

# Orthotics change of provider

## FAQs FOR CLIENTS/PATIENTS



### **Why is the Waikato DHB changing contracted provider?**

Our current provider contract was due to end of 2018 – we are required to undertake a procurement process to evaluate available options. Orthotic Services Waikato was chosen because of their service offering - a holistic approach to patient care and use of the latest technology that our patients would ultimately benefit from.

### **When will this change take effect?**

The transition will be completed by the end of October 2018, however we will be taking a phased transition approach between August and October 2018 to best support our patients and clinicians.

### **What happens to current clients/patients?**

We will be taking a staged approach to moving clients/patient across to Orthotic Services Waikato - all patients will be proactively contacted with information ahead of time, you can expect continuity of care during the transition process.

### **What do I do if I already have an appointment?**

Continue with your appointment as per your appointment letter. We will proactively contact you in the event any details need to be amended.

### **How will this change apply to rural clients/patients?**

Our services and clinics will transition and continue as per usual in all our Waikato DHB locations, including our rural communities. All patients regardless of location will be kept up to date with information relevant to their locality and appointments.

### **What if I want to stay with the current provider?**

DHB-funded services will be moving to Orthotic Services Waikato, our new provider has a range of skilled staff to meet the clinical needs of the community. Services funded under ACC may continue with the current provider.

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### What will happen to my clinical records with the current provider?

The clinical records will be securely transferred to Orthotic Services Waikato and will continue to be updated during your care.

### Will I now have to pay for these services?

No. If you are eligible for DHB-funded services then your orthotic services will remain publicly funded. The access criteria for referral and acceptance; and allocation protocols will not change.

Co-payments will continue to be charged for footwear repairs and modifications. Items suitable for your needs that are available in retail outlets will not be DHB-funded.

### Is my orthotic prescription going to be changed?

Each client will be reviewed by Orthotic Services Waikato at their first appointment with the new provider as per good clinical practice. Any recommendation to change current service prescription will be discussed with you and the referring clinician.

### Who is Orthotics Services Waikato?

Orthotic Services Waikato is a collaboration of two providers - Orthotic House and the NZ Artificial Limb Service (NZALS). They will jointly be responsible for assessing your orthotic needs and fabricating / fitting orthotic products as needed in liaison with the Waikato DHB prescribers.

Between them, the new providers have over 40 year's clinical orthotic experience with highly trained staff. Waikato DHB referred clients will have access to the latest technology including 3D scanners and printers to provide an increased range of service options.

### Where are the clinic locations for Orthotics Services Waikato?

- Diabetics and vascular clients – **NZALS, 222 Pembroke Street, Hamilton**
- Children, rheumatic disorders, clients with a life-long need for disability assistance, clients with non-vascular-related post-surgical orthotic needs – **Orthotic House, 56 Pembroke Street, Hamilton.**
- All inpatient and regional clinics will continue as usual, with the confirmed locations on the clinic appointment letter that you will receive.

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### **Why have the providers collaborated?**

To provide the breadth of services that our community needs. NZALS has an interest in prevention of amputation and associated skills in the field. NZALS has a team of clinicians who are trained overseas as specialists in both orthotics and prosthetics. Orthotic House has over 40 years of experience providing orthotic services, with extensive experience in the Waikato region. NZALS has been adapting technology across the country that will be beneficial for orthotic patients in the Waikato. Together we can do more for patients.

### **From my perspective, will I have a choice about who treats me?**

Your assessment will indicate which options are best for you and these will be discussed with you. Our new contract will ensure there is a range of orthotists to provide services based on your specific needs. Our collaboration offers some flexibility in delivering orthotist and related services across the DHB region.

### **Who do I contact if I have a question?**

If your question is about the transition please contact us via email on [orthoticstransition@waikatodhb.health.nz](mailto:orthoticstransition@waikatodhb.health.nz)