

Lincolnshire Integrated Community Equipment Service Frequently Asked Questions	
Questions	Answers
Service Related Queries	
What are the opening times for the NRS Customer Service Team?	With effect from the 1st November 2012, the Customer Services team are available from 08.30am until 5pm.
PINs to Order Equipment	
How do I obtain a PIN to enable me to order equipment on iRIS?	The ICES Team set up PINs for individual prescribers and arrange for the PIN to be activated by NRS. The procedures to follow to apply for a PIN are available in the Documents section of iRIS.
I have an individual PIN. Can I place the order for equipment over the phone?	Prescribers with an individual PIN to access iRIS must use the online system to place orders. Only under <i>exceptional circumstances</i> will orders be accepted by telephone – this is to avoid errors and ensure patient details are entered correctly.
On-Line Ordering	
How is the target date for delivery/collection determined?	Target dates are not necessarily set from when an ActivityUID is generated. For example, an order requiring authorisation, the date is set only <u>after</u> authorisation has been given. It is therefore the responsibility of all Authorisers to regularly check to ensure they have no pending requests awaiting them. Equally, it is the responsibility of all Prescribers to monitor the requests they have made in order to prevent excessive delays to the service user.
I need to know what equipment is currently on loan to a particular service user	The information is available on iRIS and can be accessed through the following route: 'Click' on Tracking > Search Client Orders > search for your client. The items currently on loan to the service user will be listed under "Current Items At Address".

<p>How can I set up a 'basket' of equipment that I will often order on iRIS?</p>	<p>iRIS has a facility that enables prescribers to save their own 'kits' or 'packages of care' that they frequently order. This allows staff to group items of equipment so that they may be recalled and added into a new order in one go (refer to page 33 of the iRIS4 guide).</p>
<p>How can I amend an order after it has been entered?</p>	<p>Prescribers own orders can be amended up to the point that they are manifested/appointment booked with the service user. The order will need to be retrieved, then restore selected items, client details, service level and requisition details (plus any attachments) back into the shopping basket. Any part of the order can then be changed and then completed in line with the usual procedure</p> <p>Prescribers can recall their orders from authorisers and make any amendments, up to the point that the order is authorised.</p> <p>Authorisers can make amendments to orders that are sent to them for authorisation. Click the magnifying glass icon on the order line on the 'For Me To Authorise' page. The service level box allows for amendments plus there is a new button which allows the authoriser to add more products if required. Any changes made by an authoriser are automatically documented into the order messages sent back to the prescriber. Authorisers can also still place their own messages to accompany these automated messages.</p> <p>Prescribers are reminded that orders not adhering to the inputting guidelines are likely to be rejected and will therefore need to be re-entered by the prescriber. The prescriber will be notified via email (address including in your contact details) that the order has been rejected and the reason(s) for this.</p>
<p>I placed an order for equipment and noticed that the stock levels were low. I subsequently received an email from NRS confirming that the item is out of stock. Why is this?</p>	<p>In situations where a product becomes Out of Stock after the order has been placed, NRS will work on a 'first come, first served' basis according to the due date of the order (<u>not</u> from when the order was placed on iRIS).</p> <p>In a situation where a Five Day request is placed for a single item where only one is available in stock, this does not guarantee that the product is reserved for that specific order: Should a Two Day request be placed subsequently that has a nearer target date, then the request which is due for delivery first will have the priority of urgency on whatever has been requested. This ranking by target date will also be used to prioritise these deliveries when stock becomes available again.</p>

<p>Some of the equipment I require is available from the standard catalogue but some I need to order from the 'specials'. How should I place the order?</p>	<p>Please do not mix orders for contract items and non-contract items – separate orders need to be placed so that the non contract items can be quickly identified and dealt with appropriately. The items will still be delivered together if at all possible.</p>
<p>How will I know when my Non-Contract Special order is going to be delivered to the service user?</p>	<p>Any information NRS holds regarding the delivery of the non-contract items will be available to view in iRIS in the order summary page of the pending request. As soon as NRS has some information, this will be added to the order and will be accessible to view. If there is no information on the order, then this will indicate that NRS has yet to be contacted by the supplier of your request.</p>
<p>Who are the Preferred Suppliers of new Non Contract Special items?</p>	<p>The following named companies are preferred suppliers, and there is no requirement to obtain a quote for items ordered from them:</p> <ul style="list-style-type: none"> • NRS Professionals Catalogue • Mountway • Sunrise (Coopers) • Patterson Medical • Parkhouse Healthcare • Joerns • AKW • Invacare • Frontier Therapeutics • Sumed • Langham • RNIB • RNID • Mangar International

<p>I do not want NRS to deliver my ordered equipment unless confirmation has been received from the patient/service user/or family member that they are available to accept delivery of the equipment. What should I do?</p>	<p>If NRS are unable to make contact with the patient/service user/family member (as instructed by the prescriber when placing the order), they may complete 'cold call' deliveries (that is, calling without a pre-agreed appointment). This could mean that the equipment is delivered in a shorter timescale than the planned delivery date.</p> <p>If the prescriber is aware of any reasons that contra-indicates cold calling, or recognises that a cold call is inappropriate, the prescriber must indicate this in the 'Delivery Instructions' box of the order and state the specific date when the equipment should be delivered and/or record one of the following codes:</p> <ul style="list-style-type: none"> • Code 1 - Family/Carer support needed to accept delivery. Appropriate contact details etc required • Code 2 - Parent at work. Appropriate contact details etc required • Code 3 - Equipment required for discharge planning. Appropriate contact details etc required • Code 4 - The prescriber is needed to assist delivery. Prescriber contact details etc are required
<p>How do I record that the equipment is being prescribed for someone who is fully funded or joint funded by Continuing Health Care (CHS)?</p>	<p>Community Equipment prescribed for a person in receipt of CHC and ordered through IRIS must be identified and recorded on IRIS. The prescriber select either CHC FF (CHC Fully Funded) or CHC JF (CHC Joint Funded) in the Issue Type field on IRIS.</p> <p>The CHC FF or JF identifier is required to enable the ICES Team to ensure the funding for the equipment is apportioned to the correct partner, and for monitoring and auditing purposes.</p> <p>Where required, the CHC Team will confirm whether the recipient of equipment being issued is fully funded or joint funded for the equipment through CHC.</p>
<p>I am a prescriber and have been told I need to obtain equipment from a peripheral store for my patients. How does the process work?</p>	<p>When providing equipment from a peripheral store, ensure that the details of the patient and the equipment issued, including the PUK number (found under the barcode) are entered onto iRIS. This is to ensure that the equipment is replenished and the records held by NRS provide accurate information on where the equipment has been dispensed to. This is particularly important as in the event of a MDA, the patient/service user will need to be contacted and this may mean that the equipment is recalled. See section 1.8 of iRIS4User Guide for further details.</p>

<p>Can I request a bed move through the on-line website (iRIS)?</p>	<p>No. A bed move can only be arranged through the submission of a fax requisition. The standard timescale for NRS to move a 4-section profiling (etc) bed is five days.</p> <p>Once faxes are no longer permitted (this will be circulated to prescribers by the ICES team in advance of the changes taking place), requests will be accepted by email to the 'Enquiries' mailbox. All the information that would normally be included in a faxed requisition would need to be included in the email. The enquiries mailbox address is: enquiries@lincoln.nrs-uk.net.</p>
<p>Equipment Specific Queries</p>	
<p>How do I know how much Mopstick or Galvanised Rail to order?</p>	<p>Mopstick is supplied in metre lengths. If, after measuring, you find that the total length you require is 5.8 metres, you should order a quantity of 6 to give 6 metres.</p> <p>Specify the lengths needed, and provide fitting instructions in the 'Delivery Instructions' box. The rail will then be cut to the size, or sizes requested, and fitted as instructed.</p>
<p>How do I place an order for non-contract special beds and accessories from companies such as Carebase and Insignis?</p>	<p>The way that non-contract special beds and accessories from companies such as Carebase and Insignis are ordered and recorded on IRIS have changed with effect from 13/01/14.</p> <p>All special beds and accessories (ie cotsides, bumpers and mattresses) must be recorded as separate items (under separate SP Codes). These new procedures will enable prescribers to see exactly what is available in the warehouse without assuming a bed comes with a particular range of other items.</p> <p>Additionally, Prescribers must only obtain a quote and order washable Care Base bumpers to be supplied with the Carebase 80/20 bed range. (Non-washable bumpers cannot be decontaminated and recycled by NRS).</p> <p>Prescribers should contact NRS to ensure that all component parts are available BEFORE placing the order on IRIS.</p>

Repairs and Collections	
How do I arrange a repair to a Non-Contract Special item that is still within its warranty?	<p>If the item is still covered by its warranty, the supplier will need to carry out the repair.</p> <p>Please supply details of the item, the nature of the problem, and the service user's details to the customer services team. This can be done by telephone, or by email to the Enquiries mailbox (enquiries@lincoln.nrs-uk.net). We will contact the supplier and arrange for the supplier's technician to attend.</p>
How do I arrange a repair to a Non-Contract Special item that is no longer covered by warranty?	<p>NRS cannot carry out repairs to non-contract special equipment due to the technicians not having the necessary training. The manufacturer will need to carry out the repair. Please contact the supplier and obtain a quote for the repair. Please then forward the quote, together with an order to the customer services team and we will arrange for the supplier's technician to attend. It is not possible to make this request via the online system, so the order would need to be by requisition form or by email to the Enquiries mailbox (enquiries@lincoln.nrs-uk.net).</p>
How do I request collection of a Ceiling Track Hoist or other hoist that has been fitted by Movement 2?	<p>The collection can be raised on iRIS in the usual way, but please be aware that it may take longer than the usual 10 working day turnaround as the request has to be forwarded on to Movement 2.</p>
How do I arrange the collection of a bariatric bed?	<p>The delivery and collection of bariatric beds require two drivers.</p> <p>The standard collection timescale is ten days. If an earlier collection timescale is required, the prescriber must liaise directly with NRS to agree on an earlier collection timescale.</p> <p>Please note that a two day collection will not be possible as NRS must co-ordinate driver availability.</p>