

- How to log on. [Video Link](#)
- How to extend a reservation. **Phone SWEP and let them know why an extension is needed.**
- Can Chemtronics supply new items? **Generally no but we do fit new components to reissue equipment.**
- How often is the reissue database updated? **The system is updated constantly throughout the working day. Approximately 20 to 40 items are added to the list each day.**
- I reserved two items for one client but wanted the items to go to two clients. **Once a reservation is submitted it cannot be edited. To assign an asset to another client you will need to remove that asset from the reservation, this cancels its reservation, then quickly search the database again ideally with the asset number and complete the reservation for the correct client.**
- How long does refurbishment take? **The actual work is usually not long and only a small portion of the waiting time. Due to most items being stored in the warehouse in their collected condition and there being one to two hundred active reissue jobs from order receipt to ready for delivery is approximately 30 days.**
- The photo of the item shows it is missing parts. Will these be replaced prior to reissue? **Yes. The photos are taken when an item first comes into the warehouse. Worn, damaged or missing standard parts are replaced with either new or refurbished parts as part of the refurbishment process.**
- How do I view an asset's details again once I have completed the reservation? **On the reservation site go to the menu on the left side, click on "REQUESTS" then "VIEW MY OPEN REQUESTS", double click on the reservation you want and go to the reserved asset tab.**
- How long does a reservation last? **30 Days. Please factor in enough time for SWEP to process the application. days of receiving a complete application.**
- Will I be notified before I lose a reservation? **No!**
- How do I update my contact details? **The reservation site has no direct link with the SWEP prescriber database. The reservation site will just remember what details have been manually entered and fill these in every time. Contact details can only be changed when doing a new reservation. Just overwrite the details that are there and as long as the reservation is completed the details will be updated.**
- How do I unreserved an item? [User Guide Link](#)
- Can I change any details in a reservation, e.g. prescriber or client details? **No**
- Are standard foam mattresses listed? **Foam mattresses are only available together with a reissue bed. Once a bed is found and added to your "cart" the system will search for available mattresses of only the correct size. You will be presented with available asset(s) or told if none available. **Make note of "None Available" message as it will give you the precise size of the mattress needed!**
- What to do if no mattress is available. **Make careful note of the recommended mattress size. Either find correct size mattress from SWEP picklist or contact a retailer for a quote. NOTE: there are no standard size mattresses. Manufacturers and models can vary considerably, e.g. there are 14 single bed mattress sizes that we see!!**
- Who to contact for information / appointments?
 - **Reissue equipment; Manual, Power wheelchairs and postural seating. Sarah Casey 9463 2809 scasey@chemtronics.com.au (Working days; Monday, Tuesday AM, Wednesday and Thursdays.)**
 - **Reissue equipment; general. Tim Belleville 9463 2804 timbelleville@chemtronics.com.au**
 - **Collections and deliveries. Hannah Brown 9463 2018 HBrown@chemtronics.com.au**
 - **Admin / Repairs 9463 2888 support@chemtronics.com.au**
- Bed sticks. **Chemtronics can supply bed sticks for most models supplied. The type used is from one manufacturer and had been tested to comply with required safe working load. They are a clamp on single point type with a 40 mm ball top or curved top. <https://www.deutscherhealthcare.com.au/accessories/display/13-bed-sticks>**

- What is or where is the reservation number? **On the top of “Re-Issue Request” document that will have been emailed to you shortly after you made your reservation. “Reservation ID”**
- Unable to open used guides. **Make sure you have pop ups allowed for Cabrini Technology.**
- What changes can be made to reissue equipment? **Modifications can be done in line with the A&EP guidelines. New or refurbished parts and accessories can be added to a reissue item. These may be funded by the A&EP modification budget amount if available or self-funded if the change is approved by SWEP.**
- I am a newly registered prescriber and cannot log on to the reissue database. **There is sometimes a lag of a few days between getting SWEP registration and a new batch being loaded onto the Chemtronics system. Please call 9463 2888 for assistance if greater than one week.**
- Low cost item. **These are not reissued. A piece of equipment needs to be of a high enough value to warrant the administrative and physical work involved in reissuing.**
- NDIA? **NDIA clients can only access SWEP assets for rental or in some cases purchase. The process for this is to reserve an item and call SWEP.**
- What if a new item is needed to go with a reissue item? E.G. A reissue manual wheelchair and a new cushion. **SWEP will order the new item endeavoring for this item to be delivered to the client around or prior to the delivery of the reissue item.**
- Is there an improvement you would like to see? **Feedback is welcome, please email support@chemtronics.com.au with the subject title of “suggestion for reservation system”**
- Deliveries. **Given that large number of delivers done our delivery staff will install the equipment and give some basic information on use, but detailed instructions are expected to come from the prescribing practitioner. NOTE, delivery of any air mattress or cushion will not include set up.**
- Two prescribers for one reservation. **SWEP will allow there to be different prescribers on a reservation and application if they are from the same organization.**
- Do I have to wait 30 days after public hospital discharge to submit a reissue application? **No 30-day post discharge wait for reissue items application lodgment.**
- Hire / Sales of equipment. **SWEP managed equipment can now in some cases be rented or purchased. Reserve an item then call SWEP to proceed.**
- Air mattress is not perfect fit for bed size. **While the reservation system is very exacting on matching foam mattresses to beds the same level of precision is not needed with alternating air mattresses. When fitting an air mattress to a bed that has mattress dimensions less than that of the air mattress the alternating air mattress will inflate to the available space with a force that still makes both the mattress and the bed function properly.**
- Can I reserve multiples of the same type of asset? **Yes this is allowed and understandable but please unreserve the un wanted asset as soon as possible so that it can be made available to others.**