NEO 360

Opioid Substitution Therapy (OST) Module

User Guide

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Contents

1. <u>Accessing The Module</u>

- https://glasgow.neo360.systems/Secure
- Enter Username and Password
- Click Login

2. <u>Homepage</u>

- Gives information on when module was last accessed
- This will also provide a warning notifying of any outstanding claims and the months they relate to as a prompt to make those missed claims
- OST module is at top left hand corner – click to open

3. <u>Current Claim</u>

- Module will open at current months claim
- The dates to which this claim applies are stated in blue near the top of the page
- When you first access the module there will be no patient information present, as shown below
- Under 'Options', you can scroll between the current month and previous months or you can enter a new patient
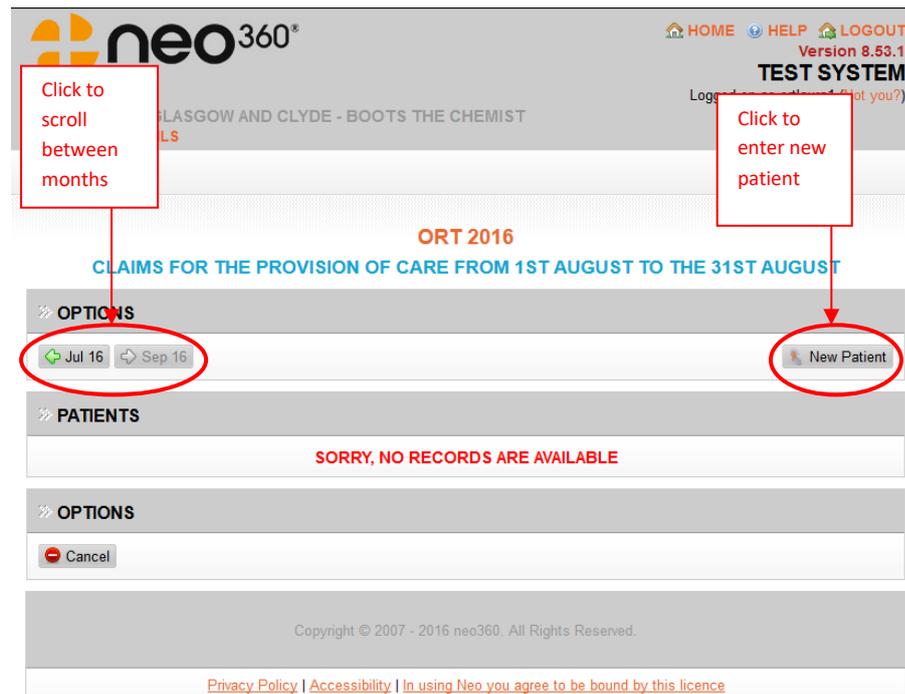
4. <u>Entering patients details</u>

- If you click the new patient tab, it will take you to the screen shown below
- The first time you access the module there will be no patient list. Current patients will need to be added prior to the first submissions date to ensure accurate payment. Once you have made these initial entries, the patient list will be carried forward into next month's claim (unless you have selected to remove them from next month's list)
- After the first month you will only ever need to enter new/returning patients who come to your pharmacy, however, to roll forward, details must be entered in the current month. If you are working on the previous months claim to be sent and are entering new patients, they WILL NOT roll forward. You must enter the details in the current month as well.
- Enter their first name, last name

PATIENT DETAILS

First Name:

Last Name:

Do you have a CHI Number? ○ Yes ○ No

Drug: - Please Select -

ADRS Team: - Please Select -

OPTIONS

Save   Save & Add a New Patient   Cancel

- If the CHI number is available, select 'Yes' and enter it underneath

PATIENT DETAILS

First Name: Jen

Last Name: Brown

Do you have a CHI Number? ◉ Yes ○ No

CHI Number:

Drug: - Please Select -

ADRS Team: - Please Select -

OPTIONS

Save   Save & Add a New Patient   Cancel

- If the CHI number is not available, select 'No' and enter the patient's date of birth, you can amend this once you have the patients CHI number. A warning will subsequently show up when you log in to let you know you have patients on your system who have no CHI number. This will continue to appear until you enter the CHI numbers for all patients

PATIENT DETAILS

⭐ First Name: Jen
⭐ Last Name: Brown
⭐ Do you have a CHI Number? ○ Yes ◉ No
⭐ Date of Birth: 11/06/1975 (DD/MM/YYYY)
⭐ Drug: - Please Select -
ADRS Team: - Please Select -

OPTIONS

💾 Save | 💾 Save & Add a New Patient | ⛔ Cancel

- Select the OST Drug being prescribed by clicking the down arrow and selecting from the drop down menu
- If the OST is not listed please contact the ADRS Pharmacy team for support adrs.pharmacyteam@ggc.scot.nhs.uk

PATIENT DETAILS

⭐ First Name: Jen
⭐ Last Name: Brown
⭐ Do you have a CHI Number? ○ Yes ◉ No
⭐ Date of Birth: 11/06/1975 (DD/MM/YYYY)
⭐ Drug: Methadone 1mg/ml Oral Solution
ADRS Team: - Please Select -

OPTIONS

💾 Save | 💾 Save & Add a New Patient | ⛔ Cancel

- If the patient is prescribed by an ADRS team, click the down arrow to bring up a drop down selection of teams.
- Select the appropriate team using the prescription cipher code
- If the patient is prescribed by a GP or other service then no team needs to be selected

OST 2022
NEW PATIENT FOR 1ST OCTOBER TO THE 31ST OCTOBER

PATIENT DETAILS

⭐ First Name: `Jen`
⭐ Last Name: `Brown`
⭐ Do you have a CHI Number? ○ Yes ⦿ No
⭐ Date of Birth: `11/06/1975` (DD/MM/YYYY)
⭐ Drug: `Methadone 1mg/ml Oral Solution ∨`
ADRS Team: `East Ren CAT St Andrews House  ∨`

OPTIONS

💾 Save   💾 Save & Add a New Patient   ⛔ Cancel

- Once patient details have been entered you can select 'Save' or 'Save & add a new patient'
- You will be asked to confirm everything is correct, if you select 'No' it will take you back to the 'Patient details' screen to amend

OST 2022
NEW PATIENT FOR 1ST OCTOBER TO THE 31ST OCTOBER

PATIENT DETAILS

⭐ First Name: `Jen`
⭐ Last Name: `Brown`
⭐ Do you have a CHI Number? ○ Yes
⭐ Date of Birth: `11/06/1975`
⭐ Drug: `Methadone`
ADRS Team: `East Ren C`

❌ **SAVE CHANGES?**

Are you sure everything is correct?

✔ Yes   ✖ No

OPTIONS

💾 Save   💾 Save & Add a New Patient   ⛔ Cancel

- If you have selected "Save" it will show the patients details entered under this month's claim
- New patient details should only ever be entered AFTER you have provided a service for them and not in anticipation of them attending

- If you selected "Save & add new patient" it will show you the name and CHI number of the last patient details entered and confirm these have been saved
- Under this you will see the 'Patient details' section and you can enter your next patient and repeat the steps as above

- If you enter a CHI number which already exists, the following error message will appear and you will need to amend the CHI before saving again

OST 2022

NEW PATIENT FOR 1ST OCTOBER TO THE 31ST OCTOBER

» ERROR(S)

Please correct the following error(s):
- A client with the same CHI Number already exists in the current claim month

» PATIENT DETAILS

⭐ First Name:	Robert
⭐ Last Name:	Belly
⭐ Do you have a CHI Number?	◉ Yes ○ No
⭐ CHI Number:	1106743434 ❌
⭐ Drug:	Espranor ⌄
ADRS Team:	Clydebank ADRS ⌄

» OPTIONS

💾 Save   💾 Save & Add a New Patient   ⛔ Cancel

- The system will also recognise if the CHI number entered is not valid or active and you will be directed to amend

5. Current patient list

- Once you have entered and saved all current patients details you can view your claim list
- For all patients who have received an OST service over the relevant month the 'service provided' box must be ticked, and the 'save' button at the bottom left clicked, prior to submission
- Underneath the patient list there is information on the total number of patients being claimed for and the total value of the claim, this will only appear if you have saved the claim. If you do not save the claim the totals will remain at zero and you will not be paid anything for that months claim

- Hovering over the ⊚ will display the patients current ADRS Team
- If you know that a patient you have been providing a service for will be leaving, has left or was only provided this service as a one-off, you should tick the 'Remove from next month's list' box. This will mean that patient will not be carried over into the next month's claim
- It is important to regularly "housekeep" your list to remove any non-active patients preventing the risk of an inadvertent claim in error.

			Last Name	First Name	CHI Number / DoB	Service Provided	Drug	Remove From Next Month's List	
			Bloggs	Joe	3232451313	☐	MET	☑	?
			Brown	Jen	11/06/1975	☑	MET	☑	?
			Cart	Julie	1212123434	☑	ESP	☐	?
			Kelly	Iona	1111224343	☑	ESP	☐	?
			Kelly	Jennifer	1106743434	☑	MET	☐	?
			Kelly	Robert	2105632424	☑	MET	☐	?
			New	Jen	1122334455	☑	MET	☐	?
			Park	John	1010201212	☐	MET	☑	?

Total Number of Patients Service Provided To:	6
Total Amount Payable:	£462.00

- If the patient subsequently returns to your pharmacy and you once again provide them with an OST service you simply re-enter their details as if a new patient
- To the left of each patient's name is a box with a pencil symbol in it. If you click on this you can edit the patient's details

			Last Name	First Name	CHI Number / DoB	Service Provided	Drug	Remove From Next Month's List	
			Bloggs	Joe	3232451313	☐	MET	☑	?
			Brown	Jen	11/06/1975	☑	MET	☑	?
			Cart	Julie	1212123434	☑	ESP	☐	?

- You can amend their name if it was entered incorrectly
- You can delete the patient completely if they were entered in error
- You can amend a date of birth to CHI when it is received. If a patient's details are entered with only a date of birth, this will appear highlighted in red until you amend and change it to the CHI number, you will also be prompted when you log on to enter the CHI number
- **You should check each new prescription to ensure the patient has not moved prescribing team and update details if necessary**
- Once you have amended the details, click and save and the new details will be shown on your claim list

6. <u>Missed Doses/Reporting Concerns/Prescription Issue</u>

- A new feature has been added to the OST module from November 2021 which allows the reporting of 3 missed OST doses/patient concerns/prescription issues via NEO rather than phoning or emailing the prescribing team. **When this feature is utilised an email will be sent directly to the designated team attached to the patient.**
- **This feature can only be utilised if the patient is prescribed by ADRS. If the prescription is from a GP as part of the Shared Care Scheme them you should continue to report missed doses and concerns via phone as is current practice.**

- When contact with the ADRS team is required the 🔲 should be clicked and 3 options will appear. The appropriate subject should be clicked and a free text box will appear allowing additional information to be added to the message.
- **Please ensure clinically appropriate language when using this facility.**
- **Reporting 3 consecutive missed doses-** Please enter date of last dispensed dose in the free text box and any other information you feel is relevant.

- You can submit multiple message types at a time ie. Report concern & Prescription issue
- When message complete click "Save and Send"

Confirms message has been sent successfully
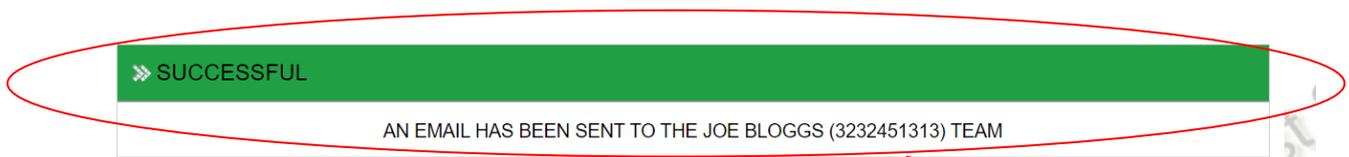
OST 2022
CLAIMS FOR THE PROVISION OF CARE FROM 1ST OCTOBER TO THE 31ST OCTOB[...]
BOND PHARMACY (G22 5AP)

OPTIONS

Sep 22	Nov 22	Switch Site		New Patient

PATIENTS

			Last Name	First Name	CHI Number / DoB	Service Provided	Drug	Remove From Next Month's List	
			Bloggs	Joe	3232451313	☐	MET	☑	?
			Brown	Jen	11/06/1975	☑	MET	☑	?
			Cart	Julie	1212123434	☑	ESP	☐	?
			Kelly	Iona	1111224343	☑	ESP	☐	?

Click to view message history

- A green band will show at the top of the screen to show that message has been sent successfully to the appropriate ADRS team

- An audit trail of all messages sent to the team can be found by clicking the [icon] icon
- You will then be presented with 2 options "Patient history" or "Message history"
- Click "Message History"

OST 2022
MESSAGE HISTORY

PATIENT DETAILS

⭐ First Name:	Joe	
⭐ Last Name:	Bloggs	
⭐ CHI Number:	3232451313	

MESSAGE DETAILS

⭐ Created On:	Tuesday, 18 October 2022
⭐ Created By:	John Campbell
⭐ ADRS Team:	

MESSAGES

Report 3 consecutive missed doses
Last dose collected and supervised 14/10/22, currently missed 3 days

Click to scroll through message history

OPTIONS

Previous	Next	Page 1 of 5	Dashboard

- Message details will appear. If multiple messages have been sent then by clicking "Next" you can scroll through all messages sent and are given date, person submitting and details of each message.

7. Submitting monthly payment claim

- Claims cannot be submitted before the first of the following month
- **DO NOT submit claims using the Managerial or IEP log in details, they will be refused, you will have to resubmit and may miss the payment deadline**
- **Claims can only be submitted by a pharmacist or pharmacy technician who are registered with the GPhC**
- On the first day of the month a new claim page will appear with all the patients details carried over from the previous month
- If patient details have not carried over from the previous month, Neo will detect this and present the user with the **Roll Over** button.
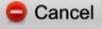
- When clicked, all the services users from the previous month will be moved to the current month. If the pharmacy has not accessed the module for some time and there are multiple months with no service users for example June, July and August, you will have to start the manual rollover process in the earliest month i.e. June, then do July then do August. The roll over will only work if there is something to roll over from the previous month. So in this example, if you tried to do a rollover from July to August, it would fail as July has no service users to roll into August.
- This new claim page becomes your current claim list and will not have a 'Submit Claim' button
- The 'Service provided' boxes will not be ticked as these patients are not new
- The person completing the claim prior to submission must check that an OST service has indeed been provided for each of these patients during the month the claim relates to and ensure the relevant boxes are ticked

			Last Name	First Name	CHI Number / DoB	Service Provided	Drug	Remove From Next Month's List	
⟳	✎	▭	Bloggs	Joe	3232451313	☐	MET	☐	?
⟳	✎	▭	Brown	Jen	11/06/1975	☐	MET	☐	?
⟳	✎	▭	Cart	Julie	1212123434	☐	ESP	☐	?
⟳	✎	▭	Kelly	Iona	1111224343	☐	ESP	☐	?
⟳	✎	▭	Kelly	Jennifer	1106743434	☐	MET	☐	?
⟳	✎	▭	Kelly	Robert	2105632424	☐	MET	☐	?
⟳	✎	▭	New	Jen	1122334455	☐	MET	☐	?
⟳	✎	▭	Park	John	1010201212	☐	MET	☐	?

⬅ Sep 22   ➡ Nov 22   🔀 Switch Site   🔧 New Patient

» PATIENTS

Total Number of Patients Service Provided To:	0
Total Amount Payable:	£0.00

- To submit a claim, click the button on the top left to scroll back to the relevant month
- **Please note the counter fraud declaration in red.** The person logged in to submit the claim must be registered with the GPhC and has responsibility for ensuring that what they are claiming for is accurate. They will be the person we contact if there are any queries regarding a particular claim. **DO NOT use someone else's log in details, even if they have said it is ok to do so**
- The number of spaces available for new OST patients must be added to allow claim submission. This information will be distributed to the ADRS teams on a monthly basis
- The submit claim button is underneath the declaration

OPTIONS

⬅ Aug 21   ➡ Oct 21   🔀 Switch Site   🖊 New Patient

PATIENTS

	Last Name	First Name	CHI Number / DoB	Service Provided
🔄 🖊 📋	Dunlop	Michael	2312794545	☑ ❓
🔄 🖊 📋	Gray	Michael	1112908989	☑ ❓
🔄 🖊 📋	Robert	Smith	2105655656	☑ ❓
🔄 🖊 📋	Smith	Chris	1212783434	☑ ❓

Total Number of Patients Service Provided To:	4
Total Amount Payable:	£210.12

Insert number of OST spaces available in pharmacy (compulsory field)

NUMBER OF SPACES CURRENTLY AVAILABLE FOR NEW PATIENTS

⭐ Spaces Available: [4]

PAYMENT

COUNTER FRAUD DECLARATION: I ACCEPT THAT THE INFORMATION PROVIDED ON THIS FORM MAY BE USED TO VERIFY THE CLAIM AND MAY BE SHARED WITH OTHER BODIES/AGENCIES FOR THE PURPOSES OF PREVENTION AND DETECTION OF CRIME. IN SIGNING THIS FORM, I CONSENT TO THIS USE AND ACKNOWLEDGE THAT IF I PROVIDE FALSE INFORMATION THEN I MAY BE LIABLE TO CRIMINAL PROSECUTION, REFERRAL TO MY PROFESSIONAL BODY AND/OR RECOVERY PROCEEDINGS.

↪ Submit Claim

- Once you click 'Submit claim' you will be asked to confirm that the information you are submitting is correct
- If you select 'yes' your claim will be submitted and details of the person submitting the claim will be displayed at the bottom
- If you select 'No' you will be taken back to the claim screen and amendments can be made
- To be eligible for payment **claims must be submitted by the 6th of the following month.**
- If you do not click the 'submit claim' button, your claim will not be sent and will not be eligible for payment.

CLAIMS FOR THE PROVISION OF CARE FROM 1ST SEPTEMBER TO THE 30TH SEPTEMBER
BOOTS THE CHEMIST (PA3 3PU)

STATUS

DATA SAVED

OPTIONS

[Aug 21] [Oct 21] [Switch Site]

PATIENTS

	Last Name	First Name	CHI Number / DoB	Service Provided	
	Dunlop	Michael	2312794545	✔	?
	Gray	Michael	1112908989	✔	?
	Robert	Smith	2105655656	✔	?
	Smith	Chris	1212783434	✔	?
Total Number of Patients Service Provided To:		4			
Total Amount Payable:		£210.12			

CLAIM

FORM WAS SUBMITTED ON SATURDAY, 09 OCTOBER 2021 BY JOHN CAMPBELL (1234567)
NUMBER OF SPACED AVAILABLE FOR NEW PATIENTS IS 4

OPTIONS

[Unsubmit Claim] [Cancel]   [Print]

- You can go back and review claims that have been submitted and print them out for your records but they cannot be amended
- If you realise an error has been made in your submission and it is before the 6th of the month (e.g. ticked a box for a patient who did not attend your pharmacy, did not tick a box for a patient who accessed the OST service or forgot to enter a patients details) and the claim is now read only you must contact the ADRS Pharmacy Team via email adrs.pharmacyteam@ggc.scot.nhs.uk or via telephone on 0141 303 8931 for advice.
- The ADRS Pharmacy Team can un-submit your claim allowing it to be amended. The claim will have to be resubmitted. The person who signs on to the system will need to carry out their own edit AND check ALL entries are correct. They will then need to resubmit agreeing to the counter fraud declaration. At this point they will become the person responsible for that claim
- If it is after the 6th of the month, these claims will have been forwarded for payment and you need to contact ADRS pharmacy team as above who will assist.

8. Registering new staff to access the module

For each pharmacy providing an OST service there will be a site manager, this will be the pharmacy manager or regular pharmacist. The site manager will be responsible for creating individual staff usernames and passwords using the managerial log in.

It is the responsibility of each individual to keep their username and password secure and not share the information with anyone else. Remember the module contains patient identifiable information so must be kept as secure as possible.

- Log in using the managerial log in details
- Staff option is available near the top of the screen, circled below
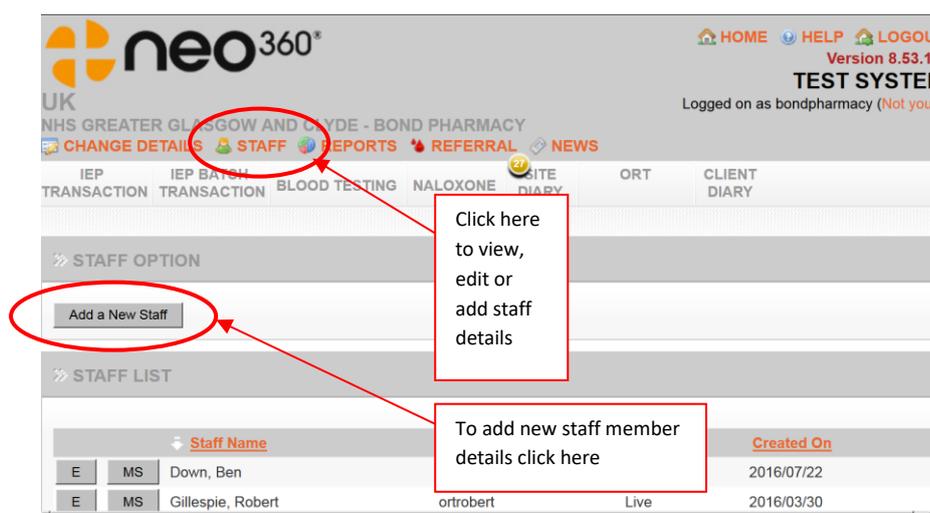
- Enter first name, last name, email address and General Pharmaceutical Council registration number if applicable
- An email address may only be used once within the module, for the managerial login we strongly recommend using the pharmacy clinical mailbox address and for personal logins, a work or personal email address that only that staff member can access. The email addresses are only used when the staff member has forgotten their password and it needs to be reset.
- Create a memorable username and password, these must comply with the requirements of NEO which are stated on the right hand side
- Select live, if a staff member leaves or is off long term their account should be changed to disabled until such times as it is required again
- Select OST module
- **Do not select any other modules without contacting the system administrator**
- **Do not grant any other staff member access to staff details, only the site manager should have this access**
- If the staff member will be registered at more than one pharmacy separate user names will need to be created at each location. We would recommend this takes the form of the staff members name and postcode of the site e.g. Mickeymouseg511dh

LOGIN DETAILS

⭐ Username:	jenk
New Password:	••••••••
Confirm Password:	••••••••
⭐ Active:	⦿ Yes ○ No

Must be clicked to activate

OTHER DETAILS

GPHC Number: 1234567

PERMISSIONS

General	Modules
☐ News	☐ Antiretroviral Therapy
☐ Reports	☐ Assessment of Injecting Risk
	☐ Naloxone
	☐ IEP Transaction
	☐ IEP Batch Transaction
	☐ IEP Transaction Real Time
	☐ User Cannot Access Client Details Screen
	☑ OST
	☑ Submit Claim
	☐ Site Diary

Only select this module for each staff member, **if GPhC registered also tick Submit Claim**

- Save the changes you have made
- Staff member will now be able to log on and should see OST module at the top left of the screen. Staff will only see the modules for which they have been granted access so this will vary from person to person
- **Only staff with an active GPhC registration number should be granted access to OST Submit Claim**

If the site manager leaves they must pass on the site manager username and password to whoever takes over from them. The new site manager should then create a new password for security reasons and check that the email address associated with the managerial log in is the store email address and not a personal email address.

Full details on the NEO360 system can be found in the 'HELP' section

9. <u>Useful contact details</u>

ADRS Pharmacy Team	Adrs.PharmacyTeam@ggc.scot.nhs.uk	0141 303 8931
Community Pharmacy Development Team	Main telephone number	0141 232 1704
Jennifer Kelly – ADRS Advanced Pharmacist	Jennifer.kelly2@ggc.scot.nhs.uk (Tues-Thurs)	07971826938
Amanda Laird – ADRS Advanced Pharmacist	Amanda.Laird@ggc.scot.nhs.uk	07557012879
Carron Grogan- ADRS Advanced Pharmacist	Carron.grogan@ggc.scot.nhs.uk	07970733609
Lindsey Devlin- ADRS Advanced Pharmacist	Lindsey.devlin@ggc.scot.nhs.uk (Mon & Tues)	07974588151