

Patient referral and booking instructions

Each month you will receive through PharmOutcomes a list of patients to book in and the patients will be referred to you individually including:

- Patient details
- Target IOPs
- Any previous information (such as PARS, REI discharge information and previous visual fields)

The recall lists will appear on the home page under recent and outstanding messages. Please action appropriately as required.

When a patient is referred to your practice you will see these patients listed under you service tab (at the top of the page)

You will then need to click on these patients individually to action

There are 3 options at this stage:

1. **Accept** – you can accept the referred patient. This is an option for when you haven't yet contacted the patient to book in for their appointment. This patient stays under the service tab until patient has been marked as complete – it will remain in the pending referral section
2. **Complete** – this is where you have contacted the patient and you can confirm the date of the patient appointment (please note that the patient record cannot be used by the optometrist until you have completed this stage on the patient referral)
3. **Reject** – Only reject a patient after prior approval from Primary Eyecare Devon Ltd. This is through the admin office on 01392 834026. Once approval to reject has been authorised please put reason for rejection in the notes section.

Messaging

Please note that you cannot message Primary Eyecare Devon through PharmOutcomes

To contact please use

- jonathan@pedevon.co.uk
- pedevon@nhs.net (if emailing any patient details or queries about patients)
- 01392 834026

Please use the above details for any queries