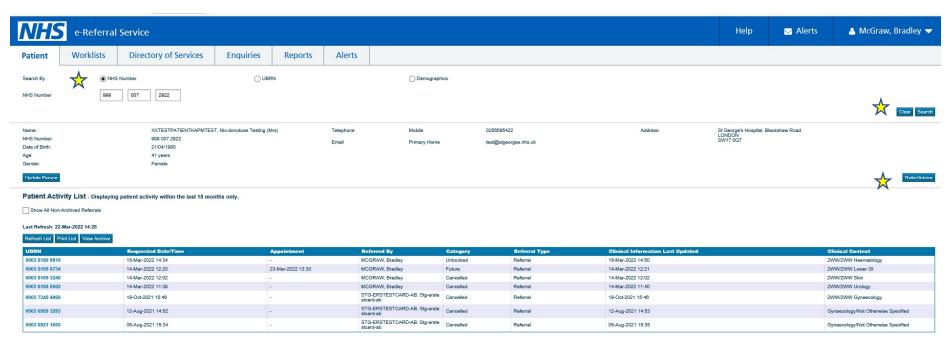
# Referring & Booking into TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7:

## 1. Search for a patient

In the patient tab on the referring clinician role search by NHS Number by selecting the NHS Number radio button & enter the patient NHSN into the given fields.

Hit "search" to search against the PDS & then "refer/advice" to proceed with the appointment booking.



# 2. Set the type of referral & search for services

To begin the booking process you must enter at least one of the following mandatory search criteria. You can use one or any combination of these three search criteria to find the polypharmacy service(s)

- a. Set the request type to either referral for an appointment booking or advice for A&G
- b. Select a priority between routine or urgent
- c. Clinical Term click the ellipsis next to the clinical term filed to search by clinical term. Enter the appropriate clinical term and select the search button. Select term from the results; click the add button & then click the done button

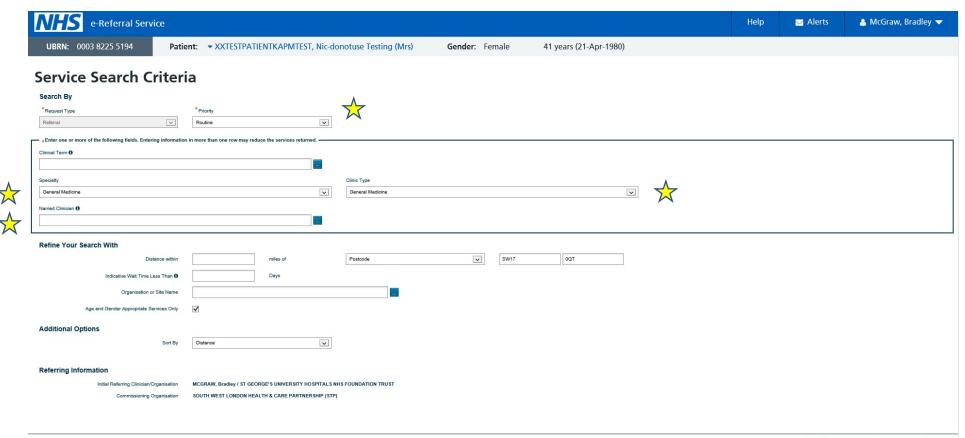
or

d. Specialty & Clinic type – Our clinical pharmacology service(s) can be found under the **Specialty General Medicine** on the drop down list & also **General medicine** on the **clinic type** drop down list.

Or/and

e. Named Clinician – Polypharmacy can be found by selecting Baker, Emma under this field

Once the mandatory fields have been completed select the **Search All** button to search for services.



Cancel View/Modify Shortlist Search Primary Care Search All



## 3. Pick the service that you require

Note - St George's currently only has a telephone/video appointment type available for Polypharmacy, so the service will show "Telephone/video" in the location field on the service selection screen. You can also use the Group by filter at the top left of the search results to group by organisations.

Tick the box next to our polypharmacy service and either select **request** or **appointment search** at the bottom right of the screen. Appointment search will show you a list of available appointments in secondary care that can be booked into, while request will keep the appointment request on the referrer worklist until patient or practice administrator book an appointment through eRS.

- 1. Option 1: Request an appointment the request will remain on the referrer worklists in an unbooked state until practice admin or patient books an appointment through eRS
- 2. Option 2, preferred search for appointments

Standard service selection results:

Patient: ▼ XXTESTPATIENTKAPMTEST, Nic-donotuse Testing (Mrs) Gender: Female 41 years (21-Apr-1980)

## **Service Selection**

Service Search Criteria

Displaying 99 of 100+ matching services. Please refine your search criteria if you cannot find the services you require.

Group By: None 

Compare Services

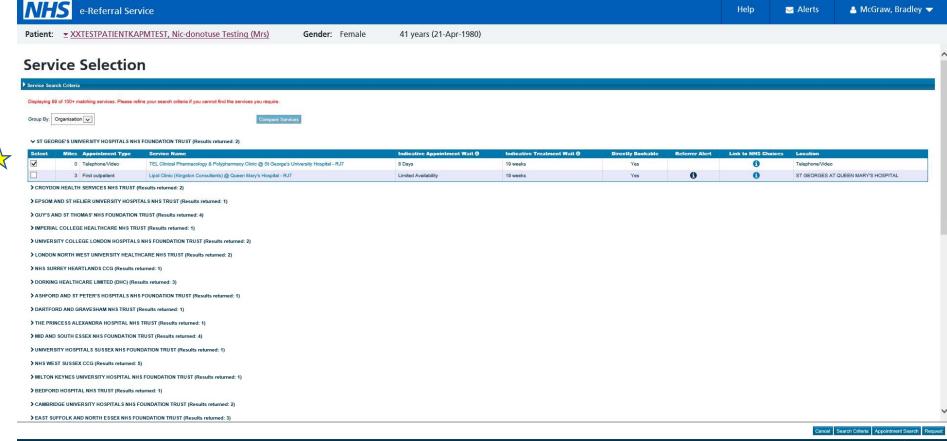


Sele <b>ct</b>	Miles	Appointment Type	Service Name	Indicative Appointment Wait ()	Indicative Treatment Wait 0	Directly Bookable	Referrer Alert	Link to NHS Choices	Location
/	0	Telephone/Video	TEL Clinical Pharmacology & Polypharmacy Clinic @ St George's University Hospital - RJ7	8 Days	19 weeks	Yes		0	Telephone/Video
	3	First outpatient	Adult General Medicine @ Croydon University Hospital-RJ6	10 Days	16 weeks	Yes		0	CROYDON UNIVERSITY HOSPITAL
	3	First outpatient	Lipid Clinic (Kingston Consultants) @ Queen Mary's Hospital - RJ7	Limited Availability	19 weeks	Yes	0	0	ST GEORGES AT QUEEN MARY'S HOSPITAL
	3	First outpatient	Renal Medicine Service @ Croydon University Hospital-RJ6	Limited Availability	16 weeks	Yes		0	CROYDON UNIVERSITY HOSPITAL
	5	Assessment Service	Assessment Service (CAS) - Chronic Fatigue (Sutton) - DO NOT ATTEND THIS ASSESSMENT APPOINTMENT	10 Days	21 weeks	Yes	0	0	SUTTON HOSPITAL
	5	First outpatient	General Medicine, St Thomas' site-General Medicine-Guy's & St Thomas'-RJ1	Limited Availability	21 weeks	Yes	0	0	ST THOMAS' HOSPITAL
	5	First outpatient	Post ICU Recovery Clinic Service - Guys' & St Thomas' NHS Trust - RJI	Limited Availability	21 weeks	Yes	0	0	ST THOMAS' HOSPITAL
	5	First outpatient	Toxicology (Poisoning) Clinio- St Thomas's Site - Guy's & St Thomas' - RJ1	Limited Availability	21 weeks	Yes	0	0	ST THOMAS' HOSPITAL
	6	First outpatient	Acute General Medicine - General Medicine Dept - UCLH - RRV	14 Days	23 weeks	Yes		0	UNIVERSITY COLLEGE HOSPITAL
	6	First outpatient	Clinical Pharmacology and General Medicine - General Medicine Dept - UCLH - RRV	56 Days	23 weeks	Yes		0	UNIVERSITY COLLEGE HOSPITAL
Send for Triage	6	Triage Service	GeneralMedicine Adult general TRIAGE St Mary's Imperial NHS Trust  RYJ	N/A	27 weeks	N/A	0	0	ST MARY'S HOSPITAL (HQ)
	6	First outpatient	General Medicine, Guy's site-General Medicine-Guy's & St Thomas'-RJ1	Limited Availability	21 weeks	Yes	0	0	GUY'S HOSPITAL
]	9	First outpatient	General Medicine - Ealing Hospital - R1K	Limited Availability		Yes		0	EALING HOSPITAL
Send for Triage	12	Triage Service	CHMS Referral Support Service Crawley	N/A		N/A	0	0	GP SERVICES-CRAWLEY HUB
Send for Triage	12	Triage Service	CHMS Referral Support Service Horsham	N/A		N/A	0	•	GP SERVICES - HORSHAM AND MID SUSSEX HUB
	12	First outpatient	General Medicine - Northwick Park Hospital - R1K	Limited Availability		Yes		0	NORTHWICK PARK HOSPITAL
Send for Triage	13	Triage Service	Referral Support Service East Surrey CCG - TRAINED PRACTICES ONLY	N/A		N/A	0	0	TANDRIDGE DISTRICT COUNCIL OFFICES
	15	First outpatient	General Medicine (Dr Kavitha Lakshmipathy )-Dorking Healthcare-NNE02	9 Days	15 weeks	Yes		0	DORKING GENERAL HOSPITAL
	15	First outpatient	General Medicine (Dr Puneet Kakar)-Dorking Healthcare-NNE02	Limited Availability	15 weeks	Yes		0	DORKING GENERAL HOSPITAL
	15	First outpatient	General Medicine (Dr Sunil Zachariah)-Dorking Healthcare-NNE02	51 Days	15 weeks	Yes		0	DORKING GENERAL HOSPITAL

Cancel Search Criteria Appointment Search Reques



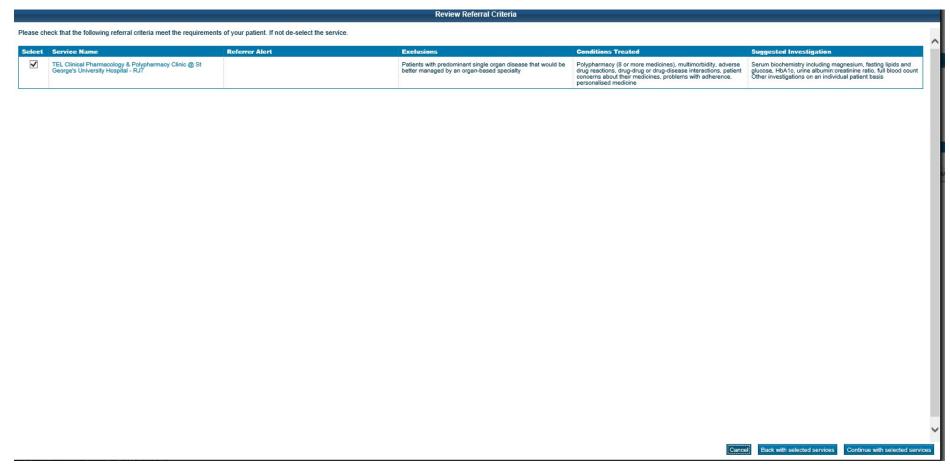
#### Service selection using the **Group by, organisation** option





### 4. Check the Review Referral criteria

Once you've verified that your referral meets all these criteria select **Continue with selected services** to continue.

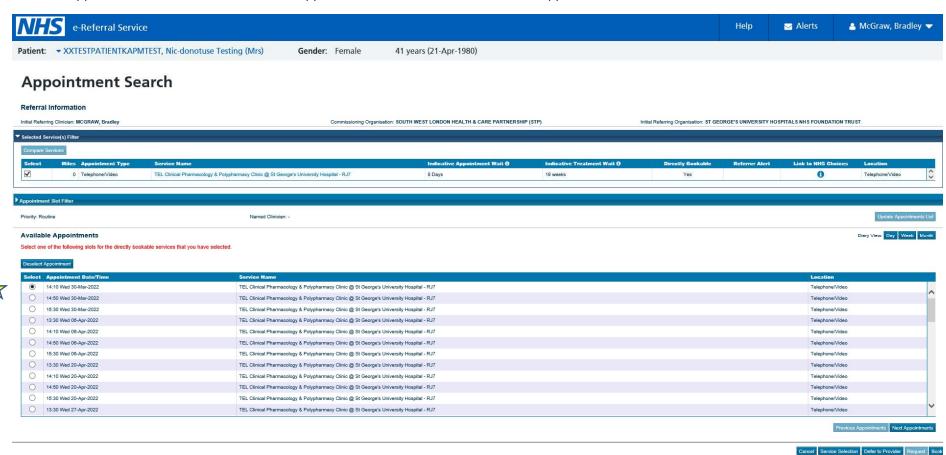




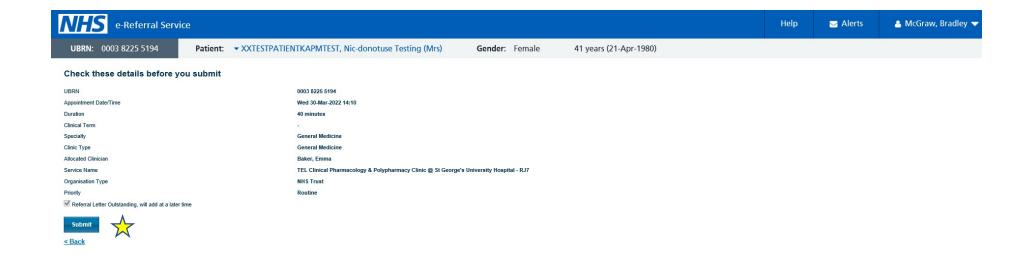
# 5. Option 2, preferred – search for appointments

- a. Defer to provider if no slots available
- b. Request an appointment request will not be passed to secondary care until an appointment is booked
- c. Book appointment preferred

Select an appointment from the list of available appointments & select Book. Check the appointment details and then select Submit







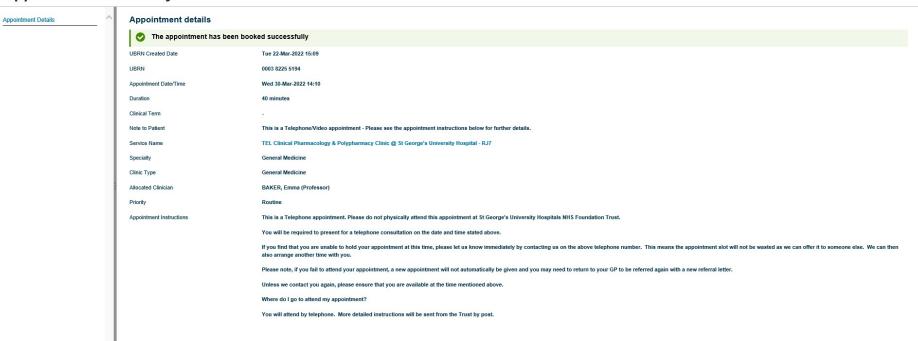
### 6. Add referral letter

At the Appointment summary screen (or request summary screen if not booking) there is a button to **Add referral letter.** Click this button to upload & attach any referral letters or documentation onto the eRS request.

Select **Add attachment** on the Add Referral Letter screen to browse files & add documentation to the request. Once all documents have been added select **submit** at the bottom right of the screen.



# **Appointment Summary**





Print Update Person Add Additional Requirements Add Referral Letter Cl



### **Add Referral Letter**

#### Referred By

MCGRAW, Bradley (Mr)

Organisation Name ST GEORGE'S UNIVERSITY HOSPITALS NHS FOUNDATION TRUST

ST GEORGE'S HOSPITAL BLACKSHAW ROAD TOOTING LONDON England SW17 0QT Organisation Address

020 8672 1255 Routine Priority

#### Referral Attachments



File Name	File Description	Remove



