

Discharge Medicine Service Common Issues and Tips

To reduce winter pressures and improve outcomes for our patients, there is a system drive to improve and increase the DMS currently. You may see an increase in DMS referrals you receive in your Community Pharmacy. Below are some helpful points, common issues, and lessons we have learnt around the process so far.

Common Issues

Issue	Resolution
<p>'I can't contact the patient so cannot process the referrals'</p>	<p><u>You do not need to contact the patient to complete stage 1 of the DMS.</u></p> <p>If it is your patient, accept and complete the referral.</p>
<p>'We often miss seeing them come through'</p>	<p>Dedicate time daily to specifically look for and complete DMS referrals.</p> <p>Note: Any member of staff can check for referrals and then flag these to the pharmacist on duty.</p> <p>The referrals must be actioned within 72 hours so a regular monitoring process must be in place.</p>
<p>'The referral is not one of our patients'</p>	<p>Immediately reject the referral using the 'return' button on PharmOutcomes.</p> <p>This allows the hospital to send the information to the correct pharmacy.</p>

<p>'The Lead Pharmacist is not on site so no one can check for referrals'</p>	<p>Ensure all staff can access PharmOutcomes (PO) and the pharmacy NHSmail account – this is especially important when locums are working.</p>
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Top Tips

1. Brief ALL staff on the DMS
2. Make it part of the daily workload the check PharmOutcomes and NHSmail for any referrals. Our local hospitals will refer via PharmOutcomes, but other areas may use NHSmail.
3. Add notes to the pharmacy PMR system when a referral is received. The dispensers will then be aware to look out for the first post discharge prescription and make sure this is reviewed by the pharmacist/ technician.
4. Use a sticker on the bag/ a message on the rx to flag that the pharmacist or technician needs to speak with the patient/representative when the rx is collected.
5. Update PO as you complete each stage (use the partial save function). The hospitals are monitoring the referrals and this will allow them to see you are dealing with the patient.
6. If you are only able to partially complete the DMS make sure you update PO to show which stages were not completed, giving the reason why.
7. Review the 'outstanding records' section on the services page of PO weekly to ensure you haven't forgotten to complete any referrals.
8. Don't forget at the end of each month you will need to submit a claim via MYS. The claim should be made once all three stages are complete, or it is partially completed, and no further stages will be completed (e.g., patient is readmitted to hospital).