



# Ophthalmic Schedule Communications

August  
paid  
September  
2023

**Welcome to the schedule communications, where you will find useful information and helpful tips**

**Access the schedule close dates and payment timescales [here](#)**

## **Light Therapy as a Novel Treatment for Myopia**

Glasgow Caledonian University are recruiting for an exciting new treatment study for children with Myopia, for further details click on the [GCU Myopia information sheet](#).

### **Your part in maintaining accurate patient records.**

The patient community health index or CHI number is used to link claims to the correct record. These CHI numbers should be used where possible on all claims, and we would encourage you to request CHI numbers from all new patients.

For patients that are twins, please check they have different CHI numbers on their claims. If they are new to your practice, we recommend that you request CHI numbers from the patient or guardian before submitting claims.

**Sending claims for twins without CHI especially for same day treatment increases the chance of inaccurate records.**

We use CHI as part of the process of maintaining the Master record for each ophthalmic patient in Scotland, this makes sure patient treatment histories are linked together.

Each month, your ophthalmic payment schedule report called **Patient information report** contains details of discrepancies with patient details. It shows the master record that we hold and those entered on the claim if different. Common causes are incorrect spelling of names and various versions of same patient name being submitted on claims, i.e. Benjamin being shortened to Ben increases the chance of inaccurate records.

Where a patient presents and has changed their surname since their last visit, you should submit the claim using their new surname but must also enter their previous surname in the previous surname box on your software. This allows us to amend the patient's master record when the claim comes in.

**If our records are wrong, please provide the correct details using the [OP26 form](#).**

## **Optometrists and optometry practices without NHS email accounts?**

Do you have an NHS email address?

If you have an NHS email address, then please make sure that you are accessing this email address regularly to ensure that you receive the relevant communications and that the email address remains active.

We encourage you to use the NHS email address in all correspondence with Practitioner Services as this allows us to discuss patient identifiable information with yourself.

If you do not have an NHS email address, then please contact your local health board to have this set up for you. Regular communications are sent out to practitioners with NHS email addresses. Future e-services and administration may also go through ServiceNow which is always connected to an NHS email.

## **September Bank Holiday**

The helpdesk will be closed on Monday 18 September 2023, and will reopen at 08:30am on Tuesday 19 September 2023 at 08:30am.

Telephone: 0131 2756200 | email:  
[NSS.psdophthalmic@nhs.scot](mailto:NSS.psdophthalmic@nhs.scot)

Visit [Ophthalmic services page on the NSS website](#)

Visit [Scotland's national website for eye care services and eye health information – For the public For professionals](#)

