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.

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

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.

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.