Getting started with PharmOutcomes Guide

How to log-in

If you are logging in to PharmOutcomes for the first time you will have received a password and username by Pinnacle health to the e-mail address you provided to them.

Access this user guide for full instruction of what you need to do to get started.

Please note it is recommended that each member of the pharmacy team has their own login if they need to access the PharmOutcomes platform as most services are user specific.

How to add a new user

The initial user in each pharmacy should have the ability to set up individual logins for staff members.

This user guide will show you the process that you need to follow. If you do not have authorisation, please contact the Pinnacle Helpdesk for support.

It is important that staff are able to access PharmOutcomes every day, please ensure that enough support staff are able to access, especially if you regularly use locums or relief managers who may not be able to access the system.

What to do if you've lost your Username & Password

If a staff member has forgotten their login details the user name can be easily found by the administrator and a password re-set sent.

This user guide will show you the process you need to follow.

If the administrator is unable to login, please contact the Pinnacle Helpdesk for support. If possible, you should set more than one person to have administrator rights. This user guide shows how an administrator can update the permissions of other users.

What to do if you've lost your Password

If you have forgotten your password only, you can click on lost password on the home page and use your username and e-mail for a password re-set to be sent to your registered e-mail address.

Accessing the message Inbox

Commissioners & your LPC may use the message facility on PharmOutcomes to communicate with you. Please ensure that messages are checked regularly. This guide will tell you more about messages and what you need to do.

Enrolment

A number of services now require pharmacists to enrol to provide services. Enrolments are service specific and will therefore vary for different services.

It is recommended that pharmacists enrol before providing the service to ensure that they have completed all the requirements set by the commissioner and given the appropriate permissions to access their CPPE record.

This user guide fully explains the process.

GP Notifications

GP notifications are a requirement of some services for example: Flu, NUMSAS and some PGD led services.

Notifications will be sent electronically if the GP practice has given permission for this to happen. PharmOutcomes will show if a message has been sent and will also alert you if a notification cannot be sent and needs to be sent via another route.

This user guide explains GP notifications in more details.

Supporting Information

Click here to access the full set of user guides for PharmOutcomes.

Click here to access a series of video that will support you with service delivery.