

## Guide to completing a Home Oxygen Order Form (HOOF)

### Our top issues:

#### Prescription details

- Incomplete prescription details
- Incompatibility of disposables with % flow rate
- Specific hours/flow rate (do not put "as and when required" or "PRN")

#### 4hr response

- Clear indication of a 4-hour response requirement

#### Important details

- Clear indication of specific delivery/service requirements for patient, eg machine to be locked/unlocked/justification for lightweight cylinder service/ no prescription details here please unless you want to over-ride the % flow rate rules
- Clinical code should be completed

#### Declaration

- Clear signature stating profession/position
- Please ensure you have put your fax number on your order

## To help your order run smoothly through the processing routine.....

- Legible and accurate completion of all relevant information
- Prescription details must always be numeric, never "PRN" "as required" or "night use" etc
- Accurate delivery address details
- Accurate contact details, landline contact numbers, plus any mobile numbers would be beneficial to aid contact in organising delivery
- Access to property should be confirmed for Hospital discharge patients

### Useful information.....

Website - [www.airproducts.co.uk/homecare](http://www.airproducts.co.uk/homecare) - everything you need to know about oxygen equipment

MEDDATA email address - [MEDDATA@airproducts.com](mailto:MEDDATA@airproducts.com) - data requests for patient confidential information

Homecare Helpline - Freephone 0800 373580 - for all general enquires, Monday to Friday, 8:00am - 5:30pm

## Service Provision (delivery details)

### Relevant box should be clearly ticked

#### 4-hour: Urgent response

- Order will be (where possible) verbally confirmed as a 4-hour response requirement
- Order will be delivered within 4 hours of receipt of approved order assuming home access available

#### Hospital Discharge / Clinical assessment - NEXT DAY

- Next day service box ticked - the order will be (where possible) verbally confirmed
- Order should be received by Air Products before 5:30pm to ensure next day service
- Orders received after 5:30pm will be processed the following working day

#### Standard delivery:

- Order will be delivered within **three** working days of receipt of an approved order

#### Receipt of order:

- Processing times of orders will be driven by receipt time of an approved order
- If the order is not received prior to 5:30pm, then the delivery clock will not begin until the next working day
- Orders received after 5:30pm will be processed the next day

## Hints, tips and explanations about the Home Oxygen Service..... cont'd

### Removal of Service:

#### If the patient is deceased:

- Instructions to remove the service can, and will, be accepted from next of kin or a clinician, verbally or in writing

#### If the patient no longer requires the oxygen service:

- Instructions to remove equipment can only be accepted in writing from the prescribing clinician

#### If the patient no longer requires part of the service:

- Instruction to remove equipment can only be accepted via a HOOF
- **Important details** box should clearly indicate the service which is no longer required (eg LTOT, AMB or SBOT)
- You should indicate the service which needs to remain in place (eg LTOT, AMB or SBOT) with full prescription details to allow the engineer to check existing service is maintained correctly

### Reminders

- A patient moving house permanently requires a new HOOF in order to set up the equipment at the new premises and a removal of service instruction for the previous address clearly noting that this is a change of address order
- For temporary respite care a new HOOF is required with full details showing duration plus prescription. Existing service will remain in place
- **Important details** should be used specifically for guidance to our engineers eg lock machine/do not lock machine; please use oxygen overnight only; requirement for more than one disposable type eg high flow cannula/mask & cannulae/override of % mask compatibility with flow rate/mode of supply specific requirements/justification for use of lightweight service etc
- Backup cylinders are supplied as part of the LTOT service. They are to be used specifically in the event of equipment failure or power cut and will be replaced when empty in order to continue with their function of supporting the LTOT service
- Large cylinders can be ordered as part of the SBOT service, indicate 'cylinders only' in **important details**
- Changes to prescriptions for any existing service will always require a new HOOF
- For ambulatory service a conserver would not be supplied on initial installation visit unless requested in important details. This device would be part of the ambulatory service at a subsequent refill delivery based on usage assessment
- If a clinician requires patient information relating to current supply prescription details this will only be supplied on receipt of a data request on official letter headed paper. This could be received via our MedData email account. No prescription or confidential personal information about a patient will be provided over the telephone

### Holiday Service for UK only

- A minimum of 2 weeks' notice is vital to ensure smooth handling of an order
- Clear delivery and collection arrangements should be visible in **important details**
- Start and end dates of the holiday are vital, the order will not be processed if these are missing
- It is the responsibility of the patient to ensure that the holiday destination will accept delivery of the oxygen equipment
- If the patient is travelling within the Air Products' regions then it is acceptable if the patient chooses to travel with their home equipment. However, if subsequent deliveries during the holiday are necessary (eg cylinder supplies), then a new HOOF would be necessary reflecting the holiday delivery address
- Holiday services outside the Air Products' regions will be supplied by the regional contractor



### Patient Support Services:

- Patient information booklet with every service supplied
- Clear and defined safety instructions at every visit
- Communication via our 'Sunshine' magazine, distributed every three months
- Patient forums where they can express their opinions or simply just ask questions
- Freephone telephone number available 24 hours a day, 365 days a year