



DCH PIFU Portal Guide

[Click here](#) to access DCH PIFU patient portal.

1. Welcome to the DCH PIFU portal, step 1 - request for patient to confirm their details, step 2 - request their follow up appointment. If unable to move to step 2 patient can call the Appointments Call Centre.

Patient Initiated Follow Up



Welcome to the DCHFT PIFU portal.

The portal can be used to contact DCHFT should you need to book a further follow-up for your current condition within 6 months of your last appointment. The expiry date of your PIFU pathway can be found on your PIFU letter. After your PIFU expiry you will be discharged back to your GP.

You can find national guidance and information about the PIFU initiative [here](#).

1. Confirm Your Details

To sign up you will need to confirm your:

- Hospital number (on the top left hand corner of your appointment letter)
- Postcode
- Date of birth
- The GP surgery you are registered with.
- The specialism you are requesting follow up with.

Please note for security reasons, after 5 unsuccessful attempts the hospital number will become locked for 48 hours.

2. Request Your Follow Up Appointment

If the details provided are correct, you will then be presented with the follow up request screen. Please provide as much detail as possible to allow your clinician to determine the best next steps for your care.

During the process you will be able to enter your email address if you wish to receive confirmation of your request. If you opt to do so, you will receive an email summarising your request.

If you are unable to access the follow up request screen please go back to step 1 and check the details you have provided. If this does not allow you to move to step 2 please contact the Appointments Call centre (Mon- Fri 08:00-18:00) on 01305 255779.

3. Request Complete

Your details will be reviewed within 7 days, and you will be contacted by the specialty team with further information regarding your request.

Appointments may be via telephone, video or you may be asked to attend the hospital.

** Please be aware PIFU is not a replacement for urgent medical advice. If you require urgent medical advice, you should contact your GP, NHS 111, your local walk-in centre or, if you are really unwell, your local Emergency Department (A&E).*

[Cancel](#) [Next](#)

2. Patient required to complete authentication, after 5 unsuccessful attempts the hospital number will be locked (message to wait 48 hours before trying again).

Step 1 - Authentication

Please enter your hospital or NHS number

Please enter your postcode

Please enter your date of birth

Please enter your GP Practice

For Information

The information you have entered will be used to check you are a current patient at the hospital. For security reasons, after 5 unsuccessful attempts the hospital number will be locked and you will need to wait 48 hours before trying again.

3. Message displayed whilst patient details are being checked.

Step 1 - Authentication

Please enter your hospital or NHS number ✓

Please enter your postcode ✓

Please enter your date of birth ✓ ✓ ✓

Please enter your GP Practice ✓

For Information

The information you have entered will be used to check you are a current patient at the hospital. For security reasons, after 3 unsuccessful attempts the hospital number will be locked and you will need to wait 48 hours before trying again.

Please Wait...

Please wait while we check your details...

4. Once patient authentication complete patient will see which PIFU appointments are available to them. Patient/person making the request to select the appointment for which they want to request a follow up, select appointment preference, who is making the request and option to confirm email address.

Request Follow Up Appointment

We have found **3** past appointments eligible for Patient Initiated Follow Up.

Select Appointment

Please select the appointment that you have previously attended, for which you want to request a follow up.

<p>ORTHOPAEDICS</p> <p>Friday 1st Jan 2021 10:30</p> <p>MR SIMON GARRETT MR GARRETT FRACTURE CLINIC DCH</p> <p>Select</p>	<p>E.N.T</p> <p>Wednesday 10th Feb 2021 14:30</p> <p>MR MICHAEL CHATZIMICHALIS MR CHATZIMICHALIS VIRTUAL CLINIC</p> <p>Select</p>	<p>ORTHOPAEDICS</p> <p>Friday 14th May 2021 15:15</p> <p>MR SIMON GARRETT VIRTUAL FRACTURE TRIAGE TELEPHONE</p> <p>Select</p>
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Appointment Preference

What type of appointment is your preferred option?

- Telephone
 Online / Video
 Face to Face

i Please note, whilst every effort will be made to meet your preference, this may not always be possible.

Requested By

Please state who is making the request.

- I am the patient
 I am a hospital administrator, completing the request on behalf of the patient with their permission
 I am a carer or guardian, completing the request on behalf of the patient with their permission
 I am a friend or family member, completing the request on behalf of the patient with their permission

Reason for Request (Optional)

0 / 250 characters

Email Confirmation (Optional)

Please enter your email address if you want us to send you confirmation of your request.

Email Address

Repeat Email Address

5. Patient asked to confirm if they are happy for DCHFT to contact them for feedback

i Request for Feedback

This is a new portal to support our patients remotely and we would like to contact you by telephone to see if we can improve it.

If you later change your mind and wish to opt out, please email the Information Governance Team on the following address informationgovernance@dchft.nhs.uk.

- Yes, I am happy for Dorset County Hospital Foundation Trust to contact me for feedback.

Submit

6. Confirmation pop up that request has been submitted successfully

Confirmation

✔ Success

Thank you, your request has been submitted successfully. We will be in touch shortly with details of your appointment.

If you provided an email address, confirmation of your request has been sent to you.

[Click here to go back to the Dorset County Hospital website](#)

7. Patient can click to go back to the DCH website





8. If patient has mobile number on system, they will be sent confirmation text message that a request for a follow up appointment has been received and hospital will be in touch shortly.

Thank you for requesting your follow up appointment with Dorset County Hospital, we will be in touch shortly. If you did not request this appointment, please contact us on 01305 255779

Sent from my iPhone


9. If patient entered email address, they will also be sent email confirmation of request for follow up.

DCHFT Patient Initiated Follow Up - Confirmation

 no-reply@dchft.nhs.uk
To  Dorton, Marie

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Fri 09/07/2021 11:51

 If there are problems with how this message is displayed, click here to view it in a web browser.

[Action Items](#) [+ Get more add-ins](#)



Patient Initiated Follow Up

Confirmation of Your Request

Dear Patient,

Thank you for requesting your follow up appointment with Dorset County Hospital. We have received your request and will be in contact soon.






If you do not hear from us within 14 days, please contact the Appointments Call centre (Mon- Fri 08:00-18:00) on 01305 255779.

Many thanks,

Dorset County Hospital


10. Nominated specialty email address is sent email advising them of the request for follow up.

DCHFT Patient Initiated Follow Up - New Follow Up Requested

 no-reply@dchft.nhs.uk
To  Collinson, John;  Owen, Kirsty;  Dorton, Marie;  Hood, Toby

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Fri 09/07/2021 11:51

 If there are problems with how this message is displayed, click here to view it in a web browser.

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Patient Initiated Follow Up

Notification of New Follow Up Request

Dear E.N.T,

A request for a follow up appointment has been made by patient D803043. They were originally seen by MR MICHAEL CHATZIMICHALIS, on 10/02/2021 14:30.

Please log onto the DCHFT PIFU portal for further details. Once the request has been actioned, please update the outcome in the portal.

Many thanks,

Dorset County Hospital PIFU Portal

11. Administrator can log into PIFU portal admin to view any requests for follow up appointments:
<https://apps.dchft.nhs.uk/pifu/admin>

You will reach a log in screen where you should log in using your normal DCH username and password.

Please log in

Submit

For Information

Inline with standard network policy, you have 3 attempts to login after which your account will become locked.

If you are experiencing issues please contact the IT Service Desk on **01305 255555 (ext. 5555)**.

12. Follow up requests displayed.

Requested On	Patient Number	Specialty	Appointment Date	Clinician	Outcome
09/07/2021 11:51AM	D803043	ENT - E.N.T	09/07/2021 11:59AM	MR MICHAEL CHATZIMICHALIS	

Showing page 1 of 1

13. Option to open any requests for further details.

Follow Up Request Details

Patient Number: D803043

Requested On: 09/07/2021 11:51

Requested By: Patient

Preferred Appointment Type: Face to Face

Notifications:

- Confirmation email sent on 09/07/2021 11:51 to marie.dorton@dchft.nhs.uk
- SMS confirmation sent on 09/07/2021 11:51 to 07977 208589

Initial Appointment

Specialty: ENT - E.N.T

Appointment Date: 10/02/2021 14:30

Clinician: MR MICHAEL CHATZIMICHALIS

Clinic: MR CHATZIMICHALIS VIRTUAL CLINIC

Outcome

-- Select outcome --

Close

14. Administrator to select outcome which is then updated on list of follow ups requested.

Outcome

-- Select outcome --



-- Select outcome --

- Telephone appointment given
- Virtual appointment given
- Face to face appointment given
- Discharged
- Routine follow-up

Type to Search

Clear

Requested On	Patient Number	Specialty	Appointment Date	Clinician	Outcome
09/07/2021 11:51AM	D803043	ENT - E.N.T	09/07/2021 12:04PM	MR MICHAEL CHATZIMICHALIS	Face to Face Appointment Given

Open Details

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