

Guide to Getting Started

What is Patient Pass?

Patient Pass is an online system which allows you to securely refer patients to specialist services, share clinical details and management plans, and clearly see where your patient is on a transfer waiting list.

Patient Pass is designed to be quick and simple to use. You should be able to create a referral in approximately 3 minutes.

New and updated referrals are reviewed regularly – however if the case requires urgent attention, the on-call team can still be contacted via switchboard.

Patient Pass has been built to work with Chrome, Firefox and IE11 or above.

Getting started

When you log in, you will come to the landing page where you can select which specialty you wish to refer to.

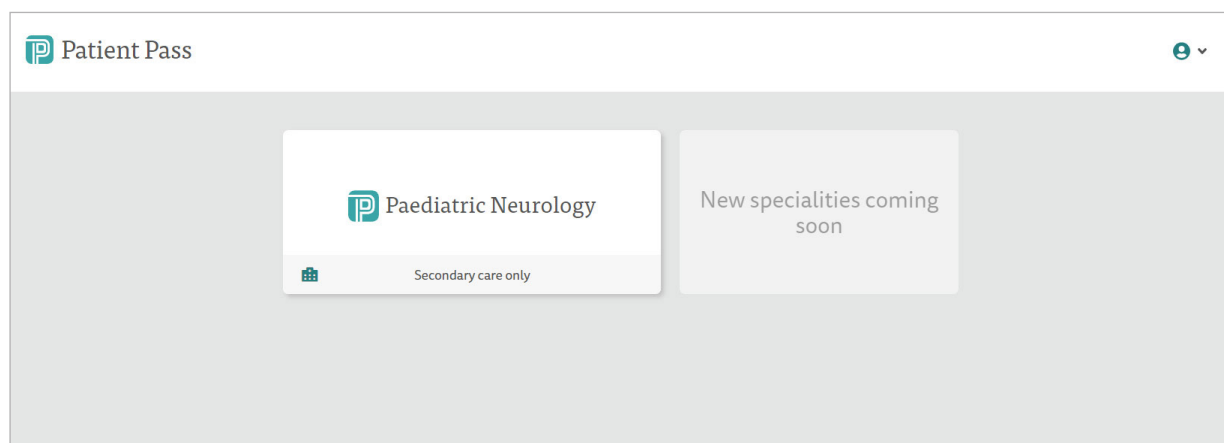
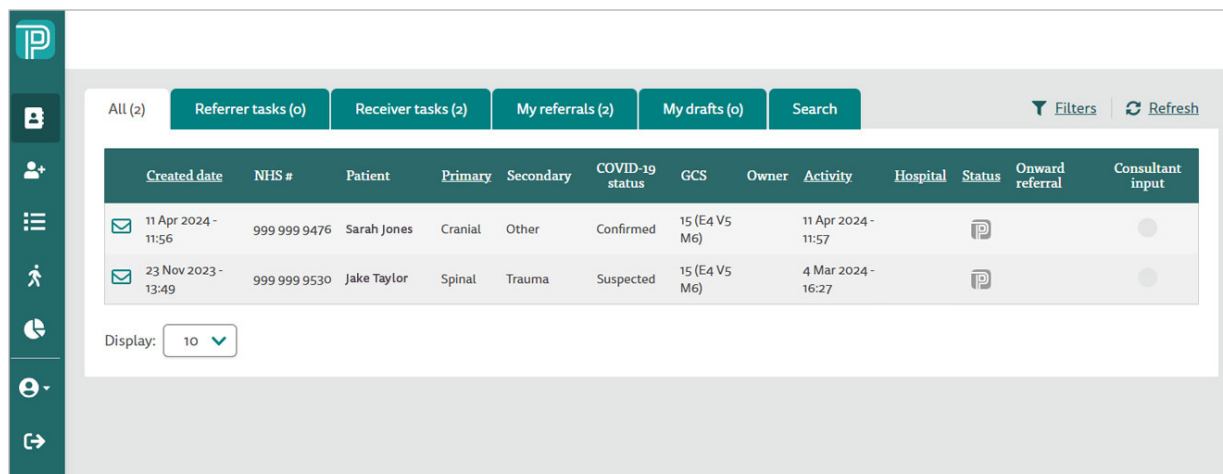


Figure 1: Patient Pass Landing Screen

After choosing a specialty if you are a validated user you will see a complete list of patients from your hospital who have a live referral.



Created date	NHS #	Patient	Primary	Secondary	COVID-19 status	GCS	Owner	Activity	Hospital	Status	Onward referral	Consultant input
11 Apr 2024 - 11:56	999 999 9476	Sarah Jones	Cranial	Other	Confirmed	15 (E4 V5 M6)		11 Apr 2024 - 11:57				
23 Nov 2023 - 13:49	999 999 9530	Jake Taylor	Spinal	Trauma	Suspected	15 (E4 V5 M6)		4 Mar 2024 - 16:27				

Figure 2: List of patients

Patient Pass lets you easily see when patients require an action from either the referring hospital (the referrer), or the receiving hospital (the receiver).

Adding a referral

Stage 1

To add a referral, simply click the “Add referral” button.

Patient Pass is connected to the NHS mini-spine service. Enter the patient's NHS number and date of birth and press search. If the details match the patient, select ok. If not you can enter the patient details manually.

The system will automatically fill in your details. If these are wrong, you should update your profile, which is under the account tab in the menu before making the referral.

After entering the patient details, click “Continue” (bottom right of your screen).

Stage 2

Next you will be asked to specify the reason for referral. Use the dropdown menu to specify the primary reason. You will then be prompted for additional detail.

Click “Continue”.

Stage 3

The final clinical questions will vary depending on the patient and their problems.

Only a few pieces of information are mandatory, but the more information you can provide, the better the advice will be.

To submit the final referral, click the “Submit” button.

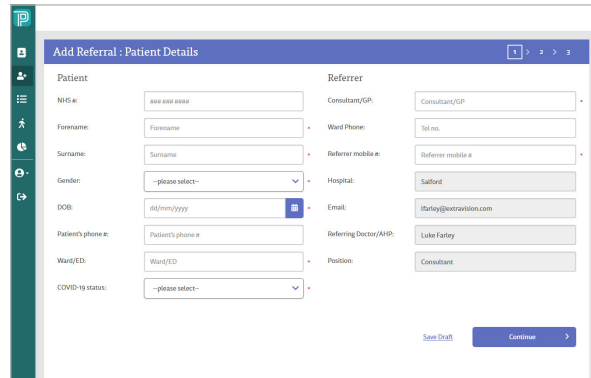


Figure 3: Adding a new referral

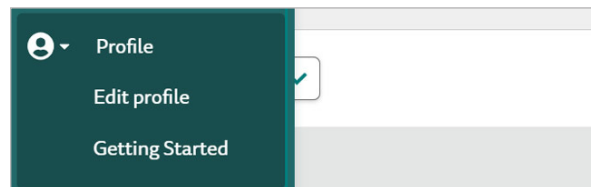


Figure 4: Changing profile

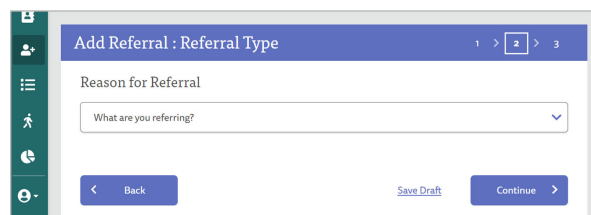


Figure 5: Completion of reason for referral

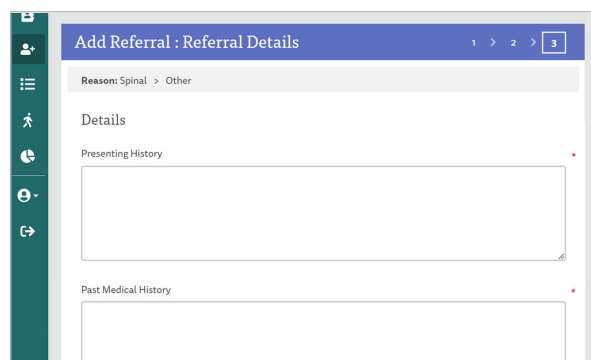


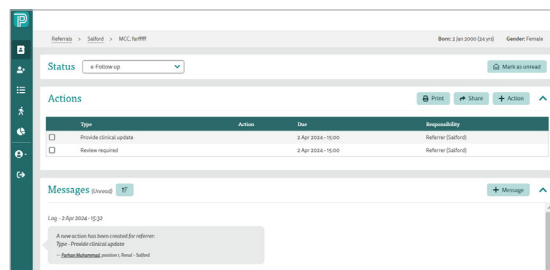
Figure 6: Completion of the referral

Reviewing your referral

After submitting your referral, you'll be taken to a short summary.

To speed up patient care, Patient Pass will sometimes provide system generated clinical advice. Wherever this is provided, the advice has been agreed by your local specialist team.

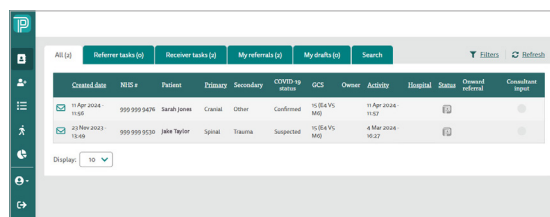
When you've reviewed your referral and any initial advice, you can return to the main patient list by clicking "View Referrals" in the main menu bar.



Receiving updates

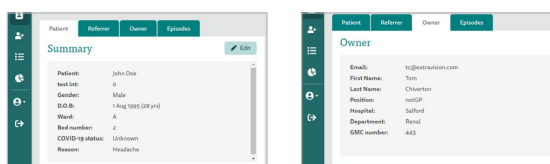
Both receivers and referrers regularly review Patient Pass to provide advice. New messages to you are highlighted on the main patient list.

To review any messages, click on the patient details.



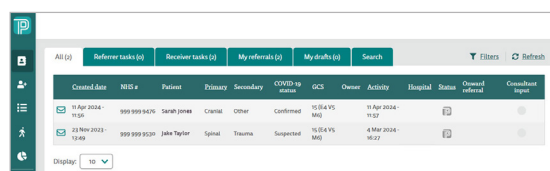
Referrer, Owner

Receiving clinicians can be made the owner of referrals and referring clinicians can handover referrals to other clinicians in their hospital.



My referrals

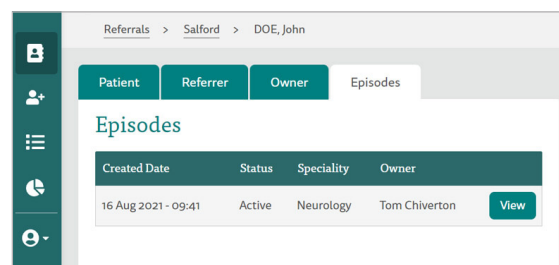
If you are a receiver and the owner of a referral then it will be listed in your My referrals tab. If you are the referrer then My referrals tab will show all the open referrals you have made.



Episodes

If you're a referring hospital this tab shows all active and closed referrals for the patient from your hospital.

If you're a receiving hospital it will show all active or closed referrals made to your hospital.



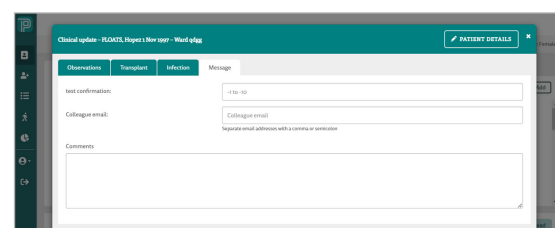
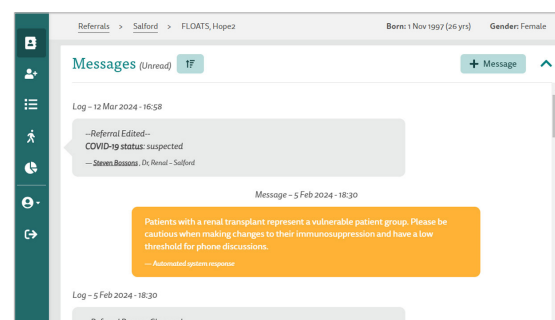
Updates

Messages from the receiver or referrer will appear in a conversation view.

To reply simply click the "Add message" button, then type and submit your message.

Updates on the patient's clinical state can either be added via the "Message" button or the "Add clinical information" button.

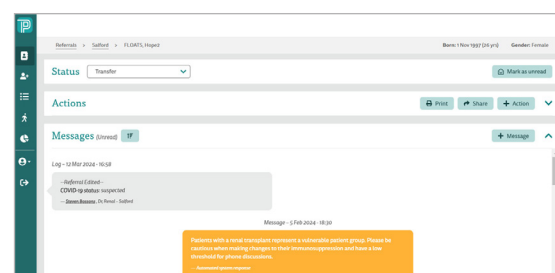
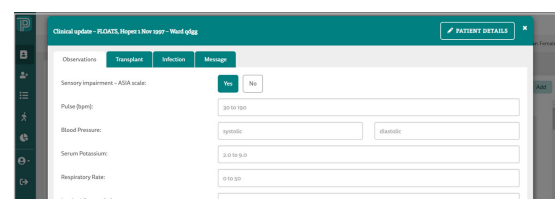
Providing updates in this way helps us to understand changes in the patient's clinical state over time.



Actions

When planned clinical updates are needed, it's vital to know who has responsibility for this. The "Actions" bar will highlight any pending or due actions and lets you see who should do this in the "Responsibility" column.

To mark an action as complete, simply click on the checkbox and provide a quick update. The action bar is colour coded based on urgency.



Status and follow up

When you first make a referral, the status bar for the patient will be blank. After the receiving team have reviewed the case, this will be updated so you know how your patient will be followed up.

Waiting list



Last approved: [George W Broadley](#), 9 Dec 2020 - 13:54 ([view previous](#)) Save

	Waiting time	Patient	Hospital	Ward
1	1680 days, 3 hours (since 17 Sep 2019 - 11:24)	Mark Hillrrr333	Salford	G4
2	321 days, 23 hours (since 6 Jun 2023 - 15:03)	xvcert xvcert	Salford	G4
3	105 days, 3 hours (since 9 Jan 2024 - 10:46)	wer wer	Salford	

If your patient needs to be transferred you can track their position using the waiting list feature. This lets you see where your patient is on the transfer list to help you plan their management.

Patients awaiting transfer from different hospitals are visible on the waiting list in an anonymised format.

FAQ

What is the difference between “hub” and “spoke” Patient Pass accounts?

Hub accounts are for users who receive referrals. Hub users can see all referrals that have been made to their department and have additional functionality. Hub users can also make referrals to other specialties. Spoke accounts are for users who make referrals. Spoke users can only see referrals that have been made from their hospital.

My department uses Patient Pass to receive referrals. How do I register for a “hub” account?

Please contact support@patientpass.co.uk.

I need to make a referral. How do I register a “spoke” account?

Spoke users can self-register via the login page. If you have an email address that relates specifically to the trust at which you work, we recommend using this email address.

I am a spoke user and have changed hospitals. How do I change this in Patient Pass?

You can change your hospital and department in the “Profile” section. For governance reasons, you are only allowed to change this twice in any 6-month period.

I am a hub user and have changed hospitals. How do I change this in Patient Pass?

Please contact support@patientpass.co.uk.

My email address has changed, how do I change this in Patient Pass?

Please register a new account using your new email address.

Why can't I see other referrals from my hospital?

If you do not have a GMC number and are using an email domain that isn't specific to the hospital at which you work, your account may not be validated. If your account hasn't been validated, please ask your line manager. They will be asked to confirm where you work.

I have forgotten my password.

Please select “Reset password” and enter the correct email address.

If you don't receive an email, please check your junk folder. Please also check you are receiving external emails, you have entered the same email address that has been registered, and that you've spelt the email address correctly. If it still doesn't work, please email support@patientpass.co.uk.

Why am I unable to make a referral to a specific specialty?

Some specialties will only accept referrals from users with a GMC number.

Why am I unable to make a referral to any specialty?

You may have a read-only account. If you feel you should be able to make referrals, please email support@patientpass.co.uk (please include the specialty to which you wish to refer).