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Healthy Living NT  
is the trading name of the  
Diabetes Association  
of the Northern Territory  
Incorporated.

Healthy Living NT  
is the registered NT  
licence holder for  
Life. Be in it.



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## A Remote Clinic Distribution

### Aim

Healthy Living NT holds a contract with the Commonwealth Government to supply approved RAAHS clinics in the NT, QLD and SA with NDSS products free of charge in a timely manner.

This procedure specifies processes and requirements for NDSS product supply under this contract using NDSS Connect and Navision databases and internal data systems.

### RAAHS clinics

Approved clinics can order Blood Glucose Test Strips and Pen Needles on a monthly basis free of charge. A [list of approved clinics](#) can be found on the O-drive in the folder 'Remote Clinic Distribution'. A [fact sheet](#) and the [Order Form](#) to be used by clinics is also located in this folder.

Clinics have been or should be advised to email their order forms to [ndss@healthylivingnt.org.au](mailto:ndss@healthylivingnt.org.au) or fax the form to 08 8927 8515.

### Receiving Orders

The [ndss@healthylivingnt.org.au](mailto:ndss@healthylivingnt.org.au) email is to be checked on a daily basis. A hard copy of orders received both through email and fax is to be filed in the Remote Clinic Order folder kept at the front counter.

When an order is received it is necessary to check if the clinic is on the approved clinics list and if the RAAHS clinic has already been registered as an NDSS Registrant in Navision:

#### Clinic is registered:

- Note down NDSS registration number
- Enter registration number into NDSS Connect and open registrant record
- Enter products as per order form
  - A Qty of 10 boxes can only be put through at a time for each item
    - E.g. if a clinic orders 100 boxes x Freestyle Optium strips 10 orders of ten boxes each will need to be entered into NDSS Connect as a total quantity of 100 can't be entered
  - Multiple orders may have to be entered into NDSS Connect
- Print and complete orders put through NDSS Connect and keep a copy with the RAAHS clinic order form
- Ensure SATS are posted at the end of the day when Remote Clinic Orders have been entered

#### Clinic is not registered:

- Create a new registration in Navision
- Use details provided on the order form for contact and address details

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- Clinic name as listed on approved clinics spread sheet is to be used for registrant name
- Please enter registration details as follows:
  - Title → RAAHS
  - DOB → 01/01/2000
  - Medicare card → 6543212324
  - Diabetes Type → Type 2
  - Date of diagnosis → 01/07/2016
  - Insulin requiring → Yes
  - First use → 01/07/2016
  - ATSI → A (Aboriginal)
  - GP → leave blank
  - Save record and go back in to update details
  - Change concession card details to:
    - HC ATSI 303732914J Exp 31/12/20XX
    - PEN ATSI 220519958J Exp 31/12/20XX
    - CN ATSI 000698539 Exp 30/06/20XX
  - Save changes
  - Follow steps as per 'clinic is registered' and enter the order received

*Please note expiry dates for concession card details will need to be updated regularly in order for Navision to apply the correct cost codes for future orders*

### **Packing and Distributing Orders**

Orders are to be filled and posted as soon as possible. If an order can be filled from stock on hand please do so. It is desirable to fill and post an order in full to reduce postage cost, handling time and reduce the risk of parcels going missing in the post. If an order can't be filled with stock on hand please file the order form paperwork in the Remote Clinic Orders folder kept at the front counter and await stock arriving from Sigma.

#### Order filled by stock on hand:

- pull stock as per ordered quantities
- second person to double check pulled stock against order form
- pack stock into mail appropriate boxes (stable card board so stock won't get crushed)
- label boxes with delivery address as provided by the clinic on the order form (See also Note 1 below)
- boxes also to be labelled with the aviation safety sticker and signed, orange fragile sticker, HLNT return address, box quantity if more than one box is sent e.g. 1/4, 2/4 etc. and stamped with postage paid stamp
- please measure and weigh box, note down measurements and weight on the box with postage code RF
- remote clinic orders to be sent as B61 (medical/educational remote parcels) where applicable/possible. A weight limit of 5kg and cubic measurement restrictions apply to B61 parcels. A postcode reference sheet can be found in the Remote Clinics order folder or online through the Australia Post website

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### Order filled by stock to be received from Sigma:

- stock from Sigma should be expected to arrive within 1-5 business days from when SATS were submitted
- when stock is received it first needs to be reconciled with dispatch notice previously received from Sigma via email
- once reconciled please review SATS summary attached to dispatch notice for information on what remote orders were ordered with submitted SATS
- pull relevant stock relating to remote orders from stock received from Sigma before placing remaining stock on shelves and in store room
- now follow steps as pre 'order filled by stock on hand'

### **Data Entry and Administration**

Once orders have been posted to the Remote Health Centre data entry has to be completed for invoicing and reporting purposes. This includes completing the Remote Clinic Distribution spreadsheet located on the O drive and finalising and filing of the hard copy order form.

### Remote Clinic Distribution Spreadsheet:

- the spreadsheet is located in the Remote Clinic Distribution folder on the O drive
- please complete all relevant fields
- RAAHS Approval number can be located in the Remote Clinic Approved List spreadsheet
- Clinic Name needs to correspond with the Clinic name in the Remote Clinic Approved List
- Record postage
  - Cost for B61 parcels is \$8.00
  - When B61 does not apply please enter a comment as to why B61 was not applicable in spreadsheet
  - Courier is only to be used when cost will be cheaper than standard Australia Post cost - this needs to be noted down in the spreadsheet (this generally only applies within the Darwin Area)
  - To record postage costs accurately is important for invoicing purposes
  - If a clinic requests a different form of delivery other than Australia Post, this must first be approved by the Commonwealth prior to processing and distributing the order. Please refer these request to the Education Manager or CEO
  - Some clinics were approved to receive Blood Glucose Test Strips via Express Post Bags due to postal delivery times. A list of approved clinics can be found at the front of the Remote Clinic Orders folder. Please take a copy of the Express Post Bag to be filed in the mail folder as well as entering a comment in the spreadsheet stating Express Post bag and size e.g. mailed in 3kg Express Post Bag
- Backorders are to be recorded at the end of every month for unshipped products still to be received from Sigma
- All processed orders are to be checked against the spreadsheet at the end of each month to locate possible data entry errors – once completed email FINADMIN for processing of Invoices
- Keep in mind this spreadsheet is used for reporting purposes and supplied to the Commonwealth Government, information needs to be true and complete at all times to the best of your knowledge

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Hard copy order form:

- Keep all relevant information e.g. NDSS Connect print outs with the order form
- Once order is completed mark/stamp paperwork as completed/supplied and date
- File paperwork in processed section of Remote Clinic Orders folder.
- Send an email to the address provided on the form to advise the health centre that the order has been shipped. Supply tracking numbers if relevant

\*Note 1 is currently not in use – orders are delivered directly to the clinic

The note has been left on the procedure in case CAHS wants to go back to this process in the future

Note 1:

For orders received from CAHS clinics listed below:

- orders are to be sent directly to Central Australia Stores by us and they will do the direct distribution to their clinics
- please also CC [storesrequestsca.doh@nt.gov.au](mailto:storesrequestsca.doh@nt.gov.au) into the dispatch notification email

Ali Curung	TiTree	Ntaria
Epenarra	TiTree Six Mile	Wallace Rockhole
Canteen Creek	Tara	Yulara
Elliott	Harts Range	Imanpa
Lake Nash	Wilore	Aputula
Willowra	Haasts Bluff	Titjikala
Alcoota	Papunya	Kings Canyon
Bonya	Mt Liebig	Docker River
Laramba	Nyirripi	Yuendumu
		Yuelamu

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