



PROCESS FOR OUT OF HOURS ORDERING

MONDAY TO FRIDAY 5pm-8am

WEEKENDS (FRIDAY 5pm-MONDAY 8am)

ALL BANK HOLIDAYS

Prescriber places order on TCES.



Choosing delivery speed "Out of Hours Delivery/DE05" and state in the notes if the service user has symptoms of COVID19 or a confirmed case of COVID. **PLEASE ENSURE CONTACT DETAILS ARE UP TO DATE**



Prescriber calls Medequip out of hours service

0208 573 2871

MONDAY TO FRIDAY 5pm-8am

WEEKENDS (FRIDAY 5pm-MONDAY 8am)

ALL BANK HOLIDAYS



Medequip Connect takes call and allocates to the relevant technician (COVID OR NON-COVID)