

What is the status of my/my colleague's order?

It is anticipated that over the coming weeks and months the pressures on the service will be substantial as hospitals seek to free up beds to make way for respiratory patients. It is common for referrers to phone the service requesting updates on orders they have placed. As pressures on the service increase it may become more difficult for referrers to get through or for staff to deal with their requests.

Referrers can view the current status of their order by accessing the ELMS system and locating the client record.

Order and Booking Terminology on ELMS.

It is important to understand the terms ELMS uses to identify the status of an order or delivery booking.

Order – equates to the item(s) you have requested for a client.

Booking – is the delivery journey, the van journey (or reception collection) you have requested.

Order statuses

Allocated – the equipment is in stock and has been reserved for the client.

Wait list – the order has been placed but the equipment is not currently available in store

In use – the equipment has been delivered and is with the client.

To collect – the equipment is with the client but a request has been made to collect it.

Collected (in historic orders) – item has been collected from the client.

Booking Statuses – the delivery journey.

Held – no delivery date has been set. The commonest held reason for referrers is when the equipment requires two-person delivery and the Service is to arrange that delivery. Beds and mobile hoists are examples of these items.

On journey – a date for delivery has been set. Deliveries can be pre-arranged (agreed date for delivery) or non-prearranged (no contact made to arrange date of delivery, but delivery journey currently arranged). Some non-prearranged journeys may be moved to make way for more urgent deliveries.

NRCL (no reply card left) – no reply when one or more attempts were made to deliver. Booking initially goes to 'Held' status and Equipment Service will attempt to re-book the delivery journey.

How to check the status of your order/booking.

Log in to ELMS.

Use client search to identify your client, if you have the ELMS reference for the client this will make the search easier, keep a note of it when you place your order. NHS numbers can be used to search but remember the ELMS system must already have this recorded and this is not always the case, particularly for clients whose details have been on the system for some time.

View the client orders.

The screenshot shows the ELMS client details form. At the top, there's a navigation bar with 'Clients & Orders', 'Stock', 'Session', 'Select', 'Utilities', and 'Links'. Below this, there's a sub-navigation bar with 'Client Orders', 'Client Move', 'Other Addresses', 'Events', and 'Print'. The main form area contains various fields for client information: Client Code (TES0004), Title (Mr), Forename (TEST), Surname (TEST), Gender (Male), Date of Birth (01/01/2000), NHS Code (1212121212), Address (ABEGALE LODGE RES HOME, 9-11 MERTON ROAD, BOOTLE), Tel No (0151 922 3124), Postcode (L20 3BG), Mobile No, Client Email, Ethnic Code (White - British), Deceased (no), Height (1.8 M, 5 Ft, 10.87 In), Weight (110 Kg, 17 St, 4 Lb), Driver Notes, Client Notes, and Referral Date. There's also a section for 'IMPORTANT if the client is resident in a home please apply the home code by clicking here and searching...' with a dropdown for 'HM0017'.

In the order list, locate your order. Here the order is allocated and the booking held.

The screenshot shows the ELMS Client Orders page. At the top, there's a navigation bar with 'Clients & Orders', 'Stock', 'Session', 'Select', 'Utilities', and 'Links'. Below this, there's a sub-navigation bar with 'Add Delivery' and 'Add Visit'. The main area is titled 'Working with client: TEST, TEST, [TES0004]'. It contains a 'Client Order Search' section with fields for 'Order No.', 'Requisition', 'Status' (current), 'Item', 'Sort By' (Order No Ascending), and a 'Search' button. Below the search section, there's a table with the following columns: Order, Item, Description, Qty, Type, Order Status, Booking Status, and Referrer/User. The table contains one row with the following data: Order 53, Item H200, Description Scan Etude Bed (No Cotsides See H350 range), Qty 1, Type Delivery, Order Status allocated, Booking Status BKO0739930 held, and Referrer/User TEST1 test user, test.

Order	Item	Description	Qty	Type	Order Status	Booking Status	Referrer/User
53	H200	Scan Etude Bed (No Cotsides See H350 range)	1	Delivery	allocated	BKO0739930 held	TEST1 test user, test

In the above case the order, for a two-person delivery is held. In these circumstances an email has been sent to the Service's Customer Service Team advising of the order and a delivery booking will be made.

When the booking is made the detail changes as below. The equipment is now both allocated and booked on for delivery. The delivery journey date is shown.

The screenshot displays the ELMS2 Online Access Module web application. The browser address bar shows the URL: <https://sefton.elms2online.com/web/elms2live.asp/web/main.html>. The page header includes the ELMS2 logo and navigation links: Home, File, Edit, View, Favourites, Tools, Help. The main navigation bar contains: Clients & Orders, Stock, Session, Select, Utilities, Links. The page title is "Working with client: TEST, TEST. [TES0004]". The "Client Order Search" section includes fields for Order No. (1), Requisition (*), Status (current), and a Search button. Below this, a table displays the order details:

Order	Item	Description	Qty	Type	Order Status	Booking Status	Referrer/User
53	H200	Scan Etude Bed (No CotSides See H350 range)	1	Delivery	allocated	BK00739530 on Jry 30/03/20(AM)	TEST1 test user, test

Any requests to alter the delivery date or any other requests regarding the order or booking should be sent to equipment.service@sefton.gov.uk quoting the client's ELMS reference but not their full contact details.