

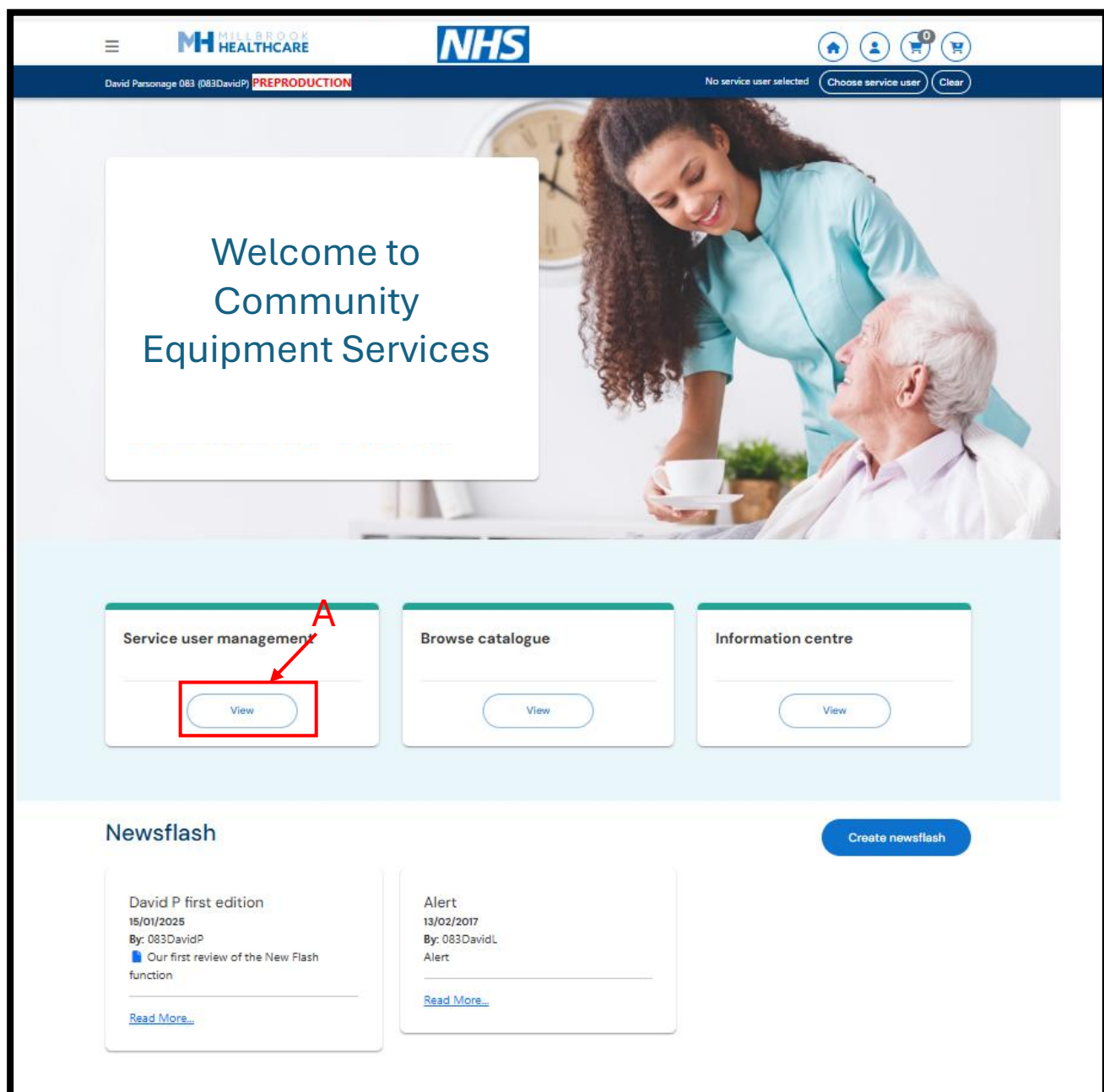


# MILLFLOW

## Prescriber Portal Guide

Raising a Special  
Equipment order

# Raising a Special Equipment order



## Notes

A – Select SERVICE USER MANAGEMENT

# Raising a Special Equipment order

The screenshot shows the NHS Millbrook Healthcare system interface. At the top, there is a header with the Millbrook Healthcare logo, the NHS logo, and navigation icons for home, user profile, and shopping cart. Below the header, there is a status bar indicating the environment is in 'DEVELOPMENT' mode. The main section is titled 'Search for service users'. It 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 'Choose service user' button with a 'Clear' button next to it.

## 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 Special Equipment order

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 Bkxkaie Inccioc MK43 OZA 21/12/1945 Select service user	Ref: 100049633 Other Uvrxbmfr Precjsn 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 Ygultmeh 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

**E**

## 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. Then select the correct client

# Raising a Special Equipment order

[More Information & Edit Client](#)

## Patients name

Service user reference: 102708153

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### Service User details

**Date of birth**  
16/09/1970

**Age**  
54 year(s) 4 month(s) 17 day(s) old.

**Title**  
Mr

**Address**  
1 Furtherwood Road  
  
Oldham  
OL1 2PA

**Primary contact number**  
01234567890

**Mobile phone number**

**Email**

**Automated Notifications Opt In**  
Yes

### Other Contact Information

**Name**

**Relationship**

**Telephone**

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**Delivery**   **Collection**   **Repair**   **Peripheral Store**   **Trusted Assessor**

**On-Site Equipment**  
[View](#)

**On-Site History**  
[View](#) ✓

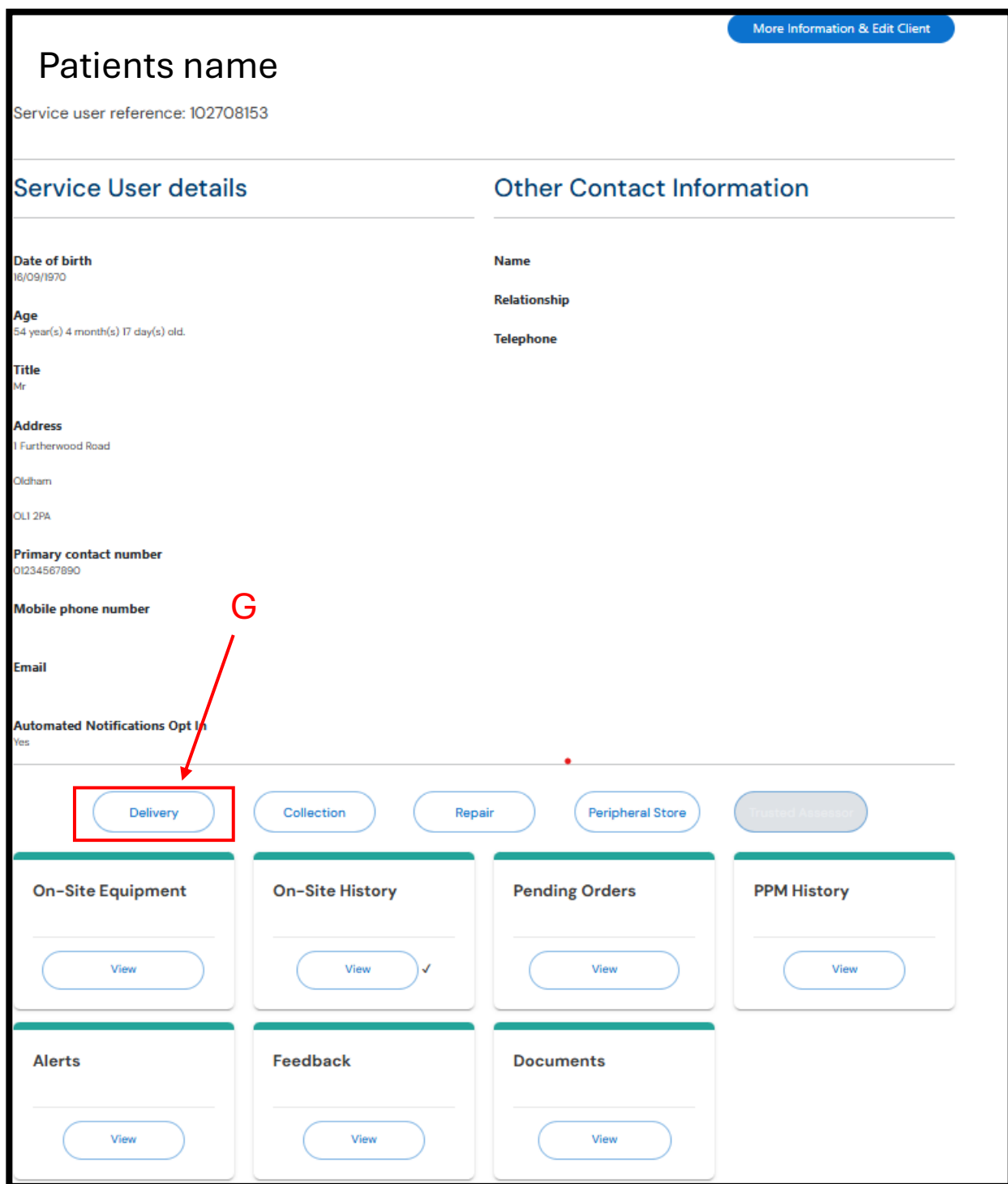
**Pending Orders**  
[View](#)

**PPM History**  
[View](#)

**Alerts**  
[View](#)

**Feedback**  
[View](#)

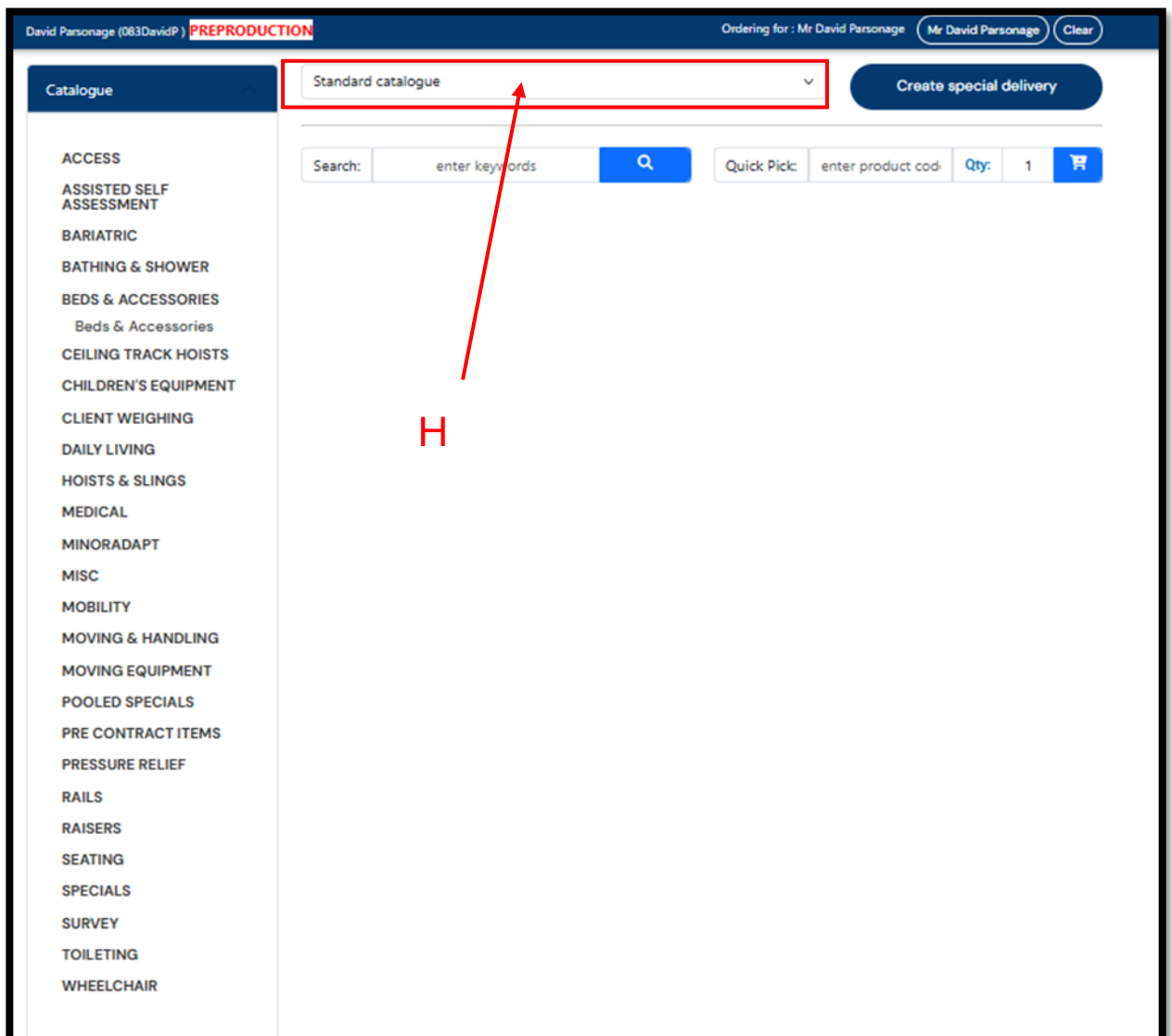
**Documents**  
[View](#)



## Notes

G – Click on the DELIVERY button

# Raising a Special Equipment order



## Notes

Millflow now takes you to the standard equipment catalogue page

H – **BEFORE** you can create an order for a Special equipment item you must first review the recycled specials that are available on the catalogue. To do this click on the drop-down & select RECYLED SPECIALS

# Raising a Special Equipment order

The screenshot shows a web interface for a 'Recycled specials' catalogue. On the left, a sidebar lists subcategories under 'SPECIALS', including Bariatric, Bathing, Bedroom, Child Post/Stand, Childs Bathing, Childs Mobility, Childs Positioning, Childs Seating, Childs Shower, Childs Toileting, Daily Living, Hoisting, Manual Handling, Medical, Mobility, Positioning, Pressure Relief, Rail, Raisers, Ramps, Seating, Showering, Slings, Specials, and Toileting. A red box highlights this sidebar, with an arrow labeled 'I' pointing to it. At the top right, a 'Create special delivery' button is highlighted with a red box and an arrow labeled 'J'. The main content area displays a grid of six product cards, each with an image, a product ID, a price of £0.00, a title, and a note that 'This item requires authorisation'. Each card has an 'Add' button. The interface includes a search bar, a 'Quick Pick' section, and pagination controls at the bottom.

## Notes

Millflow now takes you to the Recycled Specials Catalogue

I – All subcategories of the Recycled specials catalogue are available for searching

J – IF you are unable to find a suitable Recycled Special, then click CREATE SPECIAL DELIVERY

# Raising a Special Equipment order

**Create special order**

Create Non-Contract Special Order for Mr David Parsonage

[Back](#)

**Non-contract special order information**

Issue type  
COVID-19 related Discharge from Hospital **K**

Property type  
None **L**

Permission obtained **M**

**Special order delivery address and speed**

Delivery address (Required)  
Millbrook Healthcare Ltd Pirbright Road Guildford GU3 2DX **N**

Delivery instructions **O**

Confidential notes **P**

Clinical reasons **Q**

**Special material information**

Please search for a supplier by entering the supplier name in the field below

\* Search Supplier By Name/Id : **R**

Supplier Id **S**

Please complete the sections below and click the Add Item button  
You can add a maximum of 3 items from the same supplier

Category (Required)  
Please select a category **T**

Sub category (Required) **U**

Part Code (Required) **V**

Value £ (Required) **W**

Contract procurement charge  
£ 0.00

Item description (Required) **X**

Special instructions **Y**

VAT Rate

Unit of measure  
None **Z**

Attachment  
pdf, doc, docx, rtf, txt, jpg, jpeg, gif, zip, xls, png Maximum size for uploaded files combined is 4Mb

Choose File No file chosen **AA**

Choose File No file chosen

Choose File No file chosen

Note: When adding documents, if a required field is missed your selected documents could be lost when amending the order.  
If 'No File Chosen' is displayed or the file path is empty (No Files Will be Uploaded)

Please check before selecting 'Add Item'

[Add item](#) **BB**

Item Cart

Cart total **CC**

[Back To Client Details](#) **DD**

[Place Order](#)

## Notes

Millflow now takes you to the Create Special Order page

See pages 9 to 11 for supporting notes

# Raising a Special Equipment order

## Notes

Millflow now takes you to the standard equipment catalogue page

K – Select the appropriate issue type from the drop-down list

L – Select the appropriate Property type/Tenure from the drop-down list

M – YOU MUST ENSURE THE PERMISSION OBTAINED BOX IS FLAGGED BY CLICKING ON THE BOX. FAILURE TO DO THIS WILL MAKE IT IMPOSSIBLE TO PLACE THE ORDER

N – Select the correct delivery address for the client

O - Place DELIVERY INSTRUCTIONS to support the delivery, such as **equipment height** or **location**. Do not place any sensitive or confidential information in this field. THESE NOTES ARE PRINTED ON THE CUSTOMER'S ORDER COPY AND LEFT WITH THE SERVICE USER.

P - Place any sensitive or confidential notes in this field. Such as **Key safe number, and other information meant for Millbrook only**

Q - The Clinical Reasons section is for explaining the orders justification to authorisers

R – Start to put the first few letters of the supplier into this box. In the below example the first 2 letters input are BR. You will notice all suppliers matching your input are listed below. Select the correct supplier by clicking on the **GREEN FOLDER**




Special material information

Please search for a supplier by entering the supplier name in the field below

\* Search Supplier By Name/Id :

br

Supplier Id

Supplier Id	Supplier Name	Telephone	Fax	Use
ELE003	BREAS MEDICAL LTD	01789 293460	01789 262 470	
HOB002	BRIAN HOBBS & HOBBS SONS LTD	01643 702 782	N/A	
BRI015	BRICKTREE LTD T/A THE BODY WORKS	07968 016007	N/A	

## Notes

S – Supplier ID is populated once you click on the Green Folder

T – Select the appropriate Catalogue category for the item, from the drop-down list

U – Select the appropriate Catalogue sub-category for the item, from the drop-down list

V – Place the supplier part code in this field. This should be detailed on the quote the supplier has provided

CONTINUED ON PAGE 10

# Raising a Special Equipment order

## Notes

Continued from Page 9

W – input the cost of the item from the quote. It is important to note a couple of things

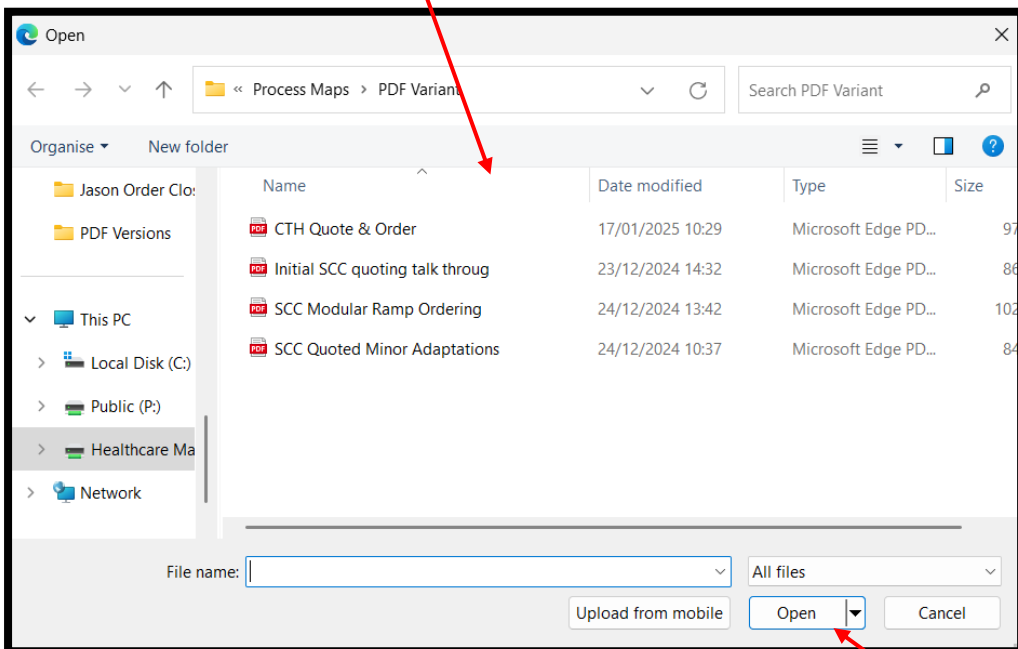
- Only input numbers & a decimal point into this field
- Your quote from the supplier may include VAT. The VAT will be detailed on the quote. The VAT must not be included in the value input to this field.

X – Input the description of the item, as it appears on the supplier quote. **ITS IMPORTANT THE DESCRIPTION REFLECTS THE ITEM AS THIS IS HOW IT WILL DISPLAY IN MILLFLOW**

Y – Here you can give clear instructions to the supplier, e.g. X-Panda as per quote ABC123 **IF YOU WANT THE ITEM DELIVERED DIRECT TO THE CLIENT YOU MUST INDICATE IN THIS FIELD**

Z – Select the unit of measure, which will typically be EACH

AA – Click on this field to upload a document. You must upload the quotation and you have the ability to upload 2 further documents. Clicking on this field will open your explorer dialogue box below.



## Notes

AA – Once you have located the file you want to upload, highlight it & click OPEN

AA – Millflow will now show the file selected in the table below

The screenshot shows a table with three rows. The first row has 'Choose File' in the first column and 'CTH Quote & Order.pdf' in the second column, which is highlighted with a red box. The second and third rows have 'Choose File' in the first column and 'No file chosen' in the second column.

Choose File	CTH Quote & Order.pdf
Choose File	No file chosen
Choose File	No file chosen

# Raising a Special Equipment order

## Notes

BB – Once you are happy that all fields are populated with the required information you can click on ADD ITEM.

- Should all required fields not be populated Millflow **will not** add the item to the basket.
- You will be required to complete all fields
- You will be required to upload the documents again

Millflow will not return you to the top of the CREATE SPECIAL ORDER screen

Create special order

Create Non-Contract Special Order for Mr David Parsonage

Back

Non-contract special order information

Issue type  
COVID-19 related Discharge from Hospital

Property type  
Housing Association

Permission obtained

Special order delivery address and speed

Delivery address (Required)  
Millbrook Healthcare Ltd Pirbright Road Guildford GU3 2DX

Delivery instructions

Confidential notes

Clinical reasons  
I want this

Special material information

Please search for a supplier by entering the supplier name in the field below

\* Search Supplier By Name/Id :  
br

Supplier Id  
ELE003

Scroll down to the bottom of the page to see the item in the CART/BASKET

Item Cart

ABC678	Super bendy sling	As per quote Q 5432	£4.47	£157.00
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Cart total

Back To Client Details

Place Order

## Notes

You now have 3 options

1. You can add a maximum of 2 other items from the same supplier, to this order by repeating steps K to BB
2. You can click BACK TO CLIENT DETAILS (CC). This will return you back to the client details page and will remove the item(s) from the cart. You will need to start again
3. You can click PLACE ORDER (DD) – See Page 12

# Raising a Special Equipment order

## Notes

Having clicked PLACE ORDER, Millflow returns you to the top of the CREATE SPECIAL ORDER screen

**Create special order**

Create Non-Contract Special Order for Mr David Parsonage

[Back](#)

**Non-contract special order information**

Issue type  
COVID-19 related Discharge from Hospital

Property type  
Housing Association

Permission obtained

**Special order delivery address and speed**

Delivery address (Required)  
Millbrook Healthcare Ltd Pirbright Road Guildford GU3 2DX

Delivery instructions

Confidential notes

Clinical reasons  
I want this

**Special material information**

Please search for a supplier by entering the supplier name in the field below

\* Search Supplier By Name/Id :  
or

Supplier Id  
EL003

Scroll down to the bottom of the page to see confirmation of

- Order placed successfully
- Order number

**Attachment**

pdf, doc, docx, rtf, txt, jpg, jpeg, gif, zip, xls, png Maximum size for uploaded files combined is 4Mb

Choose File No file chosen

Choose File No file chosen

Choose File No file chosen

Note: When adding documents, if a required field is missed your selected documents could be lost when amending the order.  
If 'No File Chosen' is displayed or the file path is empty (No Files Will be Uploaded)

**Please check before selecting 'Add Item'**

[Add item](#)

Item Cart  
£987.00

Cart total  
**Order Created Successfully Orderid: 94802699**

[Back To Client Details](#) [Add Documents to This Order](#) [Place Order](#) [Print This Order](#)