

Service Stage Flowchart

Patient is discharged from hospital. Hospital sends discharge information to the patient's community pharmacy.

PharmOutcomes notifies the pharmacy of the impending notification via email and also under the 'Outstanding Referrals' section on the 'Services' tab on PharmOutcomes.

Using the contact number found on the referral, the pharmacy contacts the patient to book an appointment for an MUR or NMS. This should be done within 3 days of receiving the discharge.

The initial consultation, be it an MUR or NMS should ideally be done within the first 10 days of the patient being discharged. In order to conduct an MUR for a housebound patient in their own home or over the phone, consult local guidelines that can be found on the LPC website. A signed consent form still needs to be gained for any NMS consultations.

Once the consultation has been completed, ask the patient to complete the online survey monkey questionnaire associated with the pilot.

Complete the 'Follow up' service on PharmOutcomes, detailing outcomes of the consultation such as any interventions made, adverse drug reactions reported etc. Ensure all information regarding adverse drug reactions is recorded accurately and concisely as this information will be sent to the patient's GP.

If there are any adverse drug reactions to report, the system will either automatically email the GP the pre-populated letter or will invite you to print this off and send manually.