

Orthotics change of provider

FAQs FOR REFERRERS



Why is the Waikato DHB changing contracted provider?

Our current provider contract was due to end Late 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 the latest technology that our clients 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, patients/clients can expect continuity of care during the transition process

- Stage 1 – High risk diabetes and vascular patients, Late August
- Stage 2 – All new patients or inpatients, September 2018
- Stage 3 – All outpatients and final groups transitioned by mid-October 2018

Will my patient's eligibility for funded orthotics products change as part of the transition?

No, the service offering and eligibility around consumables and items that are funded will remain unchanged. Co-payments will continue to be charged for footwear repairs and modifications.

How do I refer a patient/client to the new supplier?

We will contact all referrers to ensure they have up to date information ahead of the changeover. Part of our transition plan includes moving from a paper referral process to an electronic referral, this is currently being designed and more information will be available soon.

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What if I do not have electronic referring capability?

Our preference is that all referrals are received electronically; our supplier is working on a web based form approach which just needs internet connectivity to use. We are currently working on the referral approach in the event of a connectivity outage.

What should I do with the referral/prescription pad that I have been using?

These can be returned to Orthotics Centre Midland/Orthotics house or disposed of. We will be endeavouring to collect these from Waikato DHB locations as part of the transition.

What do patients/clients need to do if they already have an appointment?

They simply continue with their appointment as per the appointment letter. They will be proactively contacted in the event any details need to be amended

What will happen to patient/clients clinical records with the current provider?

The clinical records will be securely transferred to Orthotic Services Waikato and will continue to be updated during their care. In future we plan to enable our providers to put updates directly into clinical workstation (CWS) – the DHB's electronic patient management system.

Will patients/clients now have to pay for these services?

If patients/clients are eligible for DHB-funded services then 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

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.

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Will Orthotic Services Waikato staff attend Waikato DHB run clinics?

Yes – this will continue both during and after the transition.

What if I want to refer patients to the current provider?

DHB-funded services will be moving to Orthotic Services Waikato, our 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.

Will my patients/clients orthotic prescription be changed as part of the transition?

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

Will there be any change to the DVT protocol as part of this transition?

No – the current DVT protocol will remain in place

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 patients 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.

Who were the clinical representatives that participated in the supplier evaluation process?

Your clinical colleagues were Lindsay Pooley, Manager Allied Health, Veronica Eichmann, Manager, Allied Health Administration, Amanda-Wyn Burton, Orthopaedic Nurse Specialist, Dr Justina Wu, Diabetes Clinical Director, Julie Betts, Nurse Practitioner, May Mak, Orthopaedic Specialist (on occasion Amanda-Wyn participated as a delegate for May Mak)

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