

Practitioner Guide – tips and information to assist with reissue process

Our Repairs & Re-issue Supplier, Chemtronics have people to assist you as follows:

- Sarah - Occupational Therapist with 20 years' experience. Sarah has worked in numerous clinical settings, many with a specific focus on wheelchair and postural seating. Sarah can assist with specific equipment information but also aid in the clinical decision making around the prescription for more complex equipment
- Tim - Rehabilitation Technician with 28 years of experience in the industry and a wealth of knowledge regarding assistive technology and its functionality

How do I prescribe complex reissue manual wheelchairs or powered wheelchairs?

The below is a guide of possible steps, in order to achieve the best outcome when prescribing more complex wheelchairs. You may not need to utilise all these steps:

1. Review the database and familiarise yourself with the equipment currently available. You can reserve any wheelchairs you think have potential to be suitable for your consumer. You can always remove the asset from your reservation if you determine at a point later in the process that it is not likely to be suitable.
2. Contact Sarah on 9463 2809 or scasey@chemtronics.com.au to review the wheelchairs and make sure they are the best options available. Wheelchairs can then be added or removed from your reservation as required.
3. An appointment is arranged for the you to visit Chemtronics with the consumer.
4. During the appointment you, with the support of Sarah, can decide on the wheelchair that is most appropriate for your consumer. Once this decision is made, together you determine the modifications required to allow it to meet your consumer's needs. Minor adjustments are made to the chair during the appointment if necessary . Cushions, backrests and other accessories can be trialed at this time.
5. Sarah will arrange a quote for the required modifications and send it to you.
6. You can then submit your application to SWEP for the reissue wheelchair, modifications and cushion. Please note that if a suitable reissue cushion is unable to be located, a new cushion can be added to the application and this will be ordered at the same time as the wheelchair.
7. You have a number of options for fitting.
 - I. Firstly, you can choose a technician delivery (see below for further information regarding technician deliveries). This must be requested on the application and will be included in the mods quote. It means that a technician will meet with you at the consumers' home (or alternative delivery location) and the technician will adjust the wheelchair to meet the consumer's needs based on your instructions.
 - II. The second option is for you to return to Chemtronics for a fitting appointment with Sarah. This option is often chosen for more complex fittings. Alternatively, if the required mods were completed in the initial appointment or if you have the technical skills to adjust the wheelchair yourself, it can be delivered without a technician present.

How do I prescribe complex reissue equipment when my consumer is unable to attend Chemtronics for trial?

If a person isn't able to attend Chemtronics due to geographical distance, diagnosis or other factors, the process is slightly different:

1. Please refer to Points 1 and 2 above
2. If possible, you can arrange an appointment via Zoom/MS teams or other video-conferencing methods with Sarah. By using these options, you and the consumer are able to see the wheelchair and ask any questions of Sarah as required. Sarah is also able to see the consumer and assist with the prescription more easily.
3. The on-line consultation may have provided enough information for Sarah to quote on the modifications and if so, the rest of the process goes ahead as above.
4. If further information is required before quoting on mods, you can lodge your application for the wheelchair as "approval in principle". Please write this in the clinical information section and in the delivery details. Approval in Principle means that the wheelchair will be refurbished but not modified before it is sent to the consumer. Once the wheelchair is received, you can either arrange for a local supplier to quote on the mods or you can request a quote from Sarah via further consultation. Once a modification quote is received, you will need to complete another application but the majority of this can be completed via the copy application button. Once this application is submitted, it will not go a waitlist and the mods will be funded immediately.

How do I choose postural seating from reissue for my consumer if I am not attending Chemtronics for an appointment?

In the past backrests have been assigned asset numbers and been available for you to reserve via the database. This process has now changed for various reasons.

It is important to note that there are still a large number of backrests and accessories to aid in supporting complex postures in wheelchairs. Sarah has access to the information regarding all available options and can be contacted via phone or email to discuss your requirements.

1. Opportunity to utilise equipment that meets a need whilst awaiting custom equipment order
2. Reduction in waste- materials and production, money
3. Utilising different pots of money more easily due to lowered costs

What are the requirements around a technician delivery?

A technician delivery is required for any piece of equipment requiring set up that you are unable to complete yourself.

If you have not received a quote for mods and have not requested a technician delivery on your SWEP application, the equipment will be delivered without technician support.

If you require technician set up, state this in the clinical information section as well as the delivery instructions on your application. You are required to be present for any technician delivery that requires clinical decisions to be made. You have the clinical responsibility for the prescription of the equipment and a technician will not make these changes without your input.