

## Creating advice and guidance - Biochemistry

Log onto and open e-RS via your usual method, either through your integrated GP clinical system (for example, SystmOne, Emis), or [e-RS web-based](#).

Firstly, find the patient in the patient tab, using one of the three search methods: NHS number, unique booking reference number (UBRN) or demographics.

Once you have found your patient you can create an advice and guidance for them. By selecting the 'Refer/Advice' button.

You will then reach the service search criteria screen and continue with the advice and guidance creation process. You will:

1. select the initial referring clinician if you are logged in as a referring clinician admin
2. select the 'Advice' option from the request type drop-down
3. select an appropriate priority from the priority type drop-down – only for routine A&G requests.

## Searching for services using speciality

1. open the drop-down list by selecting the 'Specialty' box and selecting the appropriate speciality, **for biochemistry A&G please select Speciality: Diagnostic Pathology**
2. select search all

## Selecting a service

A list of available services will appear in the service selection screen. You should:

1. select the radio button beside the service you choose to send the advice and guidance request to
2. select 'Request', at the bottom of screen

The screenshot shows the NHS e-Referral Service interface. At the top, there is a blue header with the NHS logo, 'e-Referral Service', and user information for 'Pannell, Deborah'. Below the header, patient details are displayed: 'Patient: HUNTER, Jenny (Ms)', 'Gender: Female', and '32 years (24-Oct-1988)'. The main section is titled 'Service Selection' and contains a 'Service Search Criteria' section with a 'Group By' dropdown set to 'None'. Below this, a table shows search results. The table has columns for 'Select', 'Miles', 'Service Name', 'Indicative Appointment Wait', 'Indicative Treatment Wait', 'Directly Bookable', 'Referrer Alert', 'Link to NHS Choices', and 'Location'. One result is shown: 'General Dermatology Service - Dermatology - Killingham Hospital' with an 8-day appointment wait, directly bookable status, and located at Killingham Hospital. At the bottom right of the interface, there are buttons for 'Cancel', 'Search Criteria', 'Appointment Search', and 'Request'.

### Biochemistry A&G have 2 services:

- Advice and Guidance – Biochemistry – Manchester University NHS FT – Wythenshawe
- Advice and Guidance – Biochemistry – Manchester university NHS FT – Oxford Rd Campus

A pop-up window will appear displaying further details on the service selected.

- select 'Continue with the selected services'

### Completing the request

Once you select the 'Continue with the selected services' option the advice request screen will appear. Input your advice request details into the mandatory free text box, commonly in the form of a question to the provider.

**NHS** e-Referral Service Help Alerts Pannell, Deborah

UBRN: 0000 4914 6009 Patient: HUNTER, Jenny (Ms) Gender: Female 32 years (24-Oct-1988)

### Advice Request Details

Advice Request Details

Summary Information

Priority: Routine

Service Name: General Dermatology Service - Dermatology - Killinghall Hospital

Specialty: Dermatology

Referred By: PANNELL, Deborah

Referring Organisation: PANNALASH PRACTICE  
LANCASTER PARK ROAD  
HARROGATE  
HG2 7SX

Registered Practice

Advice Status: Not Submitted

Add Attachment Add Web Link

Enter advice request details here

Do you authorise the provider to convert this advice request into a referral if appropriate?

Yes - I will ensure adequate clinical information is supplied

No - I only require advice at this time

2000 characters remaining

Send Request

Back Update Person

You can copy and paste the content of the advice and guidance request, into and out from e-RS by:

1. highlighting the text for copying, then use Ctrl C (to copy the text)
2. placing the cursor on the position you want to position the text, then using Ctrl V (to paste the text)

If you have finished the advice request, select the 'Send Request' button.