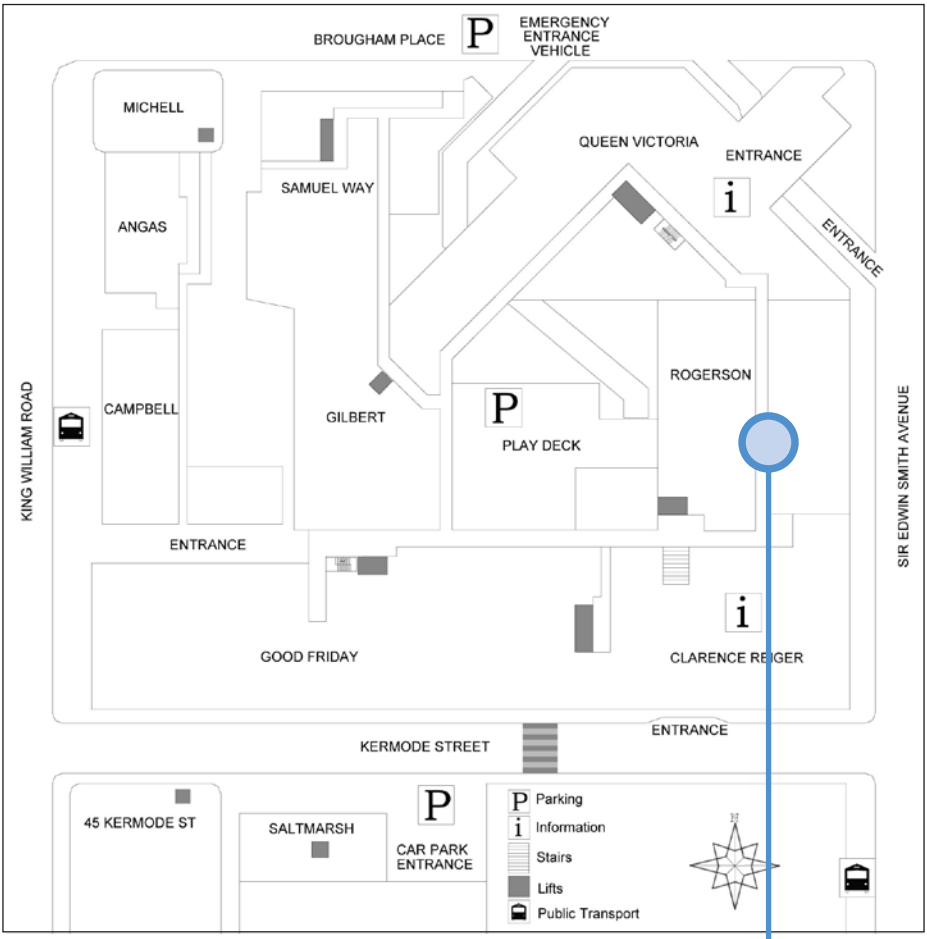
Home Equipment & Consumables Service

Government of South Australia

SA Health

Women's & Children's Hospital


BROUGHAM PLACE
EMERGENCY ENTRANCE VEHICLE
MICHELL
ANGAS
SAMUEL WAY
QUEEN VICTORIA
ENTRANCE
ENTRANCE
KING WILLIAM ROAD
CAMPBELL
GILBERT
PLAY DECK
ROGERSON
SIR EDWIN SMITH AVENUE
ENTRANCE
GOOD FRIDAY
CLARENCE RIGGER
KERMODE STREET
ENTRANCE
45 KERMODE ST
SALTMARSH
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What do I need and how do I use it?

You or your child may require special equipment and medical items to enable you/them to be discharged from the Women's and Children's Hospital (WCH) and be cared for in the home and community. Equipment may help you/your child to move around easier, assist with feeding or allow you/them to breathe easier. Equipment may also include consumable items such as syringes, feeding lines and dressings, and items which can be hired such as feeding pumps and suction units.

Your Doctors, Nurses, Physiotherapists, Occupational Therapists and other Health Professionals will help decide what sort of equipment your child will need for discharge. They may provide you with this directly or arrange a referral for you to collect your items from the Home Equipment Centre. Most equipment provided has a small hire fee and there is a capped monthly charge for consumables.

Home Equipment Centre

The Home Equipment Centre supplies equipment to patients of the WCH so they may be cared for in the home, rather than in hospital. Equipment can be consumable items such as syringes, feeding lines and dressings, and items which can be hired such as breast pumps and suction units.

Your clinician / equipment coordinator will arrange a referral for the items you require. They will teach you all you need to know about using the item safely and may give you some written information or instructions as well. You will need to visit the Home Equipment Centre to pick them up.

If you have any questions about the item, you will find a contact person listed on your hire agreement form and in this booklet (page16).

Please note that consumables have a defined life span, in other words they have a use-by date. Often this is printed on the packaging. Please ensure that all consumables you use at home are within this use-by date before use.

The Home Equipment Centre does not supply equipment or consumable items without a referral or consult from a WCH clinician and we do not accept GP referrals for equipment or consumables.

Where are we?

The Home Equipment Centre is located in the Paediatric Outpatients Department on the first floor of the Rogerson Building of the WCH.

Opening times are from 9.00 am - 12.30 pm and 1.45 pm - 4.30 pm Monday to Friday. The Home Equipment Centre is closed between 12.30 pm and 1.45 pm and is not open weekends or public holidays.

Phone 8161 6233
Fax 8161 7133

The Home Equipment Centre provides

- Tracheostomy Supplies
- Suction units and supplies
- Enuresis mats and alarms
- Parenteral nutrition supplies
- Haemophilia supplies
- Feeding pumps, nasogastric and gastrostomy supplies
- Ventilators and supplies
- Electric breast pumps
- BiPAP and CPAP units
- Oximeters
- Humidifiers
- Nebulizers
- Respiratory supplies
- Stomal supplies
- Wound care supplies
- Urology supplies
- Incontinence scheme
- Anal dilators
- Home Oxygen Consumables
- Glucometers for women (paediatric glucometers are supplied through the Diabetes unit)

Other items of equipment and consumables are also supplied from different areas of the hospital - see page 14.

Are there any fees and charges for equipment or consumables?

Deposit

If you need to hire equipment from the Home Equipment Centre, a refundable deposit of $50 is required for most equipment. A $30 deposit is required to hire a Glucometer. You will receive this deposit back when you return the item in good condition.

Hire fees

Hire charges vary from $15/month to $10/week, depending on the equipment being hired.

Other charges

For the supply of all your disposable or single use items, there is a maximum charge of $150 a month. If you hold a Health Care Card the maximum charge is $50 a month or $35 a month if you also hire equipment. Payments can be made at the Cashier, Ground Floor, Kermode Street Entrance. Payments made on the day of collection will receive a 20% discount.

How do I place an order for equipment or supplies?

Once the Home Equipment Centre receives your referral you will need to visit the Centre to arrange your equipment hire and/or first order of supplies. We require at least 24 hours notice to have your items ready.

When hiring equipment you will be asked to sign a hire agreement form and pay the deposit required. The hire agreement outlines your responsibilities for the equipment, when it is due for service, when it will be due for return, how much it will cost and who your Equipment Coordinator is. This person is the contact for any clinical issues relating to your equipment.

Ongoing supplies are available monthly. Please call the Home Equipment Centre on 8161 6233 to place your order each month.

The Home Equipment Centre requires a minimum 24 hours notice of your order and we would appreciate as much notice as possible so that we can have your order ready.

The Home Equipment Centre Manager is only able to give equipment and the amount of consumables prescribed by your clinician as listed on your referral. If you feel your referral needs to be updated, please contact your clinician / Equipment Coordinator.

Service or repair of equipment

Electrical equipment that is hired requires regular preventative maintenance. You can find the service date on the sticker on your equipment and on your hire agreement form. If this is due whilst you are hiring the item, you will be sent a reminder to bring it into the Home Equipment Centre. It is important that you bring the equipment into the hospital when requested as regular servicing is important to maintain safety, prevent equipment failure and potentially protect you or your child from possible harm. Consumers are asked to fill in the "Request for Equipment Repair or Service form" when returning items for service or repair which is available at the Home Equipment Centre. Replacement equipment will be issued if required. There is no charge for servicing or repair.

Can I get some help getting equipment and supplies to my car?

If you require assistance to carry boxes from the Home Equipment Centre to your car, there may be volunteers at the WCH to assist you with this. Please call ahead or ask at the Enquires counter (Kermode St Entrance, 8161 6666) prior to presenting at Home Equipment Centre to find out if a volunteer is available. Volunteers work at the Enquires counter several mornings a week. They may be available to assist with carrying some items of equipment obtained through the Home Equipment Centre.

Volunteer home delivery service

Home delivery is available to some consumers who have difficulty with mobility and complex health care needs. This is a volunteer service and therefore capacity is limited. Application to the service can be made through the Home Equipment Centre and cases are prioritised by need. Once an application form is filled in the Home Equipment and Consumables Group will assess each application in consultation with the relevant clinicians. Please ask for an application form from the Home Equipment Centre if you think you might need the service or ask your clinician.

The delivery service is available on a scheduled day per month. You will be given your delivery dates for a six month period in advance. Delivery drivers may not always be able to deliver at a specific time as they need to make a number of deliveries on one day. Orders need to be placed a week prior to your scheduled delivery date with the Home Equipment Centre Manager. You must be present at the designated address in order to sign for the delivery. If the volunteer driver experiences any difficulty with deliveries, the driver will notify the appropriate WCH staff. This may result in you no longer being able to use the service.

Payment is to be made via credit card by phone to the Home Equipment Centre Manager or the parent/carer will be invoiced. The volunteer driver will not collect payment on delivery.

Home Equipment Centre Manager 8161 6233.

Country mail service

A mail order service is available for country patients. Five days notice is required to process these orders. There is a minimum charge of $5 for postage and three postage rates depending on weight and size of package. The Home Equipment Centre Manager will be able to provide a postage rate at the time you pay for your order.

Home Oxygen Service

If your child requires home oxygen, the Respiratory Clinical Practice Consultant or staff from the Special Care Baby Unit will order the oxygen for you to go home with. You will be shown how to assemble and use the equipment. Consumables are provided by the Home Equipment Centre.

How do I go about ordering more oxygen and equipment?

You will need to ring the WCH Supply Department on 8161 6283 to arrange orders for oxygen cylinders. The WCH Supply Deptartment will then arrange delivery of the cylinders by Boc-OxyCare. You will need to give the name and address of your child and WCH order number (if known), the type and number of cylinders required and number of empties cylinders you have. Make sure you order enough cylinders to last at least 30 days.

BOC-oxyCare delivers daily (Monday to Friday) in the Adelaide metropolitan area. Parents should be home to receive the first order. Parents living in the country will be given the name of a depot in their town, or surrounding area, where they can collect the oxygen or arrange home delivery with the agent.

Any faulty equipment should be reported to the WCH Supply Department on 8161 6283. Staff will arrange to have the equipment replaced.

A WCH brochure on home oxygen therapy is available and a booklet on the safe handling of medical gases is available from BOC-oxyCare.

Who pays for the oxygen and equipment?

The WCH pays for the oxygen and monthly hire of flow meters, regulators and cylinders. Once your child is discharged from the WCH any extra equipment required (e.g. nasal prongs, tapes or tubing) can be purchased from the Home Equipment Centre located on the first floor Rogerson Building, WCH. You will need to give 24 hours notice by ringing 8161 6233.

Who do I call for assistance?

For clinical assistance please call either:

The Respiratory CPC 8161 7000, pager 5564
The Special Care Babies Unit (SCBU) 8161 7835
The WCH nursery 8161 7855
The Neonatal Early Discharge Program (NEDS) nurse 8161 7857

For delivery or pick up times for oxygen cylinders call BOC-OxyCare 1800 050 999.
To Order or return equipment call the WCH Supply Department 8161 6283

Incontinence Assistance Schemes

Eligible consumers who have severe and permanent incontinence may be able to access one of three different assistance schemes. Your Stoma/Wound/Urology Clinical Practice Consultant will assess you/your child and be able to advise you on the scheme that will benefit you the most. You may only access one of the three schemes at any one time. If you feel that you would like some advice please contact the Stoma/Wound/Urology Clinical Practice Consultant.

Phone 8161 7000
Pager 4099

WCH Incontinence Scheme

Our incontinence scheme for eligible children provides assistance meeting some of the costs of continence products.

A child is eligible if:

- They are between the ages of five and sixteen years
- Have a permanent and severe loss of bladder and/or bowel function
- Are current clients of the WCH who have made at least one outpatient visit in the last 12 months and continue to be seen at the hospital
- Are not obtaining funding from any other government funded source. Clients found to be receiving assistance from other schemes will have the WCH service withdrawn.

You will require a written referral from the appropriate WCH clinician to access the scheme and can only access one incontinence scheme at the same time. For more information about the WCH scheme please contact the Stoma/Wound/Urology Clinical Practice Consultant.

Phone 8161 7000
Pager 4099

Continence Aids Assistance Scheme

The Continence Aids Assistance Scheme (CAAS) is an Australian Government program that assists eligible people who have severe and permanent incontinence aged (5 to 65 years of age) with some of the costs of continence products. CAAS clients receive a subsidy of up to $470 per year for continence products. More information can be found on the Department of health and ageing website:
http://www.health.gov.au/internet/main/publishing.nsf/Content/continence-caas.htm

Novita Incontinence Assistance Scheme

Novita Family Support Services have limited government funding from the Office of Disability and Client Services (ODACS) to assist families to meet some of the costs of continence products. This assistance is available to any eligible child and is not specific to children who are Novita clients.

A child is eligible if:

- They are between the ages of four and five years
- Have a permanent and severe loss of bladder and bowel function
- and parents/carers can provide a health report completed by a health professional (GP/ medical specialist/allied health worker or Family Services Coordinator) to confirm child's incontinence.

Novita will refer children on to the CAAS once they are 5 years old.

Applications will be received for children three years and eleven months or over. If your child is a Novita client, contact your Family Services Coordinator (FSC). If you do not have an allocated FSC, contact Novita Children's Services on 8234 8266. If your child is not a Novita client, you can complete an application form available from www.novita.org.au/registration, or you can call the Novita Central Intake team on 1800 337 443 for a form or information regarding eligibility.

Financial considerations

Caring for a child with an illness or disability can have significant financial implications.

If you are experiencing financial difficulty, a referral to the Social Work Department can be arranged to discuss your situation.

Social Work Department
Paediatric patients 8161 7381
Women 8161 7580

You may qualify for extra Centrelink entitlements due to your child's disability or illness. Carer Payment is an income support payment. Carer Allowance is a supplementary payment which provides your child with a Healthcare Card or you may be eligible for a Carer Allowance Health Care Card only.

If you are caring for a child under 16 years of age you may receive:

- A fortnightly Carer Allowance plus a Health Care Card, or
- A Health Care Card only.

For more information visit www.centrelink.gov.au or call 13 2717 or ask at a Centrelink Customer Service Centre. You can ask for two publications 'Centrelink - the basics' and 'Caring for someone?'

Register your child for the Medicare Safety Net

If you need to see a doctor or have tests regularly, you could end up with high medical costs. The Medicare Safety Net is designed to help you when you need it most. Once you reach a safety net threshold, visits to your doctor or having tests may end up costing you less. All families and couples need to register for the Medicare Safety Net. Even if all your family members are listed on your Medicare card your still need to register for the Medicare Safety Net.

To register:

- Download a form from medicareaustralia.gov.au
- Register online at medicareaustralia.gov.au/online
- Call 132 011
- Visit your local Medicare office.

Keep all receipts

Realistically, you will incur many extra expenses for your child's medical and support needs. Therefore, it is worthwhile keeping receipts, as you might be eligible for a tax rebate on your medical expenses at the end of the financial year. Keep receipts for items like:

- Continence aids
- Over the counter pharmaceuticals
- Nutritional supplements and Home Enteral Nutrition [HEN] program costs
- Contributions you make toward the cost of equipment
- Petrol and car parking expenses for specialist appointments and hospital visits
- Visits to doctors who do not bulk bill
- Private appointments with Occupational Therapists, Speech Pathologists, Physiotherapists etc.

Parking

When your child is an inpatient at the Women's and Children's Hospital weekly concession tickets are available at the Medical Centre car park. Weekly tickets can be purchased at the Transport Services Department Office in the multi storey car park situated in Kermode Street.

- Tickets can only be purchased during office hours (open weekdays between 8.30am to 4.30pm excluding public holidays).
- The ticket is valid for 7 days including the date of issue.
- You can exit and enter as often as you wish between 6.00am and 10.30pm Monday-Friday and 6.00am-9.00pm Saturday and Sunday.
- If the car park is full, you will be required to wait in line until a space becomes available.
- You may leave your car in the car park overnight.

Alternatively, the Rogerson Car Park (entry from Brougham Place via the Emergency Department roadway) is available:

- Pay before you enter and automatic exit 24 hours
- Maximum continuous parking for 2 days.
- Hours of Operation: 6.30am to 11.00pm, every day.

Disabled parking spaces are available at:

- Kermode Street Carpark - nine spaces
- Kermode Street (street parking) - two spaces (three hour) located near the entrance to the Hospital
- Underground Carpark - one space, Brougham Place (Street Parking) - four spaces (three hour).

Other equipment and consumable services at the WCH

Other types of equipment and consumables are also provided from other departments of the WCH. Hiring processes are very similar and payments are also made at the Cashier where required. Services are available for WCH patients from the following areas with a referral from a WCH clinician:

Allied Health (Paediatrics)

Ground Floor Good Friday Building
Phone 8161 7381

Physiotherapy:

- Corner chairs
- Crutches
- Peanut head supports
- Respiratory supplies such as Pari nebulisers, PariPEP's and other items
- U play rings
- Walking frames
- Walking sticks
- Wobble boards
- Wheelchairs and fracture boards

Occupational Therapy:

- Shower chairs
- Mov'n'sit cushions
- Mobile ramp
- Baby cot
- Weighted vest top
- Sloping desk top

Speech Therapy:

- Feeding aids

Orthotics:

- Ankle foot orthoses
- Port protectors
- Helmets

Women's Physiotherapy

First Floor Queen Victoria Building
Phone 8161 7579

- Coccyx cushions
- Mobility aids
- Neuromuscular stimulators
- Pregnancy support belts and Tubigrip
- Respiratory supplies
- Wrist splints
- Tens machines

Paediatric Rehabilitation Department

First Floor Rogerson Building
Phone 8161 7367

- Mobility aids and Wheelchairs
- Ramps
- Shower chairs
- Toilet raisers
- Slings
- Bed rails
- Bath boards
- Slide boards

Audiology

Paediatric Outpatients,
First Floor Rogerson Building
Phone 8161 6423

- Speech processors

Cardiology

Sixth floor Reiger Building
Cardiology CPC
Phone 8161 7051 or

Cardiology technician
Phone 8161 6360

- Portable oximeters and ECG monitors for clinical testing

Diabetes Clinic

Second Floor Good Friday Building
Diabetes Educator
Phone 8161 6402

- Glucometers (Paediatric)
- Insulin pumps
- CGMS sensors

Pharmacy

Ground Floor Good Friday Building
Phone 8161 6540

- Spacers

Renal Unit

Second Floor Good Friday Building
Renal CPC
Phone 8161 6533

- Peritoneal dialysis

Special Care Babies Unit (SCBU)

Third Floor Queen Victoria Building
Neonatal Early Discharge Program
Phone 8161 7857 or

SCBU Clinical Services Consultant
Phone 8161 7863

- Home oxygen and feeding for Neonates
- Gavage Feeding (Neonates)

Parenting Unit

Third Floor Queen Victoria Building
Phone 8161 7848

- Muslin wraps

Who to call if you are having a problem

If you have a problem with your equipment or consumables that have been provided to you from the WCH, please contact the Home Equipment Centre or your Equipment Coordinator/Clinician.

For items not provided by the Home Equipment Centre, please see pages 14 - 15.

In an emergency, call 000 or come into the Paediatric Emergency Department.

Management Facilitators (After Hours) are available for after hours equipment emergencies on 8161 6558 pager 3715 (24 hours). You can ring 8161 7000 and switchboard can help direct your call.

Equipment provided by the Home Equipment Centre

Home Equipment Centre Manager		8161 6223
Anal dilators	Manager, Enuresis, Paediatric Outpatients	8161 6665
BIPAP / CPAP	Respiratory CPC	8161 6540
Electric breast pumps	Postnatal CSC	8161 7955
Enteral Feeding	Home Enteral Nutrition Service CPC	8161 7182
Enuresis mats/alarms	Manager, Enuresis, Paediatric Outpatients	8161 6665
Gastrostomy supplies	Home Enteral Nutrition Service CPC	8161 7182
Glucometers (women)	Women's Assessment Service CSC	8161 7536
Haemophilia supplies	Haemophilia CN	8161 6331
Humidifiers	Respiratory CPC	8161 6540
Incontinence aids	Stoma/Wound/Urology CPC	8161 6671
Parenteral nutrition supplies	Gastroenterology CPC	8161 6876
Respiratory supplies	Respiratory CPC	8161 6540
Stomal supplies	Stoma/Wound/Urology CPC	8161 6671
Suction unit supplies	ENT CPC	8161 8032
Thalassemia Supplies	Associate Clinical Nurse Coordinator Haem/Onc Unit	8161 6137

Tracheostomy supplies	ENT CPC	8161 8032
Urology supplies	Stoma/Wound/Urology CPC	8161 6671
Ventilator equipment and supplies PICU Equipment	Retrieval/Equipment CPC	8161 6543
Wound care supplies	Stoma/Wound/Urology CPC	8161 6671

Home Oxygen Service

Ordering oxygen	8161 6283
Returning equipment	8161 6283
Approx delivery/pick-up times	1800 050 999
Home Equipment Centre	8161 6233
BOC-oxyCare After Hours	1800 653 572

Emergency Numbers

For all out of hours enquiries please contact the Management Facilitators (After Hours)	8161 6558 Pager 3715 (24 hours)
Paediatric Emergency Department	8161 7000
In case of emergency	000

Have your say

The Children, Youth and Women's Health Service is committed to providing safe, high quality health care. We appreciate your feedback and suggestions about our service. We have consumer feedback forms available from Paediatric Outpatients next to the Home Equipment Centre doorway. If you would like to fill it in and post it back, please ask for a reply paid envelope. These forms will be reviewed by our Consumer Feedback Coordinator and the Director for Community Engagement.

External equipment services

Many pharmacies also hire and sell equipment and consumables.

You may also find more information about equipment supplies from:

Novita Children's Services

Some children may be eligible to access services from Novita Children's Services. One of the services provided at Novita is the administration of the state-wide Independent Living Equipment Program for children, commonly referred to as ILEP. It comprises therapists with expertise, knowledge and skills to help children, families and carers to select, access and setup the most appropriate equipment to assist with mobility, communication and daily living. Equipment Service staff includes physiotherapists, occupational therapists, speech pathologists and therapy assistants. Where necessary, the Equipment Service links with Novita's Early Childhood, Child and Adolescent and Rehabilitation teams to ensure each child receives the most appropriate equipment for their needs.

Further information
Phone 8243 8302 or
Email equipment@novita.org.au

Independent Living Centre directly

Enquiries Line 1300 885 886 (SA and NT callers) or
Phone 8266 5260
11 Blacks Road Gilles Plains SA 5086.
Web http://www.familiesandcommunities.sa.gov.au/Default.aspx?tabid=923

Disability Information Resource Centre

Phone 8236 0555 or
1300 305 558 (SA and NT callers)
195 Gilles Street, Adelaide 5000 SA
Web www.dircsa.org.au

Author

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Acknowledgments

Novita Children's Services for granting permission to include their service as part of the 'Incontinence Assistance Scheme'.

InterACT for permission to adapt the section on 'Financial considerations'.

For more information

Home Equipment Centre
Paediatric Outpatients Department
Women's and Children's Hospital
Level One, Rogerson Building
72 King William Road
North Adelaide SA 5006
Telephone: 8161 6233
Fax: 8161 7133

Non-English speaking: for information in languages other than English, call the Interpreting and Translating Centre and ask them to call The Department of Health. This service is available at no cost to you, contact (08) 8226 1990.

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