

Best Practice Guidance for Prescribing and Ordering a Spica Chair

Correct and complete information at the point of prescription helps ensure that every patient receives the right product at the right time, without unnecessary delays or additional administration.

By following these simple best practice steps, therapists, prescribers and procurement teams can reduce:

- Order amendments
- Delays to patient treatments
- Additional administration
- Credits and re-invoicing
- Last minute changes
- Unnecessary transport and redeliveries

Common causes of delays

The most common reasons orders require amendment are:

- Incorrect PO numbers provided
- Changes to delivery or setup locations
- Late issue of PO
- Incomplete referral information
- Short notice before surgery
- Changes to clinical requirements after manufacture
- Incorrect measurements
- Order cancellations after production has begun
- Delayed confirmation of measurements or patient details

Our shared goal is to provide patients with the correct device on time, with as little administration as possible. Working together to get it right first time saves valuable clinical and administrative time for everyone involved.



Before you submit your order

Please ensure the following information has been confirmed:

1. Complete referral form

Please complete **all required sections** of the referral documentation. Missing information often results in follow up calls and emails before production can begin. Typical information required includes:

- Patient details
- Clinical requirements
- Surgery information
- Delivery details
- Therapist contact details

2. Confirm surgery date

Ensure the **planned surgery date** has been **confirmed** before ordering. Providing sufficient notice allows:

- Manufacturing to be scheduled appropriately
- Delivery to be planned efficiently
- Any queries to be resolved before the procedure



Late notification can reduce flexibility and increase the risk of delays.

3. Confirm parent or patient contact details

Where appropriate, please provide:

- ☒ Parent/carer contact details
- ☒ Preferred contact number
- ☒ Availability for appointments

This helps prevent delays when arranging fitting or delivery

4. Confirm delivery and setup address

Please verify:

- ☒ Delivery address
- ☒ Set up location
- ☒ Ward, department or clinic (where applicable)
- ☒ Contact person and telephone number



Changing the delivery or set up location after production has started can lead to avoidable administration, scheduling changes and additional cost.

5. Confirm patient measurements

Accurate measurements are essential. Please:

- ☒ Check measurements before submission
- ☒ Ensure all required measurements are included
- ☒ Reconfirm measurements if there has been a significant delay between assessment and manufacture



Incorrect measurements may result in remanufacture and additional appointments.

6. Purchase order details

- ☒ Provide the **correct Purchase Order (PO)** number
- ☒ **Do not** submit requisition numbers in place of approved PO numbers
- ☒ Ensure PO is available **before** requesting manufacture



Incorrect PO information often results in additional administration and invoice amendments.

7. Avoid changes after approval

Before submitting your approval, please ensure the following has been finalised:

- Clinical requirements
- Delivery location
- Set up arrangements
- Surgery date
- Patient measurements
- Contact information



Changes after production has commenced may require the order to be amended, cancelled or remanufactured.

Thank you for helping us deliver the best possible service by getting every order right first time.