviewed with new information"/>	
Outcome	<input type="text" value="Complete"/>	

[Update Referral](#)

Creating additional users

- When logged in as the admin user it is possible to create new users for the Pharmacy
- Click CREATE user. A new page will be displayed where the users details may be added

The screenshot displays the 'refertopharmacy' web interface. On the left is a vertical navigation menu with the following sections: 'Refer to Pharmacy Menu', 'Referrals' (with sub-items 'View Pending Referrals' and 'Search For Referral By Patient'), 'MATERIALS' (with sub-items 'MUR FORM' and 'NMS FORM'), 'Invoices', 'Group Administrator Menu' (with sub-items 'Create User', 'View Users', and 'Unlock Account'), and 'Contact Us'. The 'Create User' option is circled in red. The main content area shows a breadcrumb 'Home > View Referrals' and a table titled 'Pharmacy Pending Referrals'. The table has columns for Patient, Postcode, Hospital Episode ID, Referral date, Referral Type, and Referral Status. Below the table, there is a dropdown menu set to '20' for 'Entries Per Page' and navigation icons.

Creating additional users

- Complete each of the entries on the form
- You can use a numeric or alphanumeric username this should be between 8 and 11 characters – don't forget to make a note to give details to the user you have created
- Select the appropriate role for the user, usually this would be 'Normal User' unless you want to add a user who can make changes to user access on your system in which case select 'admin user'
- Click

Save

Admin > Add User

Refer to Pharmacy

Create User

First Name: *

Surname: *


Email address: *

Confirm email address: *

Username: *

Password: *

Confirm password: *

User role: *  Please choose user role

* indicates a required field

Managing users

•When logged in as the admin user it is possible to manage users at your Pharmacy

•VIEW USERS Click this option to update user details including resetting a password or changing a PIN. This option can also be used to deactivate a user account

•UNLOCK ACCOUNT If a user has attempted to access their multiple times with an incorrect password the account will become locked use the unlock account option to re-set the system

The screenshot displays the RefertoPharmacy web application interface. On the left is a vertical navigation menu titled 'Refer to Pharmacy Menu'. It contains several sections: 'Referrals' with 'View Pending Referrals' and 'Search For Referral By Patient'; 'MATERIALS' with 'MUR FORM' and 'NMS FORM'; 'Invoices'; 'Group Administrator Menu' with 'Create User', 'View Users', and 'Unlock Account' (all three items are circled in red); and 'Contact Us'. The main content area is titled 'Home >View Referrals' and features a 'Pharmacy Pending Referrals' table. The table has columns for Patient, Postcode, Hospital Episode ID, Referral date, Referral Type, and Referral Status. Below the table, there is a dropdown menu set to '20' for 'Entries Per Page' and navigation arrows.

Updating users

- From the VIEW USERS option select UPDATE to make changes
- Or DEACTIVATE to block user access

Admin > View Users Log out

View Users

First Name	Surname	Username	User Role	User Status	Action
			Pharmacy Admin User	Active	Update Deactivate
			Pharmacy Normal User	Active	Update Deactivate
			Pharmacy Admin User	Active	Update Deactivate
			Pharmacy Admin User	Active	Update Deactivate

20 Entries Per Page Displaying Page 1

Admin > Edit User

Changing a password or Resetting a PIN

- From the UPDATE option TICK *EDIT CREDENTIALS* and or TICK *RESET PIN* to make changes to password and pin — CLICK Save

Refer to Pharmacy

To update user details please make changes using the form below

Username

First Name: *

Surname: *

User role: *

Edit Credentials ?

Email address: *

Confirm email address: *

Password: *

Confirm password: *

Reset Pin ?

* indicates a required field

Cancel Save