

## Incompatible Items

On occasion you may be unable to complete an order because of incompatible item relationships

The ELMS system holds records of the relationships between certain items. This includes items that should never be used together. An example is the bed stick/bed lever and a profiling bed, or a mattress elevator and a profiling bed.

In both the above cases the potential for moving parts on once piece of equipment, and the solid-state metal of the other, present serious issues of entrapment or of damage to equipment which could have serious consequences for the client.

Users should address this by requesting collection of the in-use incompatible piece. You do not have to complete the collection, just place the collection order on the system.

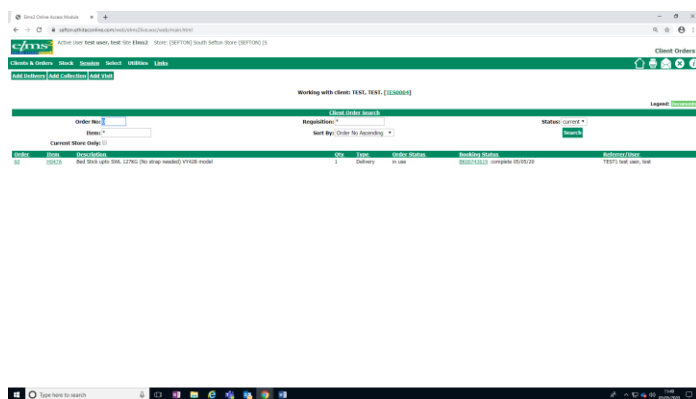
## The Collection Order

Check

The most common incompatibility is with profiling beds and solid-state metal products on the bed. Check the client's existing orders before ordering the bed and arrange a collection of the incompatible item using the process below. If you have not checked the system will stop your order from being processed and this can add to the time taken to complete your order.

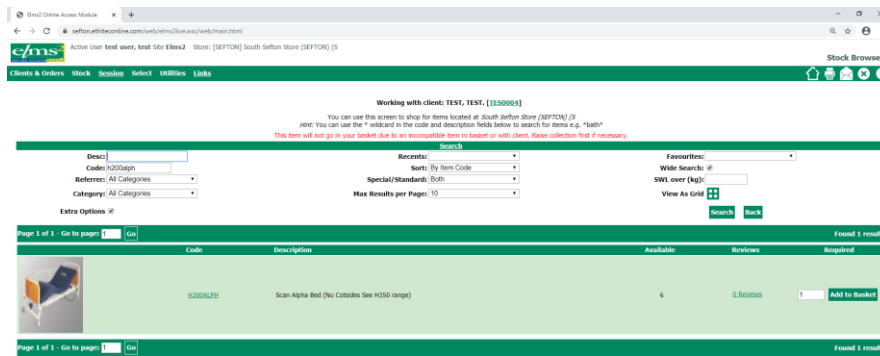
## Create a Collection Order

Go to the client order screen



This client has an H047a bed stick.

This can be collected by selecting add collection but if this is not done at this stage a subsequent order for a bed will show this screen.

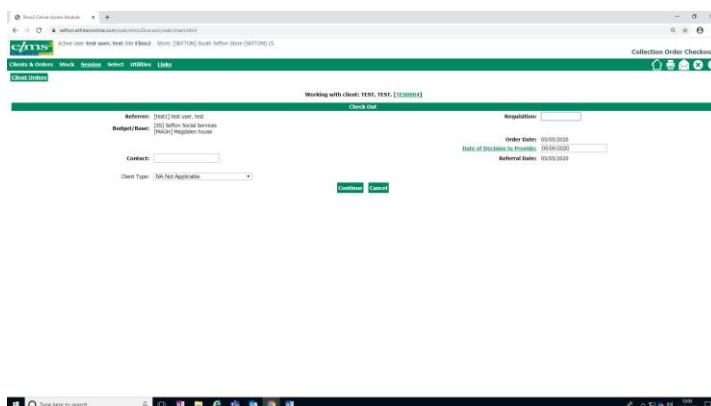


The information highlighted in red advises of the incompatibility.

If the collection order has not been already arranged return to the client main screen using clients and orders>the client remains in your search list.

Again go to client orders and select 'Add collection.'

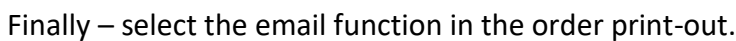
Add the date of request and in client type select 'not applicable.'

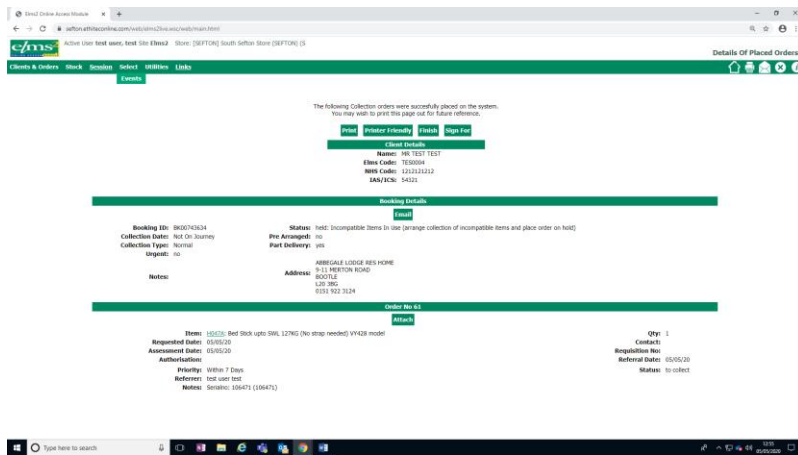


Select continue.

There may be a number of items in the list, select any that are to be collected by putting the quantity in the box to the right-hand side.

You will be asked to give a collection reason – select 'incompatible items.'





Send an email to [equipment.service@sefton.gov.uk](mailto:equipment.service@sefton.gov.uk) explaining that your collection order is on hold until the new order has been delivered.

Then add your order for the new equipment delivery.

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