

# Wheelchair and Seating Outreach Service Guideline – following an outreach clinic appointment

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

EMS Assessor completes Disability Support Services (DSS) EMS Portal (no service request required). Please refer to the instructions included with the outcome summary email

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

- DSS | EMS portal assessor section including the Priority Tool
- List of specific equipment required for trial/purchase
- Requested quotes
- Equipment delivery address and phone number

Clinical Services Advisor or Coordinator:

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

Email sent to EMS Assessor with trial approval form (if any refurbished equipment is to be provided, the asset number's will be noted on the trial approval form)

Equipment for trial:

- New equipment – EMS Assessor requests required equipment directly from equipment supplier
- Refurbished equipment – EMS Assessor receives refurbished equipment directly from Enable New Zealand

Clinical Services Advisor provides EMS Assessor support during trial if requested.

Once the funded equipment is in place and successful, the PWF case file is closed

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](mailto:equipment@enable.co.nz)
- Message the Clinical Service Advisor in PWF that the trial is complete