Guideline - EMS Assessor Requesting Equipment

Band 2, 3 and non list Equipment

Enable NEW ZEALAND

Key
Blue block - Enable New Zealand
Pink block - Assessor
CSA - Clinical Service Advisor
ENZ - Enable New Zealand
EMS - Equipment and Modification Services
CSF - Customer Service Facilitator

Assessment completed and person requires a funded solution

EMS Assessor confirms person meets DSS eligibility and access criteria

No → Consider alternative options or funding streams

Yes

EMS Advice required?
See
"Guideline for consultation with an EMS Advisor"

Yes → EMS Assessor completes Request for EMS Advice form and submits via ProWorkFlow (*see guideline for consultation with Clinical Advisor*) → Advisor reviews and supports a solution

No → Consider alternative options or funding streams

Yes → Assessor proceeds to an Equipment application uploading any supporting documentation to ENZ

No

EMS Assessor completes EMS Portal and submits with P1 support

Assessor proceeds to an Equipment application uploading any supporting documentation to ENZ

ENZ CSF checks the received documentation. May consult with the CSA team.

CSA Team check needed → Advisor reviews and supports a solution

Yes → ENZ store check for reissue or similar stock

No → Consider alternative options or funding streams

ENZ store check for reissue or similar stock

Trial

Stock / purchase

Trial unsuccessful → ENZ CSF checks the received documentation. May consult with the CSA team.

ENZ issue trial approval to EMS Assessor

Assessor receives goods from supplier or ENZ stock
(If for trial ENZ issues Equipment Provision form)

Assessor coordinates trial with supplier

Trial successful

Trial unsuccessful → ENZ CSF checks the received documentation. May consult with the CSA team.

Trial successful

Assessor completes and submits successful trial paperwork to ENZ

January 2025