Pharmacy guide to completing the PharmOutcomes (PO) platform following a PO referral into the Hypertension Case Finding (HCF) service by an optical practice.

Referrals from participating optical practices are sent electronically via PharmOutcomes.
Open the referral within your PO account: this contains patient particulars and includes details as to why the patient has been referred to you.
At the bottom of the referral, you are provided with three options:

1. RETURN (unable to complete): this option allows you to reject and return the referral: Only use this option if your pharmacy is unable to offer the HCF service. (Due to a Pharmacy related issue).

2. ACCEPT: this option allows you to 'hold' the referral until you have attempted to contact the patient to arrange an HCF appointment. Once you have completed the referral or failed to provide the service: reopen the referral and add data by using the COMPLETE NOW option.

3. COMPLETE NOW: Once you have delivered the service **OR** have contacted the patient / attempted to contact the patient, but they have refused the service, use this option to record either:
   - The outcome of the HCF appointment
   OR
   - Details as to why you could not subsequently provide the service to the patient due to a patient related issue: e.g., patient could not be contacted, patient declined service etc.

NOTE: If you have attempted to provide the service by trying to contact the patient, you should select COMPLETE NOW.

Choosing COMPLETE NOW generates a payment to the pharmacy of £5.35 per referred patient, to cover the pharmacy time required to contact / attempt to contact the patient.

SELECTING COMPLETE NOW:

This option will open a question asking if the HCF service was provided.
   - Indicate if you have provided the HCF service to the patient or not.

COMPLETE NOW: Selecting NO

The Platform asks you to record the reason you were unable to provide the HCF service to the patient.

COMPLETE NOW: Selecting YES

The Platform asks you to Indicate if you provided ABPM to the patient etc., and to record the Outcome of the HCF service intervention.

Rejecting a referral:

Select **RETURN (unable to complete)**

Select a reason for the rejection from the drop-down box and add any additional details into the free-type box above.

Only reject the referral if the service cannot be provided due to an issue in the pharmacy: e.g., unable to provide an appointment within three weeks, service not operating at present etc.

Choosing this option does NOT trigger any payment.