NRT Voucher Protocol

Hertfordshire Health Improvement Service is now using PharmOutcomes to record client data for various Public Health services including stop smoking.

Log in: If your pharmacy is accredited to deliver a L2 stop smoking service the relevant clinical templates will be accredited to your pharmacy for you to use when you log in to PharmOutcomes.
https://pharmoutcomes.org/pharmoutcomes/
If you can't remember your log in details or are struggling to access the templates please contact;
helpdesk@phpartnership.com

Once you have logged in, click on the 'services' tab

From here you can view the 3 templates for the stop smoking service on the left hand side. For each quit attempt, template 1, needs completing once for each client. Template 2 needs completing every time you see the client as part of their treatment programme (weeks 2-12). Template 3 needs completing once between days 25-42 days post quit date to record quit outcome.

Quit claims will be automated on a quarterly basis from client data entered on PharmOutcomes.
NRT Provision:
The provision of NRT via a voucher scheme/letter of recommendation is a non-contractual element of the Public Health contract and therefore community pharmacies may not hold a contract to provide a L2 stop smoking service but can continue to provide NRT to clients who present with a valid NRT voucher code.

If you are delivering a L2 service you do not need to use the NRT voucher processing template *for your clients* as this will be done via templates 1 and 2, but you will need to use this template if someone is receiving treatment elsewhere but presents at your pharmacy with a valid voucher code.

When a client presents at the pharmacy with a paper NRT voucher or NRT voucher code (client quit date >1st April) you will need to log onto PharmOutcomes and use the NRT voucher processing template to process the voucher.

Below is an example of a patient appointment card which they may bring with them which contains the NRT voucher code.

When you log in to PharmOutcomes the link below will appear on the left hand side on the services tab.

NRT e-Voucher

NRT Voucher Processing

The following screen will appear:

Provision Date 24-Apr-2018

The purpose of this service is to process NRT voucher codes that have been generated through the Hertfordshire PharmOutcomes Smoking Cessation service
Only clients that present with a valid voucher which contains a unique voucher code can be processed
please type the code into the field below and supply the requested medication:

er Code
Voucher Code DMKXWDM   I
You cannot register new Voucher Code
nt has presented without a printed voucher please click I

Voucher Code

Voucher Code [   ]
If Voucher Code is not registered, click here to enter
2. Session and Supply

If the patient has presented without a printed voucher please click the field below

Presented without a ☐ Yes
printed voucher?

Once you have entered the voucher code you will see the details of the session and NRT supply required on the left hand side in the clients provision history;

PROVISION HISTORY

Where 'Voucher Code' is

DNNJZZG

2018-03-27 **
2. Session and Supply

Please fill in the boxes as required on the templates and provide the NRT as requested. Once saved this will automatically generate a claim for your pharmacy on a quarterly basis, including the appropriate handling fee and deducting any prescription fees collected.

If you view the provision history and you can see 'NRT voucher processing' this means the voucher has already been issued by another provider. If you click on it, you will be able to see the details of the supply.

PROVISION HISTORY

Where 'Voucher Code' is DNZZYKJ

2018-04-24 **
2. Session and Supply

2018-04-24 **
NRT Voucher Processing

[** : These provisions were recorded by other providers]

Some clients may still present with a Letter of Recommendation (LoR) with a quit date on or before the 31st March 2018. Please provide NRT and process these claims as per the current pathway 2017/18 (excel spreadsheet).

Please do not process any LoR's with a client quit date on or after 1st April 2018. These clients should be on PharmOutcomes and should have a voucher code.

Further user guides are available on PharmOutcomes however, if you have any queries regarding these templates please contact your locality specialist or Hertfordshire Health Improvement Service on 01442 453071.