

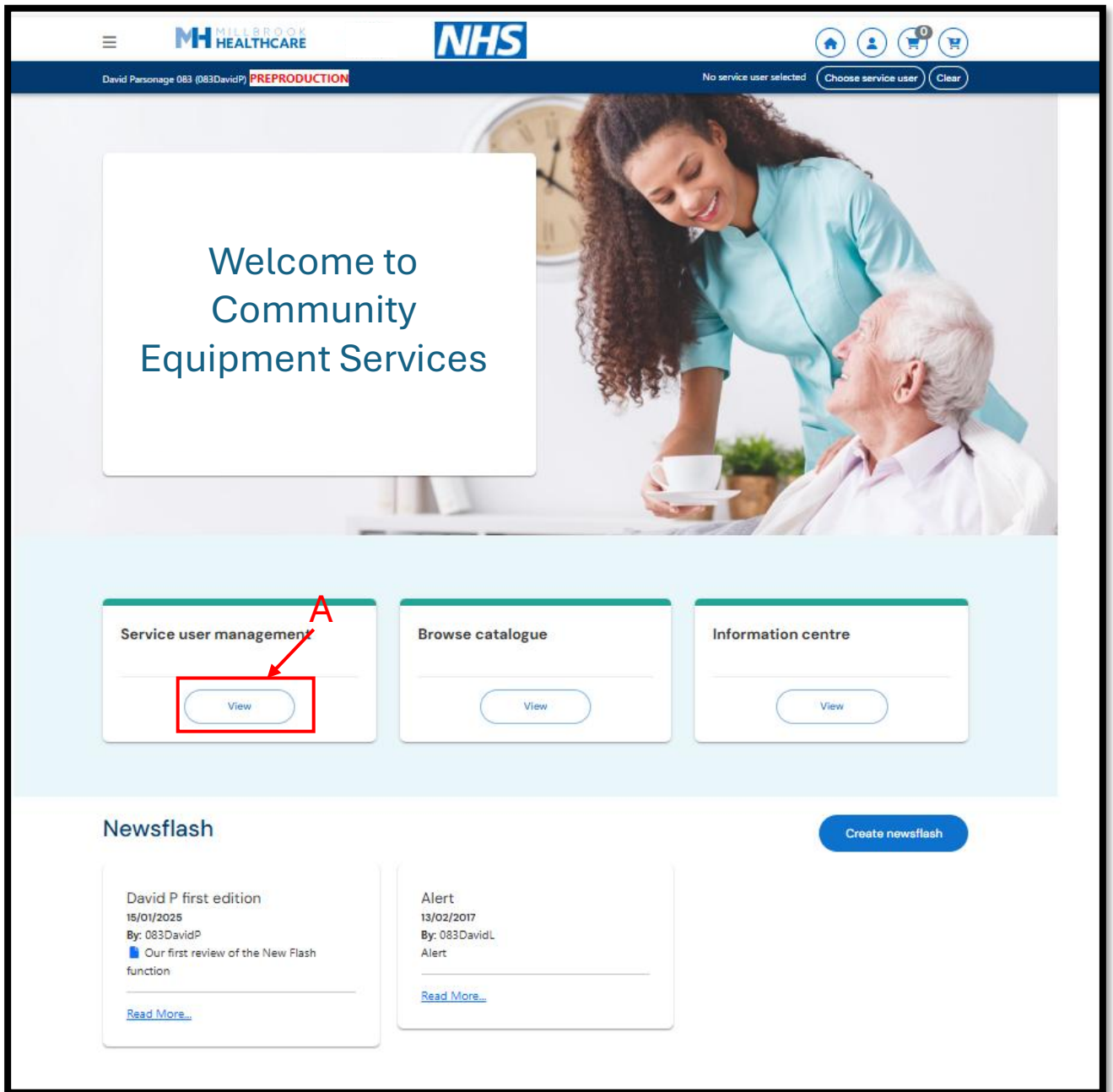


MILLFLOW

Prescriber Portal Guide

Raising a Repair order
for a client

Raising a Repair order for a client



Notes

A – Select SERVICE USER MANAGEMENT

Raising a Repair order for a client

The screenshot shows the NHS system interface for searching service users. The header includes the 'MH MILLBROOK HEALTHCARE' logo and the 'NHS' logo. Below the header, there is a search section titled 'Search for service users'. This section contains three input fields: 'Service user ref', 'Forename', and 'Surname'. A red arrow labeled 'B' points to the 'Service user ref' field. A red arrow labeled 'C' points to the 'Forename' field. A red arrow labeled 'D' points to the 'Search' button. There is also an 'Advanced Options' button and a 'No service user selected' message with 'Choose service user' and 'Clear' buttons.

Notes

You have 2 default options

B – Input the Service user ID, if known

OR

C – Input Forename &/or Surname

D – When details input to fields A or B, then Click SEARCH

Raising a Repair order for a client

Search for service users

Service user ref: Forename: Surname:

Advanced Options Add new service user Search

Results: 28 service users Found

Items per Page: 6

Ref: 100030343 Other Yimfrpp Pragmen Pykwoox Bkxaxie Inccioc MK43 OZA 21/12/1945 Select service user	Ref: 100049633 Other Uvrxbmfr Prcjjsn Tavphrg Nsnbmtv Lhbmuca PH13 9AN dd/mm/yyyy Select service user	Ref: 100053454 MS Uahwbvl Pprkncx Xaixano Xlknwqu Ovyjdli CM20 9SE 05/10/1924 Select service user	Ref: 100056018 Other Iytprai Pirosym Xsilmbq Bymiqmi Opaktqr S66 1FP 06/09/1919 Select service user
Ref: 100056665 MRS Yguhmeh Prkqkqn Cacsyig Inragab Mtyvtvw SL2 3PP 14/04/1940 Select service user	Ref: 100064872 Other Dtyutbp Prgmigd Pbdunai Pjxrji Solimyy HAB OPF 08/08/1922 Select service user		

First Previous Page 1 of 5 Next Last

Notes

E – Millflow will now return the closest matches to the search details input

You can now review all records returned by clicking on [Select service user](#) on each tile & select the correct client record

Raising a Repair order for a client

[More Information & Edit Client](#)

Mr David Parsonage

Service user reference: 102040505

Service User details

Date of birth
17/12/1988

Age
36 year(s) 1 month(s) 18 day(s) old.

Title
Mr

Address
Millbrook Healthcare Ltd Pirbright Road
Guildford
Surrey
GU3 2DX

Primary contact number
01234098765

Mobile phone number

Email

Automated Notifications Opt In
Yes

Other Contact Information

Name

Relationship

Telephone
01234098765

Delivery

Collection

Repair

Peripheral Store

Trusted Assessor

On-Site Equipment

View

On-Site History

View

Pending Orders

View

PPM History

View

Alerts

View

Feedback

View

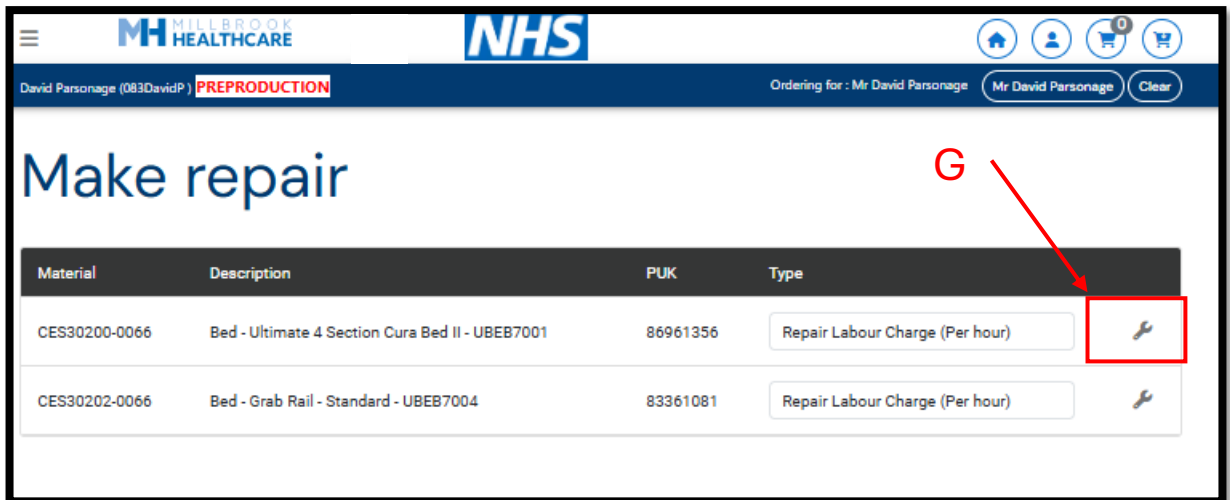
Documents

View

Notes

F – Select REPAIR

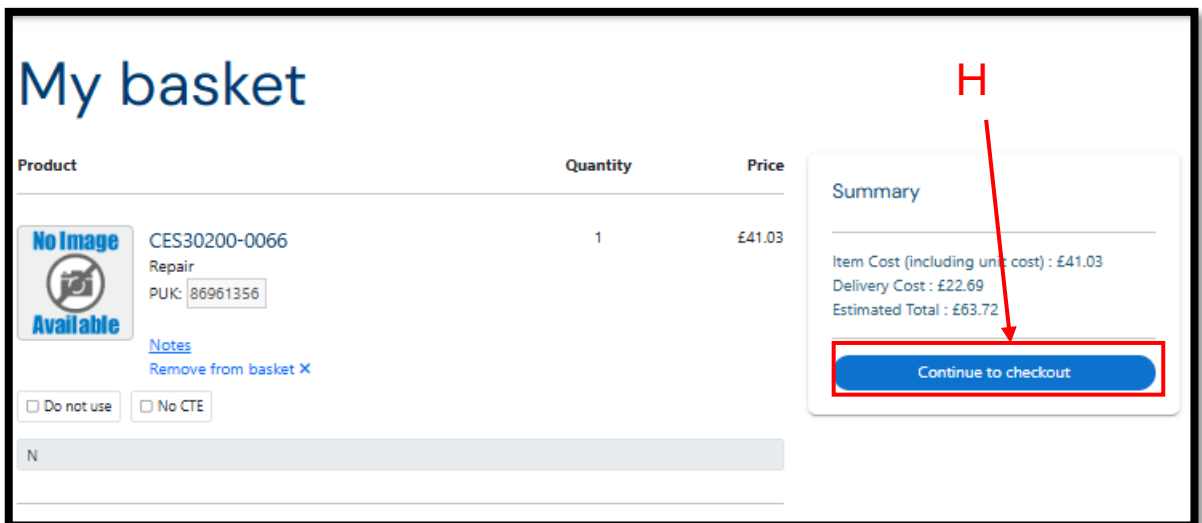
Raising a Repair order for a client



Notes

Millflow returns the above page. A list of equipment on site

G – Click on the spanner ICON next to the item you wish to arrange a repair for

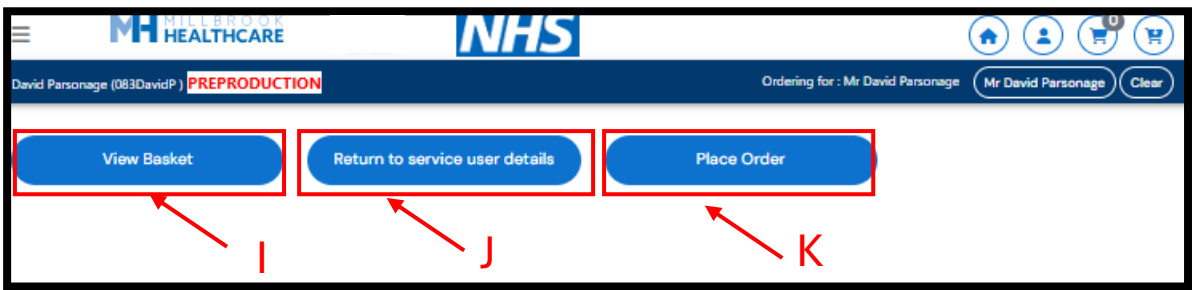


Notes

Millflow now takes you to the basket

H – Click on CONTINUE TO CHECKOUT

Raising a Repair order for a client



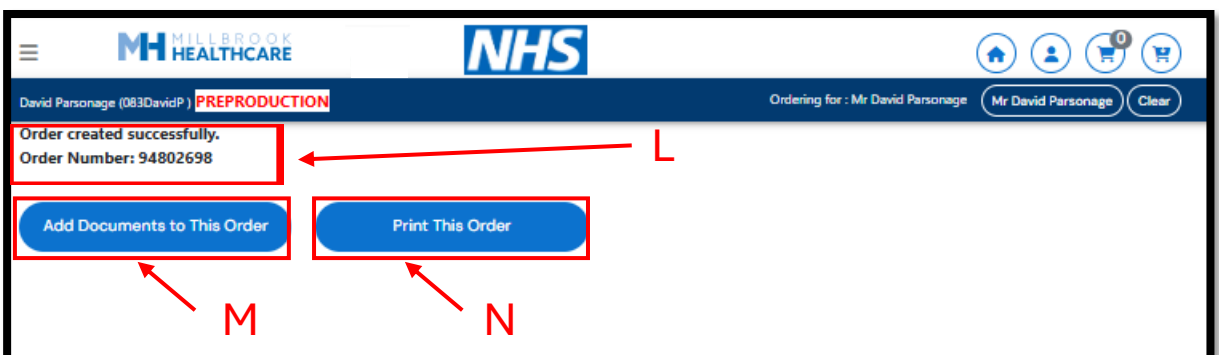
Notes

Millflow takes you to the checkout screen above

I – VIEW BASKET will take you back to the basket

J – RETURN TO SERVICE USER DETAILS will take you back to the Client record & you can restart the order

K – PLACE ORDER will place the order



Notes

Once order placed Millflow will return the screen above

L – Millflow confirms order successfully placed & order number.

M – Click ADD DOCUMENTS TO THIS ORDER – **See pages 8 to 10 for notes**

N – Click PRINT THIS ORDER – **see page 11 for notes**

Raising a Repair order for a client

David Parsonage (083DavidP) **PREPRODUCTION** Ordering for: Mr David Parsonage Mr David Parsonage Clear

[More Information & Edit Client](#)

Mr David Parsonage

Service user reference: 102040505

Service User details

Date of birth
17/12/1988

Age
36 year(s) 1 month(s) 17 day(s) old.

Title
Mr

Address
Millbrook Healthcare Ltd Pirbright Road
Guildford
Surrey
GU3 2DX

Primary contact number
01234098765

Mobile phone number

Email

Automated Notifications Opt In
Yes

Other Contact Information

Name

Relationship

Telephone
01234098765

Delivery Collection Repair Peripheral Store Trusted Assessor

On-Site Equipment On-Site History Pending Orders PPM History

View View View View

Notes

Millflow presents the page above,

YOU NEED TO SCROLL DOWN THE PAGE TO THE BOX BELOW

Documents

Viewing documents for Mr David Parsonage

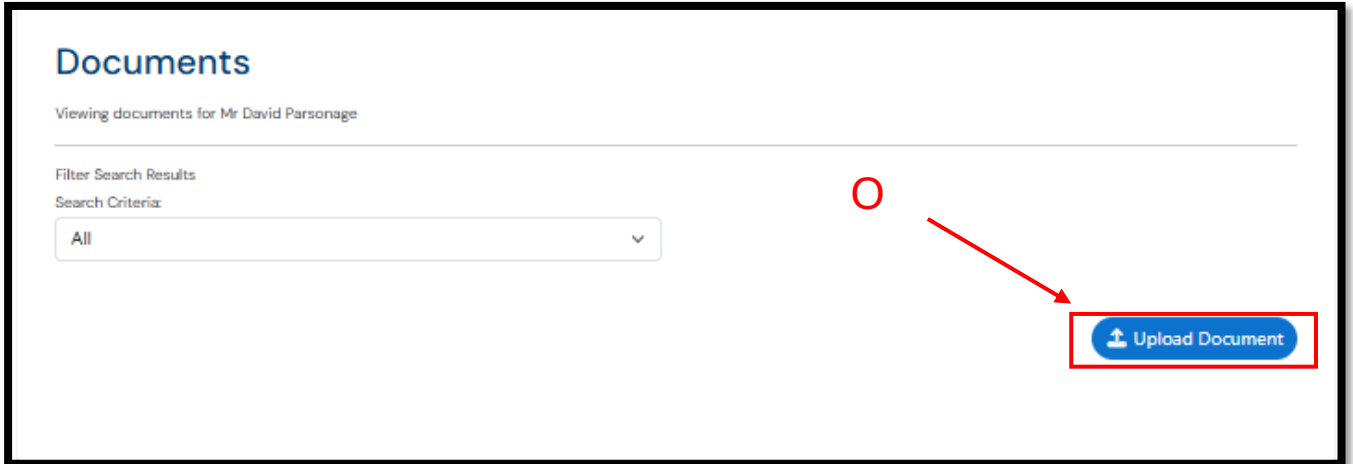
Filter Search Results

Search Criteria:

All

[Upload Document](#)

Raising a Repair order for a client

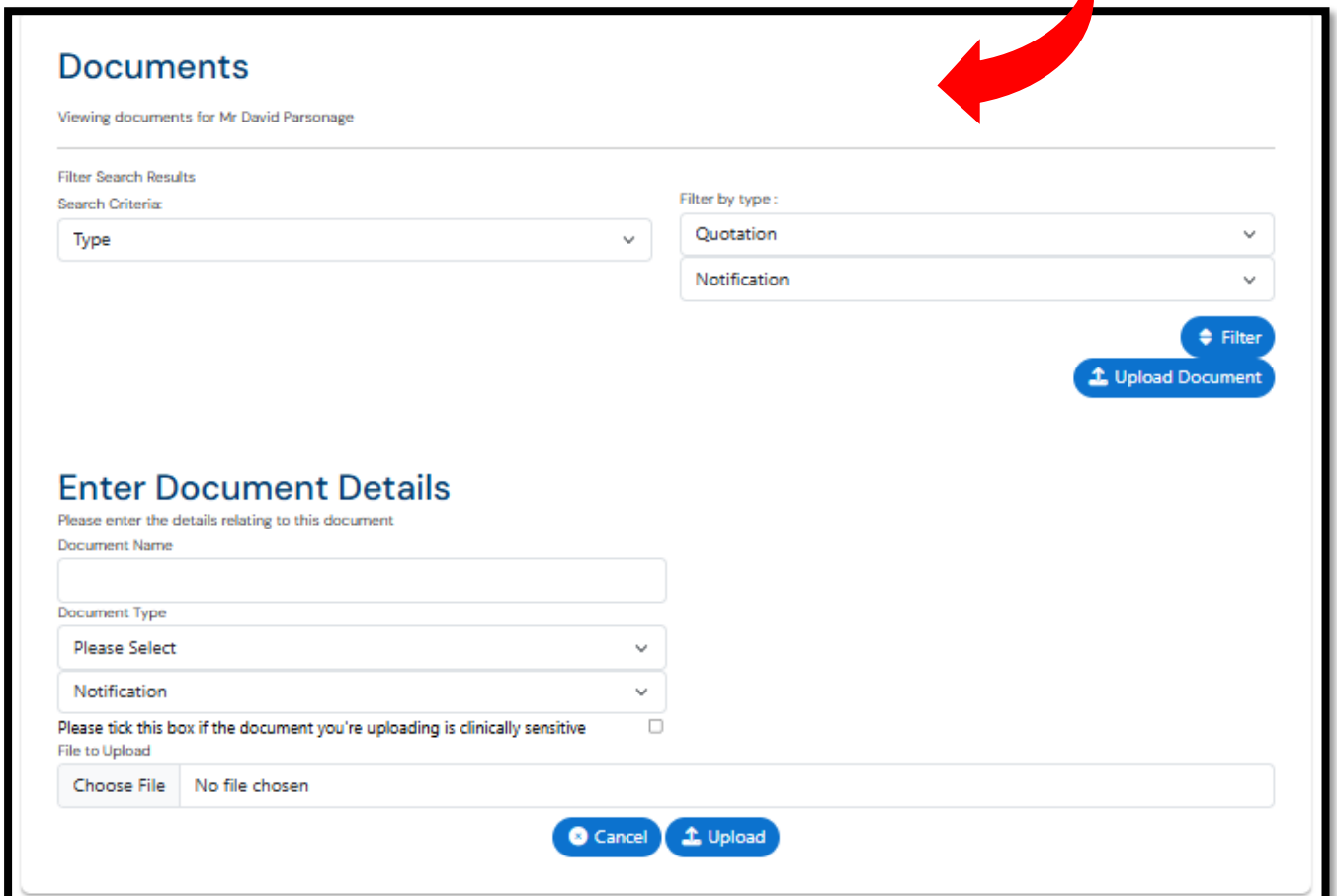


Notes

O – Click on UPLOAD DOCUMENT

Once again Millflow will return you to the top of the page

YOU NEED TO SCROLL DOWN THE PAGE TO THE BOX BELOW



Notes

See page 10 for supporting notes

Raising a Repair order for a client

Documents
Viewing documents for Mr David Parsonage

Filter Search Results
Search Criteria: Type
Filter by type: Quotation, Notification

Enter Document Details
Please enter the details relating to this document

Document Name: [Text Field] (P)

Document Type: [Please Select] (Q)

Notification: [Dropdown] (R)

Please tick this box if the document you're uploading is clinically sensitive (S)

File to Upload: [Choose File] (T) No file chosen

[Cancel] [Upload] (U)

Notes

P – Give the Document a memorable name, that can be linked to the order

Q – Identify the document type from the drop-down list

R – IGNORE THIS FIELD. It is for future development

S – ****IMPORTANT** IF YOUR DOCUMENT CONTAINS SENSITIVE/CLINICAL INFORMATION YOU NEED TO FLAG THE DOCUMENT AS CLINICALLY SENSITIVE. FAILURE TO USE THIS FLAG WILL ENABLE MILLBROOK HEALTHCARE TO ACCESS THE DOCUMENT**

T – Clicking here will open the browse function & you can browse your drives to find the document to upload

U – Click UPLOAD to upload the document. The document will now be uploaded to the clients record

Raising a Repair order for a client

Activity Printing - Work - Microsoft Edge
 https://prescriber.preprod.mhcportal.com/ActivityPrinting.aspx?UId=94802694&Typeld=1

[Click Here To Print](#)

EQUIPMENT LOAN SERVICE DELIVERY Customer Led

Service User

Mr David Parsonage
 Millbrook Healthcare Ltd
 Pirbright Road
 Guelkford
 GU3 2DX
 Tel: 01234098765

Prescriber

David Parsonage
 01234567890

Orderno/Reqno/Date

Activity Number/Date
 94802694/Req 13 2025 11:45PM
 Service User/Prescriber
 102040505/0830awdP

Line	Material	Description	Unit	Qty
20	CES30202 0066	Bed - Ultimate 4 section Care Bed II - UBER7001	-	1
20	CES30202 0066	Bed - Grab Rail - Standard - UBER7004	-	1

Notes

Activity Notes:
None

Additional Notes:
Top secret

Clinical Reasons:
These are required

Equipment Demonstrated:

Yes [No] 1

Notes

Once you have clicked Click PRINT THIS ORDER (OO on page 14). Millflow presents this screen view of your order

V – CLICK HERE TO PRINT will open up your printer search function. Allowing you to print the order locally, should you need. See below

Print
Total: 1 sheet of paper

Printer
on mhc-print01

Copies
1

Layout

Portrait
 Landscape

Pages

All
 Odd pages only
 Even pages only

Print **Cancel**

[Click Here To Print](#)

EQUIPMENT LOAN SERVICE DELIVERY Customer Led

**Millbrook Healthcare Block 8, Henley Business Park
 Pirbright Road GU3 2DX
 Tel: 0330 124 1247 Fax: 0845 293 7264**

Service User

Mr David Parsonage
 Millbrook Healthcare Ltd
 Pirbright Road
 Guelkford
 GU3 2DX
 Tel: 01234098765

Prescriber

David Parsonage
 01234567890

Orderno/Reqno/Date

Activity Number/Date
 94802694/Req 13 2025 11:45PM
 Service User/Prescriber
 102040505/0830awdP

Line	Material	Description	Unit	Qty
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20	CES30202 0066	Bed - Grab Rail - Standard - UBER7004	-	1

Notes

Activity Notes:
None

Additional Notes:
Top secret

Clinical Reasons:
These are required

Equipment Demonstrated:

Yes [No] 1