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# Guide for EMS equipment assessors

## How to submit service requests for Ministry of Health equipment:

- Accessories over \$1000
- Band 2 only
- Band 3 only
- Band 2&3
- Non-list items

Version 003

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## Document history

**Document owner:** Service Manager, Equipment

Version	Date	Details
001	22 October 2019	Release of ENZ equipment service request system to replace Enable Online RTL
002	15 November 2019	Post go-live updates and clarifications
003	1 May 2020	COVID-19 Level 3 alert requirement. Step 6 updated after system change. Now mandatory to provide a client contact phone number when setting delivery details.  Feedback survey option removed.

**Tip: Ensure you are working on the latest version of the system**

Each time system changes are made you need to **log out** and log back into the system for the changes to come into effect. Or, press **CTRL F5** to refresh the system.

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## About this guide

This user guide is for EMS Assessors using the ENZ Equipment System to submit service requests for the following types of Ministry of Health equipment.

- Accessories over \$1000
- Band 2 only equipment
- Band 3 only equipment
- Band 2&3 equipment
- Non-list equipment.

## Support

Read our tips for using ENZ equipment system

Find out what to do **before** you start using the ENZ equipment system.

And please read our advice to help you prepare for submitting band 2 and 3 requests, and to avoid possible delays or cancellations to your service requests. Find the guide on our website.

<https://www.disabilityfunding.co.nz/equipment/Equipment-Service-Request-System>

## Contact us

If you need support using the system, please contact us. We'll be happy to assist.

Phone: 0800 ENABLE (362 253)

Email [enable@enable.co.nz](mailto:enable@enable.co.nz)

# Submitting a service request

## Step 1 Complete EMS Portal

Service requests for band 2, band 3, band 2&3, non-list equipment and accessories over \$1000 are started in the Ministry of Health **EMS Portal**. Once you have completed the EMS Portal, it will direct you to the **ENZ equipment system**.

Find **EMS Portal** login, user guide and requirements on our website.

<https://corp-enable.cwp.govt.nz/for-health-professionals/tools-for-ems-assessors/>

## Step 2 Open ENZ equipment system

Once you have successfully completed the **EMS Portal**:

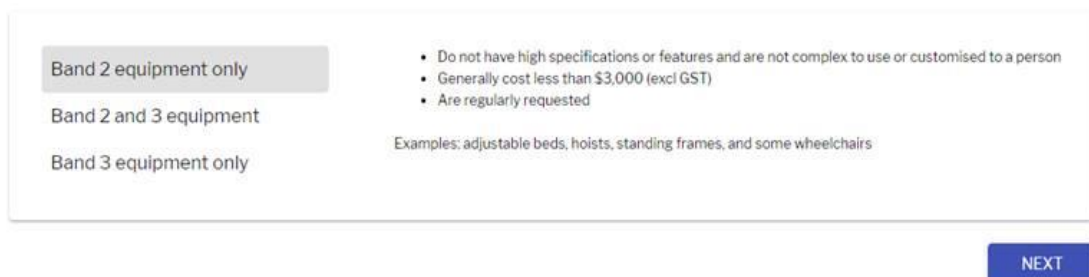
Click on the link in the EMS Portal to the **ENZ equipment system**. The **Select Service Category screen** displays.

## Step 3 Select a service category

### Screen: Select Service Category

Select Service Category

Select a Service Category ⓘ



Band 2 equipment only

Band 2 and 3 equipment

Band 3 equipment only

- Do not have high specifications or features and are not complex to use or customised to a person
- Generally cost less than \$3,000 (excl GST)
- Are regularly requested

Examples: adjustable beds, hoists, standing frames, and some wheelchairs

NEXT

Choose a service category. Click **Next** to go to **eligibility details screen**.

## Step 4 Complete eligibility details

### Screen: Eligibility Details

Your **EMS Portal Assessor Section document** attachment displays.

- The attachment can't be opened.
- **Important; Do not click the X** beside the attachment. This will remove the document and you will have to go back to the EMS Portal again and re-enter the ENZ equipment system.

Select the best description for the person's primary disability type

The Equipment is essential for\*

Mobility in the home

Resides\*

Own home

Consultation Declaration\*

I acknowledge that consultation w...

Note

ADD ATTACHMENTS

emsassessorsection.pdf

NEXT

1. Complete all mandatory fields (\*).
2. Add **all** required documents\*. Select **Add Attachment**, browse your files and click **Insert**.

*\*Documents for Band 2 and Band 3 service requests may include quotes, EMS advice outcome summary, wheelchair scripts, NASC reports, other supporting documents, e.g. for non-list items.*

3. Enter a **note**, if required, and click **save**.
4. Click **Next** to go to **product selection screen**.


## Step 5 Select products and accessories

### Screen: Product Selection


**Tip:** For best results, enter product details exactly as written in our MOH product list. You might wish to have the list open so you can copy and paste product details into the search field.

Product Selection

Search type **Product name**  x

<input type="checkbox"/>	Action	Model Number	Name	Asset Number	Req. Qty	Auth. Qty	Accreditation Status	Or similar	Trial	Note
<input type="checkbox"/>		888644	Artificial Larynge TruTone EMOTE	—	0	—	—	<input type="checkbox"/>	—	+

### List items

1. Select **product category search type** from dropdown list.
2. Paste or type product details in **search field**. A list of products displays.
  - You cannot search by JDE number.
  - If you're having trouble finding a product you're accredited to request, try searching by product name.
  - If searching for an **accessory**, select **product name** search category and type the word "accessory" into the **search field**. Or you can search by model number.
3. Click  to select product/s.
4. Confirm the **Required Quantity** for each product.
  - Required quantity is set at 1 item.
  - Click the **Copy button**  to select another of the same item.
5. Tick **Or similar** if appropriate and available.
6. Unselect **trial option** if appropriate. **Note:** Trial is ticked as a default setting where it applies.

7. Add any notes by clicking **+** in the **Notes** column.
8. Click **Next** to set the delivery address.

## Non-list items

1. Select **Add New Product** and follow the prompts in the **pop-up box**. Tip:  
If the pop-up box doesn't display, check your pop-up blocker. Contact your IT helpdesk for help with this if needed.
2. Enter the product model number and name.
3. Tick **Or similar** and/or **Trial** if required.
4. Add any notes by clicking **+** in the **Notes** column.
5. Click **Next** to set the delivery address.



## Step 6 Set delivery address

### Screen: Items to Deliver

Before setting a delivery address please read the notes on the three address delivery options.

### Assessor address - notes

- Your address details populate automatically.
- Only complete the **C/O fields** if naming a contact person at your address **other than yourself**.
- Do not add yourself as the contact person. This will invalidate the address and dispatch will be delayed.

### Example of completed assessor address

C/O	Address	Phone
Hannah Spannah	Palmerston North Hospital, OT Dept 50 Ruahine Street Roslyn Palmerston North 4414 New Zealand	06 3535800

### Customer address - notes

- Customer address details populate automatically.
- Do not add the customer's name as the contact person. This will invalidate the address and dispatch will be delayed.
- Only complete the **C/O** fields if naming a contact person at the customer's address **other than** the customer.

## Other address - notes

- Use Other Address if the item/s needs to be delivered to somewhere **other than your address or the customer's address**. For example, a caregiver, neighbour, subcontractor.
- **You must provide** 1) the **Care Of (C/O)** 2) the contact person's name, contact number, and unit / building details.

## Complete Items to Deliver screen

1. Select the items for delivery. The **Set Delivery button** displays (bottom right screen). **Tip:** You can select multiple items to go to the same delivery address.
2. Click **Set Delivery address** and select a delivery option (assessor, client, other).
3. Complete all relevant fields.
4. **New 29/04/2020:** Click into the **phone field** (not the C/O field) to enter a contact number for the client. Please ensure the phone number is current and correct to avoid delays in delivering the equipment if our courier cannot contact the person. Read our DFI notice about why a client phone number is required.  
<https://www.disabilityfunding.co.nz/all/active-notices2/ems-assessors/phone-number-is-now-required>
5. Click **+** in **Delivery Details** column to add any delivery instructions.
6. Click **Next** to continue.

## Step 7 Complete declaration

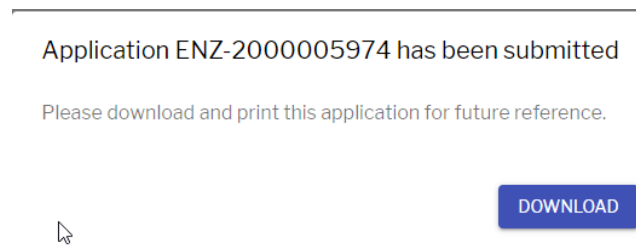
### Screen: Terms and Conditions

Complete and submit your **EMS Assessor Confirmation**.

## Step 8 Download application confirmation

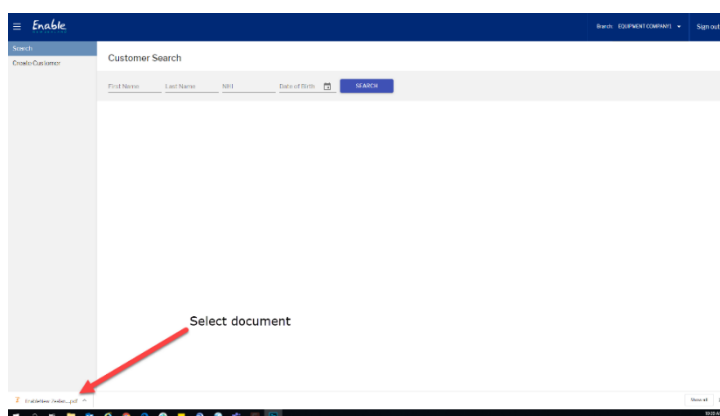
### Pop-up box: Application confirmation and ENZ reference number

**Important!** Ensure you download and save a copy of the PDF to your computer. This is because you won't be able to go back into the equipment system to retrieve it.



An example follows. The steps may differ, depending on your computer settings.

1. **Click Download.** In this example the **Download Document** tab displays on the bottom of the **Customer Search** screen.



2. Click on the **tab** to open the document. **Save the PDF to your computer.**

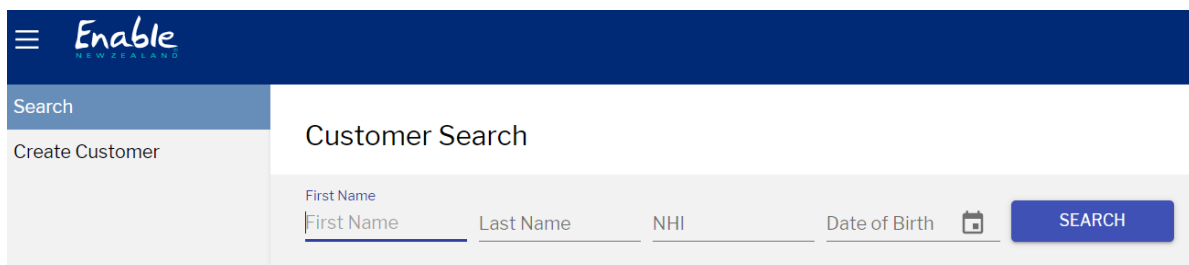
# Other tasks

## Finding customer details

### Screen: Customer Search

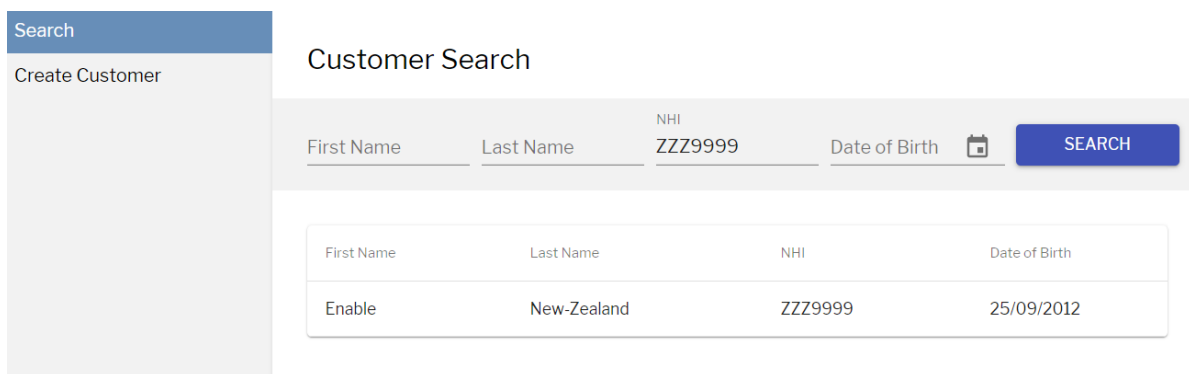
Once your service request has been approved, the details display under the customer's details (**Customer Summary** screen, **Service History** section).

1. Log in to the equipment system, if required.
2. From the **home page** click **Search**. The **Client Search** screen displays.



The screenshot shows the 'Customer Search' interface. On the left is a navigation menu with 'Search' and 'Create Customer'. The main area has a search form with four input fields: 'First Name', 'Last Name', 'NHI', and 'Date of Birth'. A blue 'SEARCH' button is on the right.

3. Enter the client details (NHI number recommended) and click **Search**. Results display.



The screenshot shows the 'Customer Search' interface with search results. The search form now has 'ZZZ9999' entered in the 'NHI' field. Below the form is a table with one row of results.

First Name	Last Name	NHI	Date of Birth
Enable	New-Zealand	ZZZ9999	25/09/2012

4. Select the customer record. The **Customer Details screen** displays the customer summary and equipment issued.

## Viewing customer details and service request history

### Screen: Customer Details

Search for the customer record to view the **customer details screen**.

On this screen you can also edit the customer's details and start a service request.

Customer: Enable New-Zealand  
Customer NHI: ZZZ9999

#### Customer Details (EQUIPMENT)

[Back to Customer Search](#)

##### Customer Summary

First Name	Surname	Preferred Name	Date of Birth	NHI
Enable	New-Zealand	Edna	25/09/2012	ZZZ9999
Address			Phone	
585 Main Street Palmerston North 4410 New Zealand			0800362253	

[EDIT DETAILS](#)

[START REQUEST](#)

##### Service History

Model No.	Equipment	Application date	Dispatch date	Return date	Reference No.	Supplier	Assessor
888644	Artificial Larynge TruTone EMOTE	21/10/2019			ENZ-2000006173	Atos Medical Limited	EQUIPMENT TEST ACCOUNTI

## Editing customer details

### Screen: Customer Details

All customer details may be edited **except** for the NHI and date of birth. If the NHI number or DOB details require amendment, please contact ENZ.

1. Click Edit Details. The Edit Details screen displays.

2. To edit the **address**, click . The **Address screen** displays.

3. Highlight and overtype details that need to be amended.

4. Click **Submit** to save changes and return to the **Customer Search screen**.
5. Search for your customer to continue the request.

## Cancelling a service request

Please email us the following details:

**Email subject line:** Cancel equipment service request

- Customer name
- Customer NHI number
- ENZ reference – preferably attach the **Application confirmation PDF**
- Reason for cancellation.

## Signing off

Sign off using the **sign off button** at the top right-hand side of the screen.

- You do not need to sign off each time. However, if you share a computer and do not sign off, another person may accidentally use your account.
- The system retains your sign-in for 30 days then signs you out. You will need to sign in next time you use the equipment system.