

20th April No: 2

Integrated Community Equipment & Wheelchairs

Vale of York and North Yorkshire

COVID 19 Bulletin

Community Equipment

This issue contains 2 posters for display in prominent area such as near the kettle, fridge, back of toilet doors, bulletin board, next to a computer.

TCES/MEDEQUIP –

Orders for Community Equipment

Please don't put Medequip staff at risk:

- Provide all information relating to any known COVID symptoms/diagnosis of the patient or members of the household/place of residence on the notes of the equipment order– this will ensure the delivery is allocated to a technician who has appropriate PPE equipment to stay safe.
- Make sure you ask if there are **any hazards such as stairs/stair lifts** to ensure Medequip can provide additional staff to carry equipment to difficult locations where necessary.

Please don't put patients at risk:

- **MAKE SURE Family/carers are aware** if furniture needs to be moved
- **MAKE SURE Carers/family contact details are up to date with mobile No's** where possible and on the TCES patient profile – **If Medequip can't get in touch they can't deliver on time!!!**

Orders for same day (Weekdays):

- **Need to be on the system before 3pm** – orders placed **after 3pm** that need a same day response should be ordered on the “**Out of Hours**” speed - If in doubt call **01423 226240**

After 5pm if your order needs to be delivered that day, place the order as “**out of Hours**” and **call the out of hour's number 020 8573 2871**. **If you don't call it through the job won't be allocated and delivered!!!**

Orders for Same day (Weekends/Bank holidays):

- All Equipment required **that day** should be ordered on the “**Out of Hours**” speed and called through the **Out of Hours service desk 020 8573 2871** at the point of order – **if you don't call it through it won't be delivered!!!**