



[To use an interpreter over the telephone – Ph: 131 450](tel:131450)

IN THIS ISSUE

- > Welcome
- > Prescriber Based and Chemtronics
- > SWEP website project

Page 2

- > Laws that restrict transport in scooters
- > A&EP Business Rules Up-dates

Page 3

- > A&EP Business Rules Up-dates (cont'd)
- > Low cost high volume tender

Page 4

- > Deliveries and Installation
- > Escalations
- > Replacement Prescriptions

Page 5

- > Australian Standards Compliance
- > PoA Guidelines up-dated
- > Re-issue Quick Tip

Page 6

- > NDIS Up-date

Page 7

- > DOP Program up-dates
- > Contenance Program up-date

Page 8

- > Clinical Advisor up-date

Page 9

- > Product recalls/alerts
- > Policy regarding prescription of sling & hoists
- > Independent review of SWEP
- > Contacts

Welcome

Welcome prescribers to the second 2015 edition of the SWEP prescriber newsletter.

In this edition you'll find helpful information about updates to the A&EP & DOP Business Rules, SWEP website development project, NDIS up-dates and much more.

Prescriber Based at Chemtronics

SWEP is pleased to announce the appointment of a very experienced Occupational Therapist, Sarah Casey to join the Chemtronics team in Thomastown. This appointment is the result of a partnership between SWEP, Chemtronics and the Independent Living Centre. The primary focus of Sarah's role is to work with prescribers to provide specialist advice about potential reissue matches, enhance accessibility to the re-issue database and facilitate equipment trials. More details regarding Sarah's experience, focus of her new role and her availability can be found [here](#). Sarah has been working with Tim Belleville, Chemtronics Rehab. Technician on a presentation to assist prescribers in identifying re-issue equipment. This will be distributed shortly.

SWEP Website Project

SWEP is currently working with a new Website Designer to redevelop our website which will have the added features of prescriber logon functionality and online submission of applications. This will overcome email privacy issues for some prescribing organisations with regard to secure lodgement of applications. An application will have a unique identifier that the prescriber is given upon lodgement of an Application. Prescribers will also be able to view the status of their clients' applications. We are hoping to sign off on the project this week, and will provide further updates once the project plan has been finalised.

Laws around scooter users travelling in a vehicle

SWEP was recently requested to clarify laws that restrict a person being transported in a scooter. Advice was sought from a SWEP Clinical Advisor who is a member of the Australian/New Zealand Standards Committee ME067. Her advice includes the following:-

- At all times, if a person can transfer into a vehicle seat this is always the safer option and is stated in the relevant Standard.
- People cannot be safely transported in their scooters until design changes occur, for the following reasons:-
 - There is no clear space because of the tiller;
 - the single post seat design is not a safe option;
 - there has been no crashing testing conducted with scooters.
- Most scooter users usually have some mobility. If there is difficulty in getting up the steps of a taxi, the person can be transferred into the vehicle in their scooter on the electric platform, before transferring out of the scooter into a passenger seat and the scooter can be secured at the back of the vehicle using the tie-down system.

Aids & Equipment Business Rule Up-dates

1. Bidets in Office of Housing Properties

DHHS have clarified that SWEP funding towards the cost of a bidet is not available for people living in dwellings owned or operated by non-profit organisations, business, trust fund or any other type of organisation– this includes Office of Housing homes.

The Office of Housing may assist with funding of bidets for residents living in an Office of Housing home. The prescribing therapist is required to submit a comprehensive letter to the Office of Housing outlining the person's needs for a bidet for consideration. If this application is supported by the Office of Housing, a bidet will be provided at no cost to the resident.

The prescribing therapist will also need to complete the 'application for special housing requirements' form to support their request found [here](#)

Contact details for the Office of Housing can be found [here](#)

Contact details for all Office of Housing Offices across the State can be found [here](#)

2. Stair Lifts

Historically, SWEP has funded external platform lifts where it has been deemed not viable to provide a ramp under the home modifications category. Recent audits have shown that we are receiving a number of applications for internal stair lifts from some prescribers, and we are currently seeking advice from the DHHS about whether we can continue to accept applications for internal stair lifts given they are not listed in our 'Available Items' list. We will let you know the outcome of this review, and how we will manage those applications for internal stair lifts that are on our waiting list if we are unable to accept applications for these items in the future.

3. Home Modifications Application changes

Within the next 4 weeks SWEP will be introducing changes to the application process for Home Modifications likely to cost > \$1000. Prescribers will be able to lodge applications for "Approval in Principle" prior to engaging builders and/or architects. We will release information about the changes within the next 2 weeks.

Low Cost/high volume Tender

As of the 1st June 2015, SWEP will supply the prescribed equipment from our contracted suppliers without contacting you when the item is exactly the same i.e. when the specifications match the contracted item. This will assist in avoiding any unnecessary delays for supply of your client's equipment. We will continue to confirm the item requested still meets client need when the prescription is more than three months old.

The electronic version of the catalogue located on our website should always provide a single point of truth for those utilising the SWEP Picklists and aims to prevent confusion when updates and changes are made. The link on our website is the catalogue version that we encourage you to use as it is the only version used at SWEP. The catalogue also provides the specifications for those items which SWEP has contracted suppliers to provide, along with optional extras available for each item. Only the contracted items are displayed in the expanded section and do not require a quote.

The SWEP catalogue can be found using this link: <http://swep.bhs.org.au/prescribers/swep-picklists-catalogue>

For all contracted items we require you to note the relevant picklist code found in the catalogue on your script, and for some items like wheelchairs, pressure cushions, slings, commodes &/or walkers, detailed specifications will need to be included on the prescription form where relevant. These may include:

- Wheelchair & commodes - Seat size
- Pressure cushion - height and size
- Cushion covers – standard or continence
- Slings – fabric, mesh, with or without head support
- Walkers – caster size

There are colour options on some of the contract items, so if your client has indicated a preference for a particular colour that is listed in the catalogue, please make sure to note this on your script.

Some of the additional accessories available for contract items may incur an extra cost and/or may be outside of maximum subsidy limits. These should also be noted in the 'items options' section on the prescription form. These options can be found in the catalogue listed next to the item. We'll contact you and your client if a co-contribution is required.

If you select a contract item that requires modification, you can nominate your preferred supplier. We will order the contract item from our contracted supplier and arrange delivery to your preferred modification supplier. You will need to submit a quote for these modifications from your preferred supplier with your application.

If you have any queries about the catalogue, the contracted items, options or accessories please do not hesitate to speak to Janet Colbourne on 5333 8123.

There continues to be no change to the way you submit quotes for non-contracted items. You still need to submit itemised supplier quotes complete with all specifications as part of your client's application. To avoid delays in processing your client's application, please ensure that your preferred supplier either uses our template quotation form or includes all information on their quote.

Deliveries and Installation

All contract items from the equipment catalogue should be delivered assembled and installed ready for your client to use. Please contact SWEP immediately if that is not the case.

If you wish to be present for delivery of equipment this detail should be included on the Application form and will be added to the purchase order. We ask the supplier to contact you to arrange delivery at a time that suits you both.

Escalations

If you are wishing to escalate a client's application on our waiting list, it will assist SWEP if you are able to first identify whether there is a suitable contract item from the equipment catalogue. This will assist us in speeding up the application review and ordering process and prevent unnecessary delays for your client. Please include the word 'Escalation' in the subject line of your email. To simplify the process, we intend to develop a 'Change in Urgency of Need' form and will let you know as soon as this is ready to use.

Replacement Prescriptions

If you are prescribing replacement equipment SWEP assumes that you have undertaken all necessary assessments to ensure that 'like for like' replacement is still appropriate. We are tracking a number of what appears to be 'failed scripts' where it appears that the replacement item no longer meets the client's needs.

Australian Standards Compliance

As per our recent communicate to suppliers about the equipment we supply needing to comply with relevant Australian Standards or equivalent (where relevant), we note that suppliers of non-contract items are required to advise us about their equipment on their quotation forms. If this information is not provided at time of lodgement of your client’s application, it will be loaded as ‘incomplete’ until the Supplier provides confirmation.

Priority of Access Guidelines up-dated

We are pleased to advise that the Priority of Access (PoA) Guidelines have now been expanded to include the Vehicle Modification Subsidy Scheme. All VMSS applications are managed in line with the PoA Guidelines, so please ensure you are familiar with the content. The up-dated PoA Guidelines are located on our website under the prescriber tab [here](#).

Reissue Quick Tip!

To identify a range of seat sizes, type a single digit in either the seat width OR seat depth field (for example, type 4 in the seat width field, all equipment from the subtype you are searching with a seat width ranging from 410mm to 490mm will be found and listed).

You can type in data or use dropdowns to assist you in narrowing your search.

National Disability Insurance Scheme (NDIS) Up-date

SWEP continues to build robust relationships with the National Disability Insurance Agency (NDIA). We have seconded a SWEP staff member to work from the Barwon Agency on a part-time basis to assist with applications for Assistive Technology (AT).

1. NDIA Clinical Advisor project

Following a review of AT applications the Agency recognised a need for additional clinical review of the application and the additional clinical justification supplement to assist with a reasonable and necessary decision. To assist Agency Delegates to determine what is reasonable and necessary within a clinical framework under the Legislation, SWEP are undertaking a joint project with NDIA and our Clinical Advisors (CA) over a period of three months to assist with review of applications submitted for AT.

Applications that fall within the scope of the project will be reviewed by a CA.

2. Joint SWEP/NDIA forum

A joint SWEP/NDIA forum was held on the 30th April 2015 for Barwon prescribers at the Barrabool Hills Centre. This forum covered topics such as the interface with SWEP and the NDIA, 'alien' items not usually funded through SWEP and refresher on the Reasonable & Necessary criteria.

The forum was well attended with over 40 prescribers attending and allowed for questions and answers of both SWEP and NDIA staff.

In response to the feedback from the forum another joint forum will be held later in the year.

3. Other information

- SWEP are now connected to over 900 eligible NDIS participants in the NDIS Provider Portal.
- To date, we have received over 2,610 applications for AT for NDIS participants
- SWEP have a dedicated team of 7 staff working only on NDIA AT applications
- NDIA have approved the funding for more than 3,231 items of AT this year

4. Disposable Continence Products - NDIS

An EOI for the provision of Disposable Continence Products was released in late 2014. After a robust evaluation process SWEP appointed BrightSky and Independence Australia, as the successful contractors to supply and deliver these products for NDIS participants in the Barwon region.

The current continence prescription form has been adapted to suit the products selected, which means you can continue to prescribe washable continence products as well as include any disposable products on the same form. A comprehensive list of products is available from a catalogue on our website <http://swep.bhs.org.au/>

Domiciliary Oxygen Program Up-dates

1. DOP Prescription Form Up-date

The DOP prescription form is now being up-dated with changes endorsed by the Clinical Advisory Panel. The new prescription form will be available on the SWEP website shortly. The Annual Review Form is also being up-dated and the new version will be available in due course. Information about this will be distributed to our registered DOP prescribers.

2. Pulmonary Hypertension Business Rule

A Pulmonary Hypertension Business Rule has now been developed by the DOP Clinical Advisors. This business rule has been developed for the benefit of clients with Pulmonary Hypertension whose saturation levels are outside the accepted TSANZ Guidelines. If the Physician is able to provide evidence of Pulmonary Hypertension without an echo report the application will be approved. A copy of this document will be emailed to all registered DOP prescribers.

Continance Program Up-date

The Continance Program is going back out to tender. The current contract concludes on the 31 December 2015. Over 43% of regularly requested products have been supplied outside the original tender in the last 4 years and our CA's will review these items for consideration in the next tender. This means that we should minimise the need for additional product requests as the scope for Continance products will be broader than the previous tender.

As we move toward the end of the financial year, a concerted effort to move new clients from the waitlist in obtaining continence products is at the forefront. Generally the waitlist is reviewed at the end of each quarter to determine if existing clients are re-presenting for products. If clients are not re-presenting, this allows the program to order products for new clients within the allocated budget.

If your client is on the waitlist and their needs become more urgent, please do not hesitate to contact SWEP to escalate the application.

Clinical Advisor Up-date

The Clinical Advisors have been undertaking audits of scripts for equipment which has not meet client needs. Some of the outcomes have been very expensive and disastrous. There are some prescribers who are allowing suppliers to undertake client “assessments” and hold client information which is the responsibility of a qualified prescriber. When equipment supplied does not meet the client’s needs and is subsequently abandoned, it is the **prescribers’** responsibility, not the supplier.

SWEP considers that when prescribers have not actually undertaken the assessments which they attest to in their scripts, and the equipment has been signed off by the prescriber but actually does not meet client needs, liability for the cost of replacing that equipment rests with the prescriber, or their organisation.

1. Prescriber education for future credentialing

SWEP is committed to supporting prescribers to have appropriate training in equipment prescription. To this end SWEP is currently in negotiation with a tertiary institution to develop education sessions which will be competency based and will support the SWEP credentialing framework. The Clinical Advisors have developed a conceptual framework for how the education is to be provided, and the University is developing modules to support Green, Amber and Red classifications. In the first instance the education modules will support mandatory registration requirements for professional development, and future developments will include the capacity to undertake post-graduate studies across specific equipment categories.

2. New prescriber registration and credentialing updates for the remainder of June

Due to the absence of the Chief Allied Health Officer until 29 June, new prescribers will not receive ratings above Green, and prescribers requesting an update to credentialing levels will not be advised of the outcome until that time.

3. Registering as a SWEP prescriber

Details of how to register as a SWEP prescriber together with the registration form can be found on the SWEP website under the prescriber tab [here](#). To avoid any delay with processing your registration, please ensure that all sections of your registration form are completed including: Prescriber Details (pg 5); equipment categories requested (pg 6); Prescriber Declaration (pg 9). If you have any queries regarding completion of your registration please do not hesitate to contact our Prescriber registration Team Leader: Hana Hey on 5333 8153.

4. Clinical Advisor validation procedure changes

SWEP is currently developing a new template which will be required when scripts require validation from a Clinical Advisor. Once this has been finalised it will be available on the web-site and will be forwarded to prescribers requiring Clinical Advisor support to be completed prior to Advisors being engaged.

Product Recalls/Alerts

From time to time SWEP will be notified of Product Recalls or Alerts in line with TGA requirements. This information is posted to the SWEP website. A new tab titled 'Product Recalls/Alerts' has now been created under the 'News and Events' tab [here](#)

This will allow Prescribers and Suppliers easy access to information regarding these product issues as they arise.

Policy re prescription of slings and hoists

Following a request from a prescriber about whether prescribers must use the same manufacturer when prescribing a sling and hoist, we have sought advice from our Clinical Advisors. The feedback we received is that there are some types of hoists (like standing hoists) where this is recommended, however for portable and ceiling track hoists as long as the preferred sling is compatible with the equipment, there is no need to use the same manufacturer. To ensure compatibility, it is imperative that the recommended hoist and sling are trialed prior to prescription to ensure the items interface appropriately.

Independent review of SWEP in 2014

In 2014 the Department of Human Services engaged Aspex Consulting to conduct an independent review to consider whether the State-wide Equipment Program had met the objectives of the A&EP redevelopment. The report indicated that the objectives of the redevelopment had been met and as a consequence our Service Agreement with DHHS has been extended. We are aware that a number of you participated in a survey related to this review. The DHHS has advised that the results of the survey are not for publication however, we would like to thank those prescribers who took the time to provide their feedback.

SWEP Staffing and contact details

Please find up-to-date contact list of names and key portfolio responsibilities for the SWEP Management Team: [here](#)

Wendy Hubbard

Chief Allied Health Officer – SWEP