

Communique to Prescribers

29/06/2016

Dear Prescriber,

Following an external review of the way we provide Orthotics and Footwear services to SWEP clients we have instituted a number of changes and are continuing to audit processes. Please note as a result of this, there will be a number of changes implemented effective immediately and ongoing.

These changes are detailed below.

1. The 'order' letter which is sent to your client has been amended to:
 - a. Ensure that your client understands that they **DO NOT** sign the Certificate of Completion until the items have been supplied and fitted ready for them to use.
 - b. Include more information for your client about roles and responsibilities of SWEP, the client, the prescriber and supplier.
 - c. Ensure that the client also has a copy of the Certificate of Completion for their records.
2. Certificate of Completion: This certificate has been amended to:
 - a. Better outline responsibilities of each stakeholder (SWEP, client, prescriber, supplier)
 - b. Define who is an authorised delegate for the client's signature
 - c. Ensure that the Form is only signed by the client when the items have been supplied and fitted for the client, ready to use.
3. Operational Changes:
 - a. Random internal auditing of orthotics provision processes has commenced by SWEP. For audited records, when we receive an invoice and Certificate of Completion from the supplier we will check that details (including signature and date check) of the Certificate of Completion are validated. We will also undertake phone confirmation to the client of receipt and satisfaction with items supplied.
 - b. When applications are ordered for clients who have been on our waiting list, we are checking that appointments have been made prior to release of purchase order.
 - c. When applications for replacement items are received for existing SWEP clients, we are checking date of last supply and clinical reasoning for replacement (if this is not explicitly stated on the prescription form).

- d. If there is a gap between maximum SWEP subsidy and the cost of the items recommended, it is expected that your client completes a 'Confirmation of Gap (out of pocket expense) Form' which is submitted to SWEP.
- e. The itemised quotation must detail the total cost of the items recommended, separating material and labour costs. A copy of the template quotation is available on [our website](#).
- f. The introduction of a Certificate of Completion which must be completed for all Orthotics or Footwear repairs. This certificate should be lodged with the supplier invoice.

We will notify you of any other changes to our service delivery model for Orthotics and/or footwear as the review continues. If you have any issues or concerns about these changes please don't hesitate to contact me via email: wendyh@bhs.org.au



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