



Prescriber Newsletter

April 2014

Welcome prescribers to the first 2014 edition of the SWEP prescriber newsletter.

In this edition you'll find information about SWEP staffing changes update, refurbished equipment news, Clinical Advisor news and lots more.

SWEP Staffing and contact details

Please find listed below names, contact details and key portfolio responsibilities for the SWEP Management Team.

Portfolio Responsibilities	Name	Email	Phone
Executive Director Chief Allied Health Officer	Wendy Hubbard	wendyh@bhs.org.au	5320 3802
Director	Jeni Burton	jenib@bhs.org.au	5333 8101
Director's Personal Assistant	Dianne Kearney	diannek@bhs.org.au	5333 8126
Manager <ul style="list-style-type: none"> • A&EP (Adults) • NDIS • VMSS • SWEP 2IC • Customer Service Team 	Loretta Zeeck	lorettaz@bhs.org.au	5333 8165
Team Leader <ul style="list-style-type: none"> • A&EP (Adults) 	Sarah Hiller	sarahhil@bhs.org.au	5333 8107
Team Leader <ul style="list-style-type: none"> • Home modifications • Vehicle modifications 	Narelle Harrison	narelleh@bhs.org.au	5333 8115
Team Leader <ul style="list-style-type: none"> • Customer Service Team • Repairs team • NDIS 	Sussan Vincent	sussanv@bhs.org.au	5333 8136
Team Leader <ul style="list-style-type: none"> • Asset management • Ordering 	Janet Colbourne	janetco@bhs.org.au	5333 8123

<ul style="list-style-type: none"> • Finance 			
Manager <ul style="list-style-type: none"> • Contenance Aids • SAEAS • A&EP (Children) 	Jody Nicholson	jodyn@bhs.org.au	5333 8105
Manager <ul style="list-style-type: none"> • Domiciliary Oxygen • Community Equipment Programs • SWEP Support Team 	Fiona Wakeling	fionawak@bhs.org.au	5333 8104
Team Leader <ul style="list-style-type: none"> • Scanning Team • Casual Admin Bank • Marketing 	Hana Hey	hanah@bhs.org.au	5333 8153
Manager <ul style="list-style-type: none"> • Procurement • Corporate Governance 	Simone Davey	Simoned@bhs.org.au	5333 8125

Refurbished Equipment

We are continuing to look at ways that we can promote the uptake of refurbished equipment, and we have appointed Janet Colbourne to an Asset Management Team Leader position. She will be responsible for monitoring SWEP assets and the Specialist Equipment Library (SEL). This involves the ensuring that the re-issue data base is up-to-date and reflective of current assets available for re-issue. We are finding sometimes that prescribers are reserving multiple assets for the same client but not submitting scripts, so Janet is working with Chemtronics to 'un-reserve' those assets that have been held for longer than 30 days if script has not been lodged with us (please note this includes up to 10 days for SWEP to load the application). Please see Janet's contact details in the table above.

Prescribers are encouraged to access the re-issue data base via our website <http://swep.bhs.org.au> to view available re-issue equipment. If you have difficulties using the database, please use the [online user guide](#) available on our web site or contact Janet directly.

Please liaise with Janet if your client needs reissue equipment delivered urgently. Chemtronics have recently increased their EFT resources in reissue to ensure wait times are minimize and Janet is working closely with Chemtronics on reducing the time-frames for delivery of re-issue equipment. In some circumstances delays may be unavoidable due to external factors beyond Chemtronics control like waiting for parts and we expect that our staff will update you if this happens.

By the next newsletter, we are hoping to have an update about access to an expert prescriber on-site at Chemtronics who will provide direct support to both prescribers and SWEP to identify potential re-issue matches.

SWEP and Chemtronics have identified the need to change the way you look up equipment on the re-issue database and will be developing a more user friendly search category. SWEP will keep you updated on this and then will also provide an updated user guide on the SWEP website.

Easy English documents

SWEP are in the final stages of developing “Easy English” forms to provide simple explanations for the legal forms required for home and vehicle modifications. This should ensure that these documents will help with our clients’ understanding of why they are needed. We welcome any feedback about them.

Clinical Advisors update

SWEP would like to welcome Tom Eley and Jenny Witterick to the Clinical Advisors Panel for the Vehicle Modification Subsidy Scheme (VMSS). They bring several years of experience with them and have already started helping SWEP with the prescriber registration and credentialing framework for VMSS, as well as developing the prescriber manual. We will provide more information about our anticipated ‘Go Live’ date for this soon.

We are also in the midst of rolling out our prescriber registration and credentialing framework for our Domiciliary Oxygen Program with an anticipated rollout date for this program as July 1, 2014.

SWEP is logging all incidents where our clients are involved in accidents whilst using SWEP equipment. We are particularly concerned about the number of clients who are injured in MVAs. Our Clinical Advisory Panels will be conducting an audit on these, and we will publish the outcome of their findings.

The Clinical Advisors have been assisting SWEP to make the Priority of Access Guidelines more consistent. We are in the process of further training our Administration Officers and testing for internal consistency. This will ensure greater transparency in our prioritisation processes.

National Disability Insurance Scheme (NDIS)

SWEP has been nominated by the State Government as an in-kind service provider for the National Disability Insurance Scheme (NDIS). SWEP has developed strong working relationships with the National Disability Insurance Agency (NDIA) to

provide assistive technology to participants within the Barwon region. We are currently bedding down processes about the SWEP/NDIA interface, noting that the Agency will leverage off the robust systems implemented by SWEP.

A joint communique will be released shortly. If you have any queries please contact Sussan Vincent (contact details in the table above).

Submission of Applications

SWEP continues to work towards on-line submission functionality in our website. This is currently at pilot stage, so we are hopeful that 'Go Live' is not too far away. We'll send you a communique when this is ready to go.

We realise that this will resolve the issue about submitting your applications electronically to us, but still doesn't address ongoing electronic communication concerns in relation to privacy. We are aware that there are a number of new applications and encrypted communication options in the marketplace and would love to hear about any you or your organisation has trialed. Please send any suggestions about options to hanah@bhs.org.au.

Option for Gap funding

SWEP has received feedback that sometimes third party gap funding has an 'expiry date' with requests to us to escalate urgency of need to supply to avoid losing the gap funding. We are unable to escalate urgency on this basis, so have set up a non-profit account managed by Ballarat Health Services. This is the account where third party gap funding is held for these agencies until the equipment is ready to be paid for. If an application is cancelled before the order is raised, the money can be reimbursed to the gap funding agency. Further information about how to access this will be available on our web-site soon, or contact Hana Hey hanah@bhs.org.au.

Tender update

The SWEP/DES tender for non-customised, high volume equipment is now in the evaluation phase. It is anticipated that the outcome will be announced by mid-year. Both Clinical Advisors and frequent prescribers are assisting us in the product evaluation stage.

Changes in client condition/circumstances

Due to the significant wait lists across SWEP, particularly in the A&E adults program, we recognise that clients' needs may change during this time. If your client's clinical needs deteriorate and/or their circumstances change, you should contact swepcentralintake@bhs.org.au to request an escalation of your client's application with the word "ESCALATION" in the subject line. In your email please

outline the changes which have occurred and the revised implications of non-provision to facilitate re-triaging.

We will let you know within three (3) business days the outcome of your request. Should you have any concerns, issues or feedback regarding this process, please contact Loretta Zeeck (contact details in table above).

Streamlining payment for Suppliers

We are taking steps to assist our suppliers to be paid in a more timely way to ensure they continue to enjoy a positive relationship with SWEP and prescribers. Communiques on how this will work are found on our [web-site](#).

Requirement for Quotations

From 12 May 2014 SWEP will no longer require a quotation to be provided with a prescription for non-customised items. This includes basic items in the following equipment categories:

- Bathing and Toileting Aids
- Beds and Accessories
- Chairs and Seating Equipment
- Transfer Equipment such as hoists and slings
- Pressure Care items, including mattresses and cushions
- Portable Ramps
- Manual Wheelchairs and Scooters
- Walkers

As part of the tender process for non-customised equipment, SWEP engaged a number of our prescribers across the State to assist us in developing product specifications for this equipment. These product specifications have been used to expand our pick lists to ensure our prescribers will be able to select appropriate equipment for their clients.

The pick-lists will be available on our website from 12 May 2014.

Approval in Principle for Customised Equipment

SWEP is planning the implementation of an 'Approval in Principle' model for customised equipment which will remove the requirement for supplier engagement at the start of the application process.

When funding is imminent, SWEP will liaise with the prescriber to advise them to proceed with a formal assessment of the client in conjunction with the prescriber's recommended supplier, so that an order can be placed when all documentation is

received. This is intended to reduce the need for duplicate assessments while clients are on the wait-list, and to ensure the assessment for equipment is current with the client's needs.

Our prescription forms will be amended to reflect this change.

New prescription forms and expanded pick-lists will be available on the SWEP website from 12 May 2014 at <http://swep.bhs.org.au>

If you wish to provide any feedback about these changes, please contact Hana Hey (contact details above).

Product Recall

Please be advised that the Afikim/Breeze C scooter, with 3 or 4 wheels, provided from July 2013, has had a safety recall. Clients who have been allocated this type of scooter have been contacted.

If you are aware of any client you have prescribed, and we have supplied one of these chairs, and they have not heard from us – please let us know so we can contact them and arrange to have the frame examined and replaced if necessary.

Travelling with Mobility aids with V/Line

If you have a client who wishes to travel with a mobility aid or wheelchair, the mobility aid or wheelchair must:

- Fit within an allocated space of 1300mm (length) and 800mm (width)
- Be no more than 750mm wide at a height of 300mm above the ground to fit between the wheel axles of a bus.
- The total weight of the mobility aid, its user and any attendant must be less than 300kg.
- Mobility aids that are to be carried on a bus must have anchor points.

For the full mobility aid specifications, please visit the mobility aid section of the [PTV website here](#).

Lodged an application and haven't heard within 10 days??

SWEP must respond to you within 10 business days of receiving your prescription, so if you haven't heard - please make contact so we can ensure your application has been received.

Emailed SWEP and haven't had a response?

When you e-mail SWEP you should receive a response e-mail saying:

“Thank you for contacting State-Wide Equipment Program (SWEP). Your email has been received and will be acted on as soon as possible. If your email has not been responded to within 3 working days, please contact our Customer Service Team on 1300 747 937”

If you don't receive this e-mail please contact SWEP to make sure your e-mail has been received by SWEP.

Daily Living Expo

In 2014, ATSA will hold a Daily Living Expo at the Melbourne Showgrounds on Wednesday 14 May and Thursday 15 May.

In Melbourne, the exhibition will have over 100 exhibitors displaying a wide range of products and services for people with disability and the elderly. On display will be the latest in assistive technology, mobility solutions, pressure care, employment support, accessible recreation/holiday ideas, modified motor vehicles and a lot more.

A key feature of the Expo is the FREE Clinical Education Program – run over two days in rooms conveniently located next to the exhibition floor. The three track seminar program has over 20 speakers.

There is plenty of parking onsite and easy access via public transport.

Admission to both events is free to therapists, the general public, end users and ATSA members. However, there is a charge for staff from suppliers who are non-exhibitors, which includes admission to the Clinical Program. For further information please visit <http://www.dailylivingexpo.com.au/>

Wendy Hubbard

Chief Allied Health Officer – SWEP