NEO Opioid Substitution Therapy (OST) step-by-step guide

- Log into the NEO 360 system, found at https://scotland.neo360.systems/Secure/Login.aspx, using the account details for your pharmacy. If these are not known, please contact: fife.fifepharmacycommpharm@nhs.scot

- Ensure you have the 'OST" module enabled on your account. This is where you can raise concerns with addiction services.

- When you first access the OST module your screen will look like this.

- To add a patient you need to select 'new patient'.
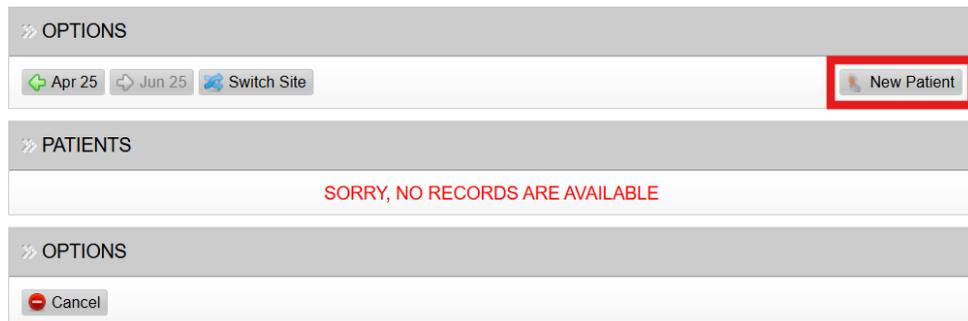
Adding a patient

In order to add a new patient you must enter the following information. A yellow star denotes a field where information must be recorded.

- Enter the first and last name of the patient.

- It is recommended that you enter the CHI number for the patient, if it is available. If you do not have the CHI number then you can enter the date of birth for the patient.

  If the patient is registered at another community pharmacy then you will be unable to progress. Please follow the instructions given in the 'caution' shown opposite.

- Select which medication the patient is currently prescribed. The options available for selection are:

  Buprenorphine;
  Espranor;
  Methadone;
  Non-OST medication;
  Suboxone.

- The only option available for selection in 'team' is **Fife Addiction Services Admin**.

- Select 'save' to continue or 'save & add a new patient' to add an additional patient.

» PATIENT DETAILS

⭐ First Name:	John
⭐ Last Name:	Smith
⭐ Do you have a CHI Number?	⦿ Yes ○ No
⭐ CHI Number:	0101010101
⭐ Drug:	- Please Select - ⌄
⭐ Team:	Fife Addiction Services Admin ⌄

» OPTIONS

💾 Save   💾 Save & Add a New Patient   ⛔ Cancel

» CAUTION

THE CHI NUMBER OF THIS PATIENT IS BEING USED AT ANOTHER PHARMACY FOR OST. PLEASE ASK THE PATIENT IF THEY ARE ATTENDING ANY OTHER PHARMACY FOR TREATMENT. FOR FURTHER INFORMATION AND GUIDANCE PLEASE E-MAIL: JAMIE.ANDERSON5@NHS.SCOT

Navigating OST module

Once you have added a patient there are a number of options available.

- **History:** Two options are available. 'Patient history', which is not required, and 'message history', which will show all previously sent messages.

- **Edit:** Allows you to edit patient details. You are able to change which OST drug the patient is prescribed; you can add a CHI number, if this was not originally recorded; you can delete a patient, if they no longer attend your pharmacy.

- **Message:** This is where you can contact addiction services to raise any concerns about your patient. The available options will be shown on the next page.

- Selecting 'service provided' will keep the patient on your list. Otherwise, NEO will remove the patient details after one month. You can also remove a patient by selecting 'remove from next month's list'.

Messaging options

There are three options available for sending a message to addiction services.

- Before sending your message, confirm the patient details are correct.

- **Report 3 consecutive OST missed doses:**
  "Please provide the date of the last dose supplied to the patient and the last dose supervised, if date differs".

- **OST prescription issue:**
  "Please provide as much detail as possible".

- **Report concern with OST patient:**
  "Please provide as much detail as possible and ensure use of clinically appropriate language".

- Select 'save and send' once you are happy with the content of your message.

  A message will be sent to Addiction Services and this will be actioned as soon as possible.

PATIENT DETAILS

⭐ First Name:	John
⭐ Last Name:	Smith
⭐ CHI Number:	0101010101
⭐ Drug:	Methadone
⭐ Team:	Fife Addiction Services Admin

MESSAGE TYPES

☐ Report 3 consecutive OST missed doses

☐ OST prescription issue

☐ Report concern with OST patient

OPTIONS

💾 Save & Send   ⛔ Cancel