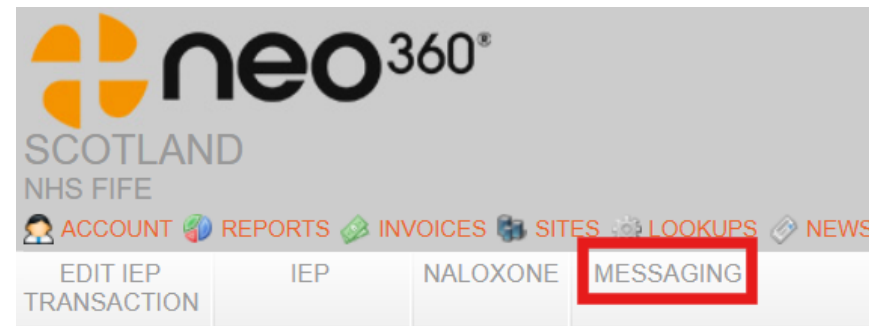


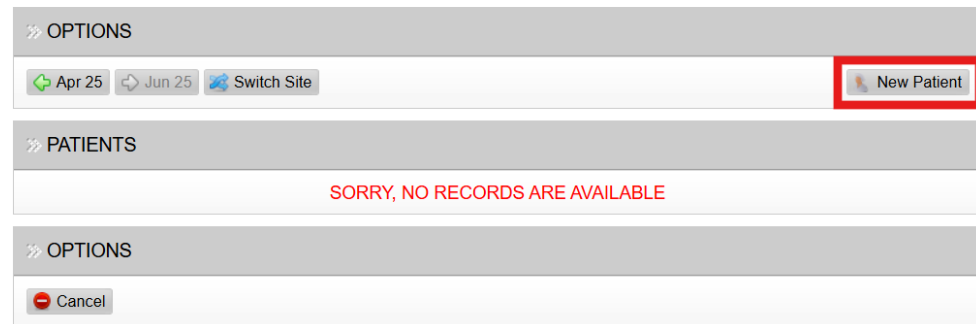
NEO360 Messaging module step-by-step guide

- 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 'Messaging' module enabled on your account. This is where you can raise concerns with addiction services.



- When you first access the Messaging 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;
Other 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:	01010101
★ 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. PLEASE ASK THE PATIENT IF THEY ARE ATTENDING ANY OTHER PHARMACY FOR TREATMENT. FOR FURTHER INFORMATION AND GUIDANCE PLEASE E-MAIL: FIFE.FIFEPHARMACYCOMMPHARM@NHS.SCOT

Navigating the Messaging 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 medication 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'.

OPTIONS

 Apr 25  Jun 25  Switch Site  New Patient

PATIENTS

Last Name	First Name	CHI Number / DoB	Service Provided	Drug	Remove From Next Month's List
   Smith	John	0101010101	☐		☐ 

Total Number of Patients Service Provided To: 0

OPTIONS

 Save  Cancel  Print

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 missed doses:**
“Please provide the date of the last dose supplied to the patient and the last dose supervised, if date differs”.
- **Prescription issue:**
“Please provide as much detail as possible”.
- **Report concern with patient:**
“Please provide as much detail as possible and ensure use of clinically appropriate language”.
- Communication is one-way, so please provide contact details to allow addiction services to respond to your query (if required).
- Select ‘save and send’ once you are happy with the content of your message.

A message will then 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