

The New Home Oxygen Framework Key Facts - For Healthcare Professionals

This document is designed to give you a summary of the key changes to the Home Oxygen Service which will go live in the South West on the 1st October 2016. If you have any questions after reading this please contact Air Liquide on **0808 202 2099**.

Ordering Home Oxygen - The Home Oxygen Order Form (HOOF)

2 new HOOFs will replace the existing HOOF to order oxygen:

- **Part A HOOF** for non specialist clinicians prior to a formal oxygen assessment
- **Part B HOOF** for Home Oxygen Assessment and Review Services (HOS-AR), Paediatric and other Specialist Teams. This is a restricted document

To access the **Part A** HOOF go to www.airliquidehomehealth.co.uk/hcp/portal_a/

Copies of the current SW HOOF should be destroyed and not used after 30th September 2016.

Equipment Selection

The prescribing HCP completing the HOOF will now be responsible for selecting the appropriate equipment and quantity of equipment, in addition to providing the required Hours Per Day (HPD) and Litres Per Minute (LPM). Air Liquide will deliver the equipment in line with the HOOF.

Equipment Quantity (Cylinders)

When ordering cylinders a week's supply should be requested for a patient. For safety reasons, patients should not have access to more than 8 cylinders at any one time (this includes the back-up cylinder).

Commissioner Costs – Equipment and Activity Costs

Invoicing will now be based on daily equipment rental (E charges) and activity (S Charges). Equipment and oxygen will be ordered using the Portal and the HCP will have sight of the potential cost of their choice?

Charge Code	Equipment Description	Charge Code	Service Description
E1	Standard and Low Flow Concentrator	S1	Urgent Order
E1HF	High Flow Concentrator (over 5 LPM)	S2	Installation & Training – Concentrator - piped in
E2	Large Static Cylinder/Standard Cylinder	S3	Installation & Training – Concentrator - not piped in
E3	Self Fill Concentrator	S4	Installation & Training – Cylinders
E4	Transportable Concentrator	S5	Installation & Training – Liquid Oxygen System
E5	Portable Cylinder	S6	Removal of Equipment
E6	Paediatric Cylinder	S7	Risk assessment, upon installation/ongoing as required
E7	Portable Concentrator	S8	Servicing (first 3m, 6m thereafter)
E8	Liquid Oxygen Canister/Flask	S10	Refill – Large Static Cylinder
E9	Liquid Oxygen Dewar	S11	Refill – Portable Cylinder
E12	Conserving Device	S12	Refill – Paediatric Cylinder
E13	Demand Valve	S13	Refill – Liquid Oxygen Dewar
E14	Flow Meter (Paediatric)		

Existing Home Oxygen Patient HOOFs

Existing patient's equipment holding on 1st October 2016 will become their new HOOF. Patients will be directed to their HCP if they request any changes to their HOOF after this date.

Paediatric Cylinders (Lightweight Cylinders)

Paediatric cylinders can only be prescribed for patients under the age of 18 years. Patients 18 and over should be prescribed either Portable cylinders or another type of ambulatory equipment.

Home Oxygen Assessment and Review Service (HOS-AR) Equipment

All patients should be assessed on the equipment being prescribed for them. To enable this, equipment will be made available to HOS-AR services. This may be on a permanent basis during the life of the contract or in response to specific patient assessments. This equipment rental and servicing costs will be charged to the CCG.

Patient Risk Assessments

All patients should be risk assessed by the HCP completing the HOOF and receive safety training prior to oxygen being prescribed to ensure that it is safe for them to use. In addition Air Liquide will carry out a risk assessment during each installation, modality change and every 6 months.

Patient Refills

All deliveries will now be made the next working day from when patients order.

Order placed between 8:30 and 5pm on:	Delivery made before 8pm on:
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday

All refills will be made on a like for like basis only (full for empty) to ensure that the patient holdings match the HOOF. Patients will not be able to request more or different equipment than is on their HOOF.

Patient Emergency Orders (Refills)

Patients will not be able to order ambulatory oxygen (liquid and cylinders) as an emergency (4 hours) or out of working hours (8:30am – 5.00pm Monday to Friday). This includes ambulatory only patients. Patients with static cylinders are not affected by this. This is a Department of Health/NHS England contract change and not an Air Liquide decision.

Where patients do call Air Liquide requesting urgent refills or out of hours, next working day delivery will be offered. Patients may also be referred to their managing HCP.

Patients Going on Holiday and with Secondary Accounts

If a patient wants the same equipment at another address they can call Air Liquide to arrange this. If they want different or more equipment they will need to contact their HCP and ask them to complete a HOOF for the secondary/holiday address.

Patients do not need to provide an end date for holiday or secondary supply, although this should always be encouraged.

Equipment Removals

Removal confirmations will be sent to the requesting HCP and copied to the local HOS-AR service within 1 working day of the removal request.

Electricity Reimbursements

Existing patients will continue to receive electricity reimbursement for the electricity their concentrator consumes. The rate paid for new patients after the 1st October will be decided by the South West Region. Existing patients who have provided their electricity supplier details will continue to receive their suppliers rate.

The minimum amount that can be processed and paid back to a patient at any one time is £10.

