

Completing Consumables Forms

icare provides healthcare consumables to participants and workers so they can manage their injury-related continence, respiratory, nutritional and skin integrity needs.

icare requires that prescribers of healthcare consumables have the qualifications and experience relevant to the consumables they prescribe.

Professional qualifications and experience of prescribers

You need to be a health professional with recognised experience relevant to the consumables you prescribe and to the person's injury type and management program to assess a person's injury-related needs and complete the consumables prescription. For example:

- **Continence:** For people with neurogenic bladder and bowel, this is generally a Clinical Nurse consultant or Clinical Nurse Specialist in SCI, TBI, rehabilitation or disability. Otherwise, a Continence Nurse Advisor can prescribe continence products.
- **Respiratory:** Registered nurse in respiratory care
- **Nutrition:** Registered Dietitian
- **Wound care:** Clinical Nurse Consultant, Clinical Nurse Specialist or Registered Nurse with experience in wound management.

Consumables Panel

icare has a new Consumables Panel to supply single or short-term use products to manage continence, wound care, skin integrity, respiratory and nutritional needs for people in Lifetime Care and Workers Care. Consumables are to be sourced exclusively from the panel, unless there is a need for a product not supplied by the panel.

The panel providers for consumables are:

Brightsky Australia

Webstore: [Shop - BrightSky Australia](#)

Phone: 1300 88 66 01

Email: icareCC@brightsky.com.au

Independence Australia

Webstore: [Independence Australia Online Store](#)

Phone: 1300 793 133

Email: icare@iagroup.org.au

All non-consumable equipment, e.g. pressure stockings, BP monitors, waterproof seat or bed covers, can be ordered through EasyOrder. To view information on Easyorder visit the *Requesting services* page on our website, [Requesting services | icare \(nsw.gov.au\)](#)

Completing a consumables request

icare provides healthcare consumables to participants and workers so they can manage their injury-related continence, respiratory, nutritional and skin integrity needs.

The consumables forms collect information on:

- current and proposed management protocol of the continence, respiratory, skin integrity and/or nutrition related to the participant or worker's injury-related needs
- the consumables products needed
- changes to management protocol and products to be added or removed
- the quantity and frequency of consumables provision in line with best practice, manufacturer's guidelines and clinical assessment
- the timeframe for which the prescription applies, including a review date based on the participant or worker's needs.

Comprehensive assessments for new or revised prescriptions

The consumables prescription and order forms must be used following a consumables assessment:

- for new prescriptions
- when a consumables program is reviewed; or
- when there are significant changes to a program (e.g. new bladder or bowel programs, more than six products to be added or removed)

Use the following forms following a comprehensive assessment:

- *F003A Consumables prescription*
- *F003B Consumables order*

Minor variations to a prescription and order

The consumable variation forms may be used when a prescription has already been completed and there is a need to add or change items in a person's prescription before the next review. The prescription and order variation forms are used for **minor variations only** between comprehensive assessments.

Use the following forms:

- *F004A Consumables prescription variation*
- *F004B Consumables order variation*

If the person requires frequent or multiple changes to their consumables order, then consider a full review of the person's consumables prescription.

Where the person requires approved products **within the quantity previously prescribed** but before their next scheduled order delivery, a consumables variation form is not required. You can request these items directly from the consumables provider.

Information for completing the consumables forms

- Please ensure you complete all sections of the forms

Prescription forms

- The information you provide to justify the consumables need, needs to have enough detail to allow us to make a decision. This will prevent delays to approvals for your requests.
- You need to clearly explain how the injury sustained has resulted in a need for consumable products in the 'Identification of Need' section. This will then be elaborated on in each relevant category (e.g. continence, skin integrity, nutrition etc) by outlining the current and recommended management protocols.
- **Consumables management plan:** The recommended management plan should outline the quantity and frequency of use for the products prescribed and any assistance, medication or additional equipment the person may need to complete their management plan. This information can be included under the relevant category the products relate to (e.g. continence, skin integrity, nutrition etc).
- **Products not supplied by the panel:** Identify any products prescribed that cannot be sourced from the panel provider in the 'Additional Information' section. Include a plan for sourcing the products such as an alternate supplier or a request to add to the participant/worker's pharmacy account.
- **Selecting panel provider:** Clarify the choice of consumable supplier from our panel with the participant or worker and include their reasoning under the 'Provider details' section.
- **Prescription variations:** Use the variation form to explain why the consumables prescription requires amendment. An example of the rationale for requesting a variation to a prescription may be – an existing wound is in a new stage of healing and therefore 4 new products are required to aid continued healing.

Order forms

- **Authority to leave products:** When the participant or worker provides their authority for the delivery to be left without a signature, this remains at the delivery driver's discretion. In that case, they will only leave it at the front door if they consider it safe and reasonable.
- **Nutritional products:** Given the short shelf life of nutritional products, it is not recommended to have more than 30 days supply delivered at a time
- **Order details:** Refer to the panel provider's webstores to identify product codes and unit details. The order tables require the quantity (i.e. number of units), the unit type (e.g. box, carton, packet, single unit) and the frequency that it is used (e.g. monthly, 3 monthly). To ensure accurate unit type details and product codes, please refer to the chosen provider's online shop (if available) or contact them directly.
- **Standing Orders:** If a participant or worker's order remains the same over time and they would like it sent at a regular frequency without the need for further communication, they may choose to have a 'Standing Order'. There are multiple delivery cycle options to discuss with the person. However, it is important to note, that should they then wish to make changes one month (e.g. they have been in hospital and so haven't used products and don't need more) then they will need to call their provider or the standing order will automatically be sent. If their order changes frequently, it may be best to request the provider to call prior to placing an order, or for the participant/ prescriber to call/email and place the order.

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