

## Further information

Please refer to the Discharge Medicines Service – FAQs

<https://tinyurl.com/6d35rj5x>



### Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or

[whh-tr.whitthealthPALS@nhs.net](mailto:whh-tr.whitthealthPALS@nhs.net)

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

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Whittington Health NHS Trust

Magdala Avenue

London

N19 5NF

Phone: 020 7272 3070

[www.whittington.nhs.uk](http://www.whittington.nhs.uk)

Date published: 20/04/2021

Review date: 20/04/2023

Ref: ACW/Pharm/DMS/01

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# Discharge Medicines Service Service

## A patient's guide



## Discharge Medicines Service (DMS)

DMS is an essential service all community pharmacies must provide to patients who would benefit from extra support related to their medicines.

Whittington Health is able to refer patients to their community pharmacy on discharge from hospital.

This service is essential in order to:

- Make sure you use your medications safely once discharged from hospital
- Improve the process for transferring information about your medicines from hospital to your community pharmacy
- Improve your understanding of medicines
- Provide ongoing support and information around your medicines

## Criteria for Referral

Patients who may benefit from the service include:

- ✓ Age >65 years
- ✓ Uses compliance aid e.g. blister pack
- ✓ More than 5 long-term medicines
- ✓ Changes to medicines
- ✓ New medicines
- ✓ Taking high-risk medicines

This list is not exhaustive.

The hospital pharmacist will assess your discharge prescription to confirm if you would benefit from this service.

## Referral Process

Once we have obtained your consent during the admission process, the pharmacy team will then record your chosen community pharmacy and start the DMS process

1. Patients are digitally referred to their community pharmacy securely after discharge from hospital
2. Using information in the referral, community pharmacists will compare your medicines at discharge to those you were taking before admission to hospital
3. When a new prescription is issued by the GP the community pharmacist will check you are taking the medications you should be taking after discharge from hospital
4. A consultation with your community pharmacist, yourself and/or your carer will help to ensure you understand what medicines you should now be using

**Depending on the quantities of your medicines, please wait to hear from your chosen community pharmacy within 4 weeks of being discharged from hospital.**

**If you need some advice about your medicines before you see the Community Pharmacist, please contact:**

- **Hospital Pharmacist** via switch board (0207 272 3070), using bleep number and name documented on discharge summary
- **Whittington Health Medicines Information Helpline**  
Tel: 0207 288 5758  
Monday to Friday 10:00 to 16:00