



# How we can help you to discharge patients from your Patient Administration System

NHS trusts face a huge administrative burden when discharging patients from their Patient Administration Systems (PAS).

Once patients on the waiting list are validated, the discharge needs to be done quickly, efficiently and safely.

The NHS Midlands and Lancashire CSU's Referral Management Centre (RMC) has extensive NHS knowledge and expertise across national and local booking systems such as NHS e-Referral Service, RiO, Gateway and Quadramed.

We can deliver at scale across multiple providers, supporting your resource constraints and discharging patients safely and efficiently from your PAS saving your trust time and resources.



## Patient benefits

- **Efficient Validation:** Patients safely removed from PAS after validation and confirmation that appointments are no longer needed.
- **Clear Communication:** Patients and GPs notified of patient return to primary care.
- **Stay Informed:** Patients kept informed and up-to-date on their status.



## Trust benefits

- **Streamlined Operations:** At-scale service that can discharge patients quickly and efficiently, resulting in less administration burden and reduced resource requirement.
- **Expertise Guarantee:** Assurance that trained NHS staff with the right expertise and knowledge are removing patients from their PAS.

## How we do it

To support the discharge of patients, the RMC needs secure, controlled access to the trust's PAS following all necessary Data Protection Impact Assessments (DPIAs), clinical safety cases and training. Once complete, the RMC can typically begin discharging your patients within one week.

Ongoing process:

1. On a weekly basis, the trust assesses, following clinical review, the patients who no longer require an appointment and can be removed from the waiting list
2. A list of validated patients requiring discharge from the PAS is sent to the RMC team to process
3. The RMC team updates and discharges patients on the PAS notifying patients and GPs where applicable and confirms back to the trust that patients have successfully been discharged from the list.

## The impact



**Reduced administration** burden on trusts



**Reduced cost** in missed / unnecessary appointments



**Patients safely** and efficiently removed from PAS



**Increase in the right patients** seen to meet national waiting list targets



**No bespoke** solution or system required



**Completed by trained NHS staff** with expertise in handling patient data

## Other uses

The solution can be tailored to the needs of your trust including individual specialties, admitted and non-admitted patients, patient-initiated follow-up and paediatric discharges following trust protocols and procedures for removal.

## Elective care offer

Find out more about how we can support elective / planned care on our [Clinical Redesign and Provider Collaboration](#) page.

For more information on our products and services contact us today:

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