

Date: 6th August 2026

Patient Pass launching for emergency Cardiology referrals to LHCH

Liverpool Heart and Chest Hospital is introducing Patient Pass, a new system for emergency referrals requiring specialist advice, with Cardiology going live on Monday 10th August 2026.



Patient Pass



Liverpool University Hospitals
NHS Foundation Trust

Patient Pass is a secure online referral system, accessible through Trust devices, which will support urgent out of hours advice requests from secondary care.

The system provides a digital record of urgent referrals, creating a clear audit trail and enabling clinical information to be shared between referring teams and LHCH through two way messaging. It will also clearly show any actions required by the referrer and LHCH.

How will Patient Pass work?

Emergency requests for specialist advice will continue to be initiated by telephone.

Following the initial telephone conversation, referring clinicians will be required to enter the patient's details onto Patient Pass. This will ensure clinical information and agreed actions are accurately recorded and can be accessed by the relevant teams.

What should Patient Pass be used for?

Patient Pass will be used for:

- Urgent out of hours specialist advice requests from secondary care
- Documenting urgent referrals and providing a clear audit trail
- Sharing clinical information between referring teams and LHCH
- Recording actions required by both the referrer and LHCH

What should Patient Pass not be used for?

Patient Pass is not:

- A system for elective referrals
- A system for GP referrals
- A replacement for the Urgent Referrals Portal

The Urgent Referrals Portal will remain in use and should continue to be used to facilitate patient transfers.

What do referring clinicians need to do?

External referring clinicians do not need to complete LHCH staff training to access Patient Pass.

Referring clinicians can create a Patient Pass account using their GMC number, and a [step by step user guide](#) is available to support colleagues in getting started.

Further information, including frequently asked questions, is also available through the [Patient Pass website](#).

Cardiology goes live on Monday 10th August 2026.

Further specialty go live dates will be communicated in future updates.