

Air Liquide Healthcare



HOOF Part A Portal User Guide

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The HOOF Part A portal

The HOOF Part A allows non-specialists, e.g. GPs and non-respiratory hospital-based clinicians, to order static oxygen concentrators and static oxygen cylinders for patients to use at home.

Registration Steps

Please follow these steps to register on our HOOF Part A portal:

1. Visit <https://www.airliquidehomehealth.co.uk/hcp/> and select 'register as a new user'.
2. Enter your email address. **NB** must be either @nhs.net or @nhs.uk .
3. Enter your first and last names.
4. Select 'I wish to order oxygen'.
5. Select 'Access to Part A HOOF (e.g. GP/non-specialist clinician)'.
6. Select your region.
7. Select your hospital from the dropdown menu (leave blank if you are community-based).
8. Enter your job description, hospital or service name, and phone numbers.
9. Enter your work postcode, wait a moment then select your address from the options displayed. In most cases your address will populate automatically, but check all the fields and update any that are missing.
10. Enter and confirm your password, according to the stated criteria.
11. Click 'register'.
12. You will receive an automated email asking you to confirm your email address. **NB** this is sent instantly so if it hasn't arrived in your inbox, please check your junk/spam folder.
13. Confirm your email address by following the instructions in the email.
14. You can access the HOOF Part A immediately (no approval needed).

Information Needed

Before starting the process, you will need the following patient information:

- NHS number
- Full name and contact details
- Delivery address
- GP practice details
- Prescription components:
 - Flow rate
 - Duration
 - Equipment type
 - Equipment quantity
 - Delivery interface (nasal cannulae or mask type)

Complete all sections. Fields marked with an * (asterisk) are mandatory. Information entered is saved when you progress to the next page which means if you click back you don't need to enter it again.

Completing a HOOF Part A

Follow these steps to begin the process of completing a HOOF Part A:

1. Visit <https://www.airliquidehomehealth.co.uk/hcp/>, enter your email and password, then click 'log in'.
2. A PDF version of the IHORM and HOCF template is available here. If you decide to complete the paper forms you will still need to complete the online forms during the ordering process.
3. Click 'submit a HOOF online'
4. Check 'Has HOS-AR been involved in the decision to prescribe' if it applies. This is a reminder only and does not generate a referral to a HOS-AR.
5. Select the CCG, from the dropdown, where the patient's GP is located.
6. Enter the GP postcode then select the GP practice from the options displayed. In most cases the address will populate automatically, but check all the fields and update any that are missing. By clicking 'next' you will be taken to the IHORM.

Initial Home Oxygen Risk Mitigation (IHORM)

You **MUST** check the box to confirm you have read and understood this statement:

Please note, any information that is entered on the IHORM will NOT be acted upon by Air Liquide Healthcare Limited.

The IHORM is a standardised risk assessment tool developed by NHS England. It is designed to help healthcare professionals make a considered risk-based decision. We are hosting the IHORM on our ordering portal to provide healthcare professionals a central point where it can be completed and stored, then viewed and/or updated by other healthcare professionals as required.

Answer the risk assessment questions. The form is intuitive and logical with expanding sections showing sub questions and information fields.

If you are required to enter text in a field marked 'action taken to mitigate risk', please note that these are actions that **YOU** have taken. They are **NOT** instructions for Air Liquide Healthcare. Only mark yes to 'referred to the local fire service' if **YOU** have made the referral yourself.

If you complete the IHORM and decide **NOT** to proceed with the HOOF (e.g. unmitigated high risks), it is advised that you download the completed form as evidence of your decision-making process:

1. Select no to 'considering the risk assessment are you going to prescribe oxygen'.
2. Click 'download as PDF'. The completed form opens which you can print/save and store in the patient's medical records.

If you complete the IHORM and decide to **PROCEED** with the HOOF (e.g. risks mitigated), select yes to 'considering the risk assessment are you going to prescribe oxygen'. The page expands to display the HOCF.

Home Oxygen Consent Form (HOCF)

You will need to confirm that the patient or other has agreed to the terms of the HOCF. If you select 'other', please enter their name and relationship to the patient. Click 'next'.

Enter Patient Requirements

Information entered in these fields forms the basis of your oxygen prescription.

1. Select paediatric or adult.
2. Select flow rate. Range is 0.01 - 15L/min (litres per minute).
3. Select duration. Range is 1 - 24hpd (hours per day).
4. Select your choice of delivery interface; nasal cannulae or mask (options are linked with the flow rate selected to ensure compatibility).
5. Click 'next'.

Selected flow rate and hours per day are used to determine equipment options and quantities on the following page.

Equipment Selection

Check the box next to your chosen equipment.

8.1 Static Conc with B/U

A static concentrator with a backup cylinder is the most efficient method of delivering home oxygen to users who need more than 2 hours of oxygen per day. The backup cylinder is to be used in the event of equipment faults and power cuts only. Not suitable for patients with cluster headaches.

8.2 Static Cylinder

A large cylinder (not portable) that is commonly used for neonates and patients with cluster headaches. Do not order this if you are ordering a concentrator because a backup cylinder is automatically supplied.

Enter important prescription information in the field provided. This information will automatically be:

- Included in our system as part of the HOOF.
- Added to the notes on every future job (passed to the technician).
- Viewable in the patient summary section on the HOOF **B** portal.

This is NOT a mandatory field but you may choose to use it to tell us more information about the HOOF. Some examples include:

- Instructions for using static cylinders (in addition to back-up) e.g. during clinical emergencies.

- Concentrator locations.

Patient & Carer Details

Provide the patient and carer details:

1. Enter NHS number, title, name, DOB, and gender.
2. Enter the delivery address postcode (**NB** this may not be the patient's home address), then select the address from the options displayed. In most cases the address will populate automatically, but check all the fields and update any that are missing.
3. Enter at least one telephone number.
4. Enter the patient's email address if they have given you permission to share it.
5. Enter the patient's carer contact details, if they have one.
6. Enter the patient's Next of Kin contact details, if different to their carer.

Additional Information

This page allows you to share a range of additional information.

1. Select the clinical code from the dropdown menu. This should reflect the primary condition for which you are ordering the oxygen equipment.
2. If you would like oxygen entrained into an NIV/CPAP machine, check the box. **NB** our technicians **CANNOT** connect the oxygen tubing to any device that we don't provide. Connection and compatibility is the responsibility of the prescribing clinician.
3. If you are ordering oxygen for a hospital discharge, click 'yes'. The page expands to show the hospital discharge section. Details you enter here will assist in arranging the installation.
 - a. Enter the discharge date.
 - b. Choosing an installation timeframe is **optional**. If you would like the equipment installed in the morning (am = until 1pm) or in the afternoon (from 1pm) select this from the discharge time dropdown. If you have no preference, select 'not known'.
 - c. Enter the hospital or clinic name, ward name, and lead consultant name.
 - d. Enter the address, postcode and ward phone number (if different to yours).

Delivery Details

Details you enter here assist in arranging the delivery.

1. Select delivery type:
 - Standard (3 business days) and next (calendar) day orders need to be **received by 5pm** in order for them to be processed that day. If they are **received after 5pm**, they will be processed the following day, which may have consequences for discharge planning / patient management.
 - Urgent HOOFs incur a surcharge and should only be selected if clinically required.

2. Add information that is specific to the delivery e.g. “*contact patient’s son on 01234 567890 to arrange delivery*” or if variable flow rates are required you could specify the flow rate at which you would like the equipment set. This field is not mandatory and information will only be used for this job. It will NOT be:
 - Included in our system as part of the HOOF
 - Viewable in the patient summary section on the HOOF B portal.
 - Added to every future job passed to the technician
3. Check the box to confirm someone will be present at the address to receive equipment installation and training. This is an important reminder, particularly for urgent HOOFs and hospital discharges.

Clinical Contact & Declaration

Complete the final page of the process.

1. If you are aware of any risks that may affect our healthcare technician e.g. dogs / aggressive people, click yes then provide the details and who to contact about it.
2. Your contact details automatically populate from your profile, saving you time. Please check to ensure they are up-to-date and amend if necessary.
3. Select your location type from the dropdown menu (GP, ward or assessment service).
4. You can choose to preview the IHORM, HOCF and HOOF before submission. This gives you the opportunity to check for any errors that you can correct, by clicking the back button.
5. When you are ready, press ‘submit HOOF’. A copy of your HOOF is automatically sent to us and your email address.

HOOF Confirmation

We will send a HOOF confirmation to your email address within the following timeframes:

- Within 24hrs for a standard HOOF.
- Within 1 hour for urgent and next day HOOFs

It is your responsibility to check that you have received it within these timeframes and that it matches your HOOF.

Problems?

If you experience any problems, please contact our customer services team on 0808 202 2099 or alhomecare.hcpsupport@nhs.net .