



Prescriber Newsletter 3¹

May 2012

Hi again to all prescribers – just keeping you up to date with all the changes at the Statewide Equipment Program (SWEP). This issue has links to the new Reissue Database as well as updates on the new HACC funding for low cost items.

What's New?

Reissue Database

Although it doesn't yet have the photographs fully loaded (it does have some links to ILC and manufacturer web-sites), we have decided to get the Reissue Database onto the web-site so you can start using it to review and reserve equipment available for reissue. We have had some prescribers and clinicians testing the database for us, but note that the changes suggested haven't yet been incorporated... these changes will happen in the next iterations.

Access to the database is via your SWEP Registration Number. Just a hint that if you are an Occupational Therapist, the first digit in your number is the letter "O" for OT... if you try to use the zero as the first digit you won't get into it!

The database provides the opportunity for you to "reserve" reissue equipment, and no-one can reissue it to some-one else once you have done so. This will be a much better option for prescribers, who have been frustrated with the previous lists because they would request an item and it would be reissued to some-one else while they were waiting to hear. As long as you send us a script within 10 working days we will not return it to the reissue pool.

The best idea is to read the prescribers reissue database manual which is on the website along with the link to the database: {<http://swep.bhs.org.au/node/462>}. Note that although the request copy goes to you and to SWEP, you will also need to lodge a script for the item. When you lodge your script, you should either attach the request confirmation, or cite the Request ID.

¹ If you would like to contribute to the newsletter, please Email me at wendyh@bhs.org.au

We are very keen to get your feedback and suggestions on how the database is working, and we will add that to the feedback already received to modify wherever needed. Please email me with any issues or ideas {wendyh@bhs.org.au}.

Connecting Care:

It is now possible to submit scripts via Connecting Care. We have delayed notification as we have not been able to have the Connecting Care Administrator update SWEP scripts on that site. That's taking too long so if you do wish to submit using Connecting Care please use and attach the scripts on the SWEP web-site {<http://swep.bhs.org.au/node/425> } until we can get the new ones activated.

Updates

HACC funding for low cost items:

You will recall from the last Newsletter that HACC provided us with funding to provide subsidy for low cost items (<\$500) for clients over 65 years of age on the waiting list. The allocation of these funds must occur before the end of the financial year, and we are beavering away trying to get the items ordered.

Processes to identify clients on the waiting list who are eligible for this additional funding have been implemented, but require a manual search of every application on the waiting list to check the client's age and identify those that can be ordered. For all older applications, checks are also undertaken to determine that the equipment is still required before the order is placed.

This may mean that *applications that you have recently submitted are ordered before other applications already on our waiting list*, but please be assured all applications that meet the eligibility criteria for this funding will have their equipment funded over the next 2 months.

Prescriber Manuals:

These continue to be developed, but sadly formatting is very slow – more will appear on the web-site as the formatting is completed.

Organising repairs for clients:

Please remember to have your client call (or you can call on their behalf) SWEP on 1300 747 937 before arranging any equipment repairs; we need to check that the equipment is ours and that the repair history doesn't indicate that it is past its useful life (in which case we will replace rather than repair the equipment). SWEP can only pay for repairs undertaken with a current and valid purchase order.

Feedback Forum

Please continue to provide your feedback on the functioning of the SWEP and we will endeavour to constantly improve our service to you and your clients – we have been hosting prescriber groups at SWEP to get their input and commit to changes for the better – these have been very successful, and if you would like to organize such an event please contact Dianne Kearney {diannek@bhs.org.au} and she will arrange it.

Email correspondence

As part of our attempts to reduce our carbon footprint and the cost of administering the program, SWEP uses email as much as possible. The Administration Officers (AOs) are asked to take the email address from your script – they don't have access to the one you have provided for registration.

Prescribers are such a nomadic group, you move on and SWEP could continue to email the address of employees past. To avoid this, some agencies have created a “central intake” email address which is used on the script, and these are then checked and sent on to the person currently involved with the client. It is also possible to put an “out-of-office” message on the email of staff who have left, with alternative details for SWEP to use as a contact.

In any case we will endeavor to be better at ensuring we change emails when notified, so as not to send to absent prescribers.

Application status

Prescribers have been concerned that when their application is sent to a Clinical Advisor or rated as “incomplete” or “awaiting top-up” the client might be disadvantaged by the delays these may cause. We can reassure you that once an application is entered, that is the date from which the client is waiting, and once the status changes to “wait-listed” they move into the list at the date when the application was lodged.

Client access to subsidy or equipment

SWEP understands that some clients receive priority of access to your services, including people with a refugee status and Aboriginal and Torres Straight Islanders. Once they have received that priority from you their application is lodged before your other clients. To ensure those at highest risk receive their equipment in a timely manner, SWEP uses the Priority of Access Guidelines {<http://swep.bhs.org.au/node/429>} to guide us in determining urgency to order. This does not disadvantage your prioritised clients, especially if they have an urgent need.

It is imperative that you fill in the 3 boxes on the scripts labeled “Implications for non-provision” with the potential consequence **and** the likelihood of occurrence to assist us in that determination.

These are just some of the issues that have come out of feedback to us, and we are continually working to make processes happen more effectively... remember if you have a “What the???” response to anything SWEP has done please contact either myself {wendyh@bhs.org.au} or the SWEP Manager, Jeni Burton {jenib@bhs.org.au} so we can act on it straight away.

Wendy Hubbard
Chief Allied Health Officer – SWEP