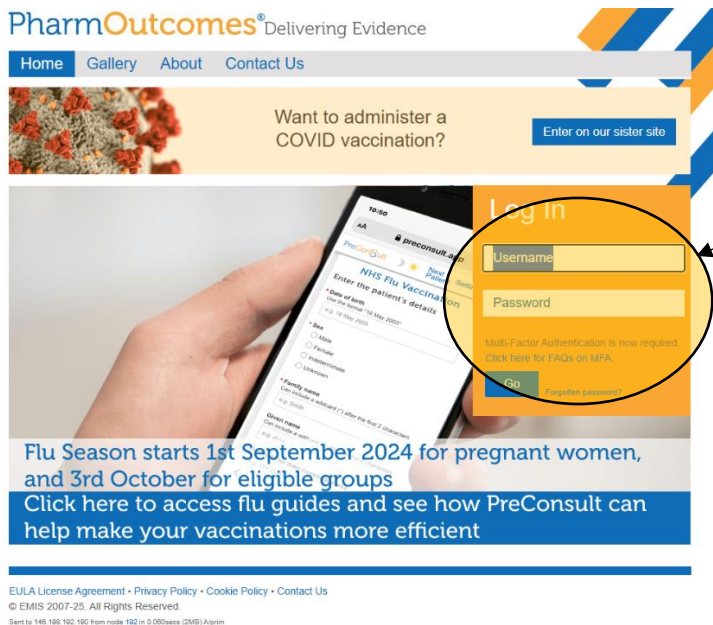


OHT Pharmoutcomes – accepting OHT patients

1. Accepting patients

- All OHT patients will be referred to your practice by PECCIS
- You will receive an email from Pharmoutcomes whenever you have a patient pending
- OHT are to be seen within 8 weeks of being referred to your practice

Once you have received your email LOGIN using your username and password – a Multi-Factor Authentication MFA is also required which you can set up on your phone



Login details can be found here.

Once you have completed and pressed Go you will be asked for your MFA

2. To accept a patient click on **Services**

The screenshot shows the PharmOutcomes dashboard. At the top, it says 'Logged in as: Jessica Clark from Raison Opticians'. The main navigation bar includes 'Home', 'Services', 'Assessments', 'Reports', 'Claims', and 'Help'. The 'Services' menu item is circled in orange. Below the navigation bar, there are sections for 'Welcome Home', 'Recent and outstanding messages', and 'My Account'. The 'My Account' section lists options like 'Change My Password', 'Change My Details', 'Update My Organisation Details', 'View recent system news', and 'PharmAlarm Controls'.

3. All inward referrals, that are yet to be completed will be found here:

The screenshot shows the 'My Provisions' page. On the left, there is a sidebar with 'Most Recently Provided' services, including '1. Monitoring Service for OHT/Glaucoma Suspects by Accredited Community Optometric practices (Level 2)', 'MECS Consultation', 'MECS Triage', 'IOP Referral Refinement (GAT)', and '2. Monitoring Service Retest for OHT/Glaucoma Suspects'. The main content area has a search bar and a table of 'Outstanding records'. The table has columns for 'Received', 'Service (stage)', 'Identifiers', and 'Status'. Three records are listed, each with a '2 days old', '12 days old', and '24 days old' badge. The status for all three is 'Pending Referral Referred to you awaiting follow-up action'.

Received	Service (stage)	Identifiers	Status
2025-03-21	OHT/Glaucoma Referred Patient *UPDATED*	THH	Pending Referral Referred to you awaiting follow-up action
2025-03-11	Post-Op Cataract Referral - Local Enhanced Service	MCH	Pending Referral Accepted
2025-02-27	OHT/Glaucoma Referred Patient *UPDATED*	BJP	Pending Referral Referred to you awaiting follow-up action

4. To view a patients referral you must click on the patients initials (identifiers) this will take you to the following page where you need to complete the **Security Word Entry**

Home Services Assessments Reports Claims Admin Help

Welcome Home

Welcome to PharmOutcomes. You must finish the required action in the right pane before you can navigate in the site or access your account details

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

Security Word Entry

You are about to enter a section of the website that can access sensitive data. To proceed, you must perform an extra security validation.

Enter the specified letters from your security word to validate

Please Note: Your security word is NOT the same as your password. The security word is a six letter word that you selected from a suggested list when you first logged in to PharmOutcomes

Third letter

Sixth letter

- Once you have completed the Security Word Entry the patients record will open up and look like this:

PharmOutcomes® Delivering Evidence What's New?

Home Services Assessments Reports Claims Admin Help

This page has been restored after an intervening prompt: **Security word check**. Please check carefully that we have navigated to the correct page before continuing.

OHT/Glaucoma Referred Patient *UPDATED*

PROVISION HISTORY

Where " " is Timothy Hugh Hardy

2021-01-18 **
1. OHT/Glaucoma monitoring - Registration

...
(older records)

2023-10-10
1. Monitoring Service for OHT/Glaucoma Suspects - by Accredited Community Optometric practices (Level 2)

2023-10-10
2. Monitoring Service - Repeat for OHT/Glaucoma Suspects

2025-03-21 **
2. OHT/Glaucoma Patient Referral *UPDATED*

2025-03-21 - [This record]
OHT/Glaucoma Referred Patient *UPDATED*

[** : These provisions were recorded by other providers]

Registration details brought forward

Title	Mr
GP Surgery selection	Helston Medical Centre, Treiawney Road, Helston, Cornwall TR13 8AU (L82018)
GP Surgery value	L82018
Recall Date	01-Feb-2021
Allocation	Allocated
Attached Document File1	Hardy Timothy 456 504 1367.pdf
Attached Document File2	Hardy Timothy 456 504 1367 LE.PDF
Attached Document File3	Hardy Timothy 456 504 1367 RE.PDF
Notes	recall 6 monthly, prev raisons helston. Recall due 13.10.2023
+	
Disable Record Trigger	

Referral details brought forward

[Layout question 0]	0
Recall Date	15-May-2025
Notes	
1	1
Disable	0.000

Acceptance and completion of referred service

This referral has been made to your organisation at the request of a patient.

Template OHT/Glaucoma for your use

Complete now

[+] Hide Referral History

Referred to Raison Opticians by NHS Kernow Clinical Commissioning Group (RMS)

2025-03-21 16:32:13

Once you have rung the patient, if they book an appt then there is nothing else to do. **DO NOT CLICK ON COMPLETE NOW**, until the patient has arrived for their appointment.

This moves the patient off the Services page and makes it difficult to keep track of patients that haven't attended for their appointment.

If the patient has

- Deceased
- Moved out of county
- Declined to be part of the service
- Didn't answer after 3 calls and a letter

Then click on Complete Now

6. At this point you only click on 'Complete Now' if the patient does not accept the service. If you click on 'Complete Now' you will see this screen. If you are unable to contact the patient or they don't accept the service it will give you options to discharge the patient:

Acceptance and completion of referred service
Referral Accepted for completion now **Revert and discard changes**
[\[+\] Show Referral History](#)

Provision Date

Patient is verified by the Personal Demographics Service (PDS).
Last updated on 2025-03-24 10:28:56.

Patient Details
Family Name: Hardy
Given Name(s): Timothy Hugh
Date of Birth: 14-Jul-1953
Gender: male
NHS Number: 456 504 1367
Address: Lanner Vean Barns, Porthleven,
HELSTON, Cornwall
Postcode: TR13 0RQ

Patient's GP Details
GP Name: HELSTON MEDICAL CENTRE
GP ODS Code: L82018
GP Address: TRELAWNEY ROAD, HELSTON,
CORNWALL
GP Postcode: TR13 8AU

Unlink PDS match

Confirm contacting the Patient?

Contacted? ☒ Yes ☐ No

Patient accepted service? ☐ Yes ☒ No

No Appointment Reason

☐ Deceased
☐ Moved out of county
☐ Px declined to be part of the service
☐ Px didn't answer after 3 phone calls and letter

7. If the patient accepts the service you DO NOT press 'Complete Now' you just click out of this section of Pharmoutcomes.