

Wheelchair and seating outreach services

Guideline - following an outreach clinic appointment

Clinical Advisor

After clinic, an Clinical Advisor - Outreach sends a copy of the outcome summary with any updated specification forms through ProWorkFlow (PWF)

EMS Assessor

EMS Assessor completes Whaikaha - Ministry of Disabled People EMS Portal (no service request required)

EMS Assessor replies to Clinical Advisor's message in PWF with:

- Whaikaha EMS portal document
- List of specific equipment required for trial/purchase
- Equipment delivery address and phone number

Clinical Outreach Advisor/Outreach Coordinator:

- Checks for re-issue equipment options
- Generates trial approval for re-issue options and/or equipment from supplier

Email sent to EMS Assessor with trial approval form (if any re-issue equipment the asset number's will be noted on the trial approval form)

Equipment for Trial:
Non reissue - EMS Assessor requests required equipment directly from equipment supplier.
Re-issue - EMS Assessor receives re-issue equipment from Enable New Zealand

Clinical Advisor - Outreach provides EMS Assessor support during trial if requested.

Once trial of equipment has been completed Clinical Advisor - Outreach contacts EMS Assessor via PWF to see if any further involvement is required.

When appropriate the file is discharged in PWF

EMS Assessor arranges set up and trial of equipment

- EMS Assessor reviews trial
- Completes trial approval form with items successful or any new equipment proposed (include quotes)
- Email trial approval form to equipment@enable.co.nz

If additional support is required contact the Clinical Outreach Advisor