



Fact Sheet: Completing new PPE and Pulse Oximeter Order Form (GP, ACCHS and GPRCs)

Last updated: 24 June 2022

The following provides GPs, ACCHS and GPRCs with guidance on completing the **General Practice PPE and Pulse Oximeter Order Form**, which you will receive through your PHN. The new process for PPE ordering, distribution and delivery which commenced on February 14, 2022, is illustrated in Appendix 1.

General Information

What's new about PPE ordering, processing and distribution arrangements?

Living with COVID PPE Bundles, Emergency Provision PPE and pulse oximeters can be ordered through the PHNs using a single PPE Order Form and delivered directly to the practice or pharmacy by a national distributor (rather than via the PHN).

The purpose of this change is to support a more streamlined approach to PPE distribution and to provide greater visibility of stock tracking and delivery. Importantly it reduces the requirement for PHNs to undertake pick and pack and dispatch of PPE to general practice and pharmacies in their area, saving on effort and distribution lags.

When do I need to submit my PPE Order Form to my PHN?

The deadline for submitting your PPE Order Form will be communicated by your respective PHN. As illustrated in Appendix 1, PHNs are responsible for consolidating individual PPE Order Forms from general practice and pharmacy into a new smart spreadsheet, which is due to the Department of Health daily by 9am.

How long will it take for my PPE to be delivered to my practice?

Shipping will be by road freight and transit times will vary depending on location. Once your PPE order is generated by the national distributor, a Purchase Order Confirmation (POC) will be emailed to your practice via email. You can use your order number to track your order on the DHL website. Practices that are rural and/or remote, as per the Modified Monash Model 3-7, and ACCHS will be flagged as priority sites for shipping.

When completing the PPE Order Form, what are my obligations?

When submitting the PPE Order Form to PHNs, general practices must:

¹ Rural and Remote areas are defined as RRMA zones 3-7, as per <https://www.health.gov.au/health-topics/health-workforce/healthworkforce-classifications/rural-remote-and-metropolitan-area>



- Agree that the details provided in the form are true and accurate, and all eligibility requirements have been met
- Ensure that consent has been obtained from each eligible practitioner for the collection, use and disclosure of this personal information to the Primary Health Networks, Logistics and Distribution Partners, and to Australian Government Department of Health for ordering, auditing and delivery purposes

Why must my provider number be collected?

General practitioners must provide PHNs with the provider numbers of relevant general practitioners managing COVID positive/respiratory patients, for whom the PPE is sought. Provider numbers will be used by the Department of Health to conduct allocation and verification checks.

Living with COVID PPE Bundles

What general practitioners are eligible for Living with COVID PPE Bundles?

The following eligibility criteria will be applied to Living with COVID PPE Bundles:

- GPs, ACCHSs and GPRCs willing to manage COVID positive patients face-to-face, until 30 September 2022
- ACCHSs and rural and remote GPs willing to manage COVID positive patients virtually and respiratory patients face-to-face, where workforce capacity is limited **AND** the GP is serving the community for most or all health needs, until 30 September 2022
- GPs and GPRCs willing to support COVID positive people virtually, and respiratory patients face-to-face are eligible to access P2/N95 and eye protection, until 30 September 2022

What type and quantities of PPE are available in a Living with COVID PPE Bundle?

The Living with COVID PPE bundles include the following items, and are intended to provide 4 weeks supply of PPE. Each bundle contains:

- P2/N95 respirators (90 units)
- Either goggles or face shields (40 units)
- Full length gowns (40 units)
- Gloves (100 units)
- Surgical masks (80 units)
- Hand sanitiser (2 bottles)

The LWC bundle for GPs and GPRCs willing to support COVID positive people virtually, and respiratory patients face-to-face contains:

- P2/N95 respirators (90 units)
- Either goggles or face shields (40 units)



How long is a Living with COVID PPE Bundle expected to last?

Each Living with COVID PPE Bundle is intended to supply each practitioner with 1 month supply of PPE (equivalent to 40 patient visits). If practitioners have a higher case load (i.e., over 40 patients), bundles can be ordered more frequently.

Pulse Oximeters

How many pulse oximeters am I eligible for?

There is currently an allocation of 10 pulse oximeters per practice.

Living with COVID Top Up PPE

Under what circumstances would Top Up PPE be ordered?

Top Up PPE items are only ordered under exceptional circumstances. For example, stock has been damaged in transit i.e., broken bottle or hand sanitiser.

What type of Top Up PPE can be ordered?

Eligible GPs can access the following Top Up PPE:

- P2/N95 Respirators (90 units)
- Goggles / Face Shields (40 units)
- Gowns (40 units)
- Gloves (100 units)
- Surgical masks (80 units)
- Hand Sanitiser (1 bottle)

Emergency Provision PPE

Under what circumstances would Emergency Provision PPE be ordered?

Emergency Provision PPE can only be accessed where there is no local supply available commercially, or from another State or Territory government scheme, until 30 September 2022. Given commercial supplies have largely been replenished and supply is widely available, we would expect to see minimal orders placed under the Emergency Provision. PHNs should give consideration to practices in Modified Monash Model 3–7 locations and rural and remote communities, where local supply may be limited.

What Emergency Provision PPE is available to general practice?

GPs can access the following Emergency Provision PPE:

- P2/N95 Respirators (90 units)
- 1 Goggle Face Shield (1 unit)
- Gowns (40 units)
- Surgical masks (1 box)
- Hand Sanitiser (1 bottle)



PPE Size & Brand Preferences

What PPE do I need to indicate a size preference?

You have the option to select preferred size of P2/N95 respirators (small or regular) and gloves (small, medium or large) only. Please complete a separate line for each practitioner and tick to indicate size preference of P2/N95 respirators and gloves.

What arrangements are in place if size preferences cannot be met?

The Department of Health will endeavor to meet your size choice, however in the event of stock unavailability, the Department will automatically allocate the next size up.

If I have a specific brand preference, can my order be met?

PPE from the NMS is being made available for free under emergency conditions and as such, brands will not be provided based on preference. If practices have brand preferences these will need to be sourced privately.

Tracking a PPE Order

How can I track my PPE order?

Once your PPE order is generated by the national distributor a Purchase Order Confirmation (POC) will be emailed to your practice via email. Please allow time for your PHN to place the order and for it to be processed.

You can use the order number to track your order:

- on the [DHL Website https://mysctrackandtrace.dhl.com/](https://mysctrackandtrace.dhl.com/) (preferred)
- by calling the dedicated DHL Customer Service Line on 1300 279 498
- emailing DHL at dhlcontrolltower@dhl.com.

Practices can also update their contact email addresses with DHL (by phone or email) to ensure their purchase order confirmations are received at the correct email address.

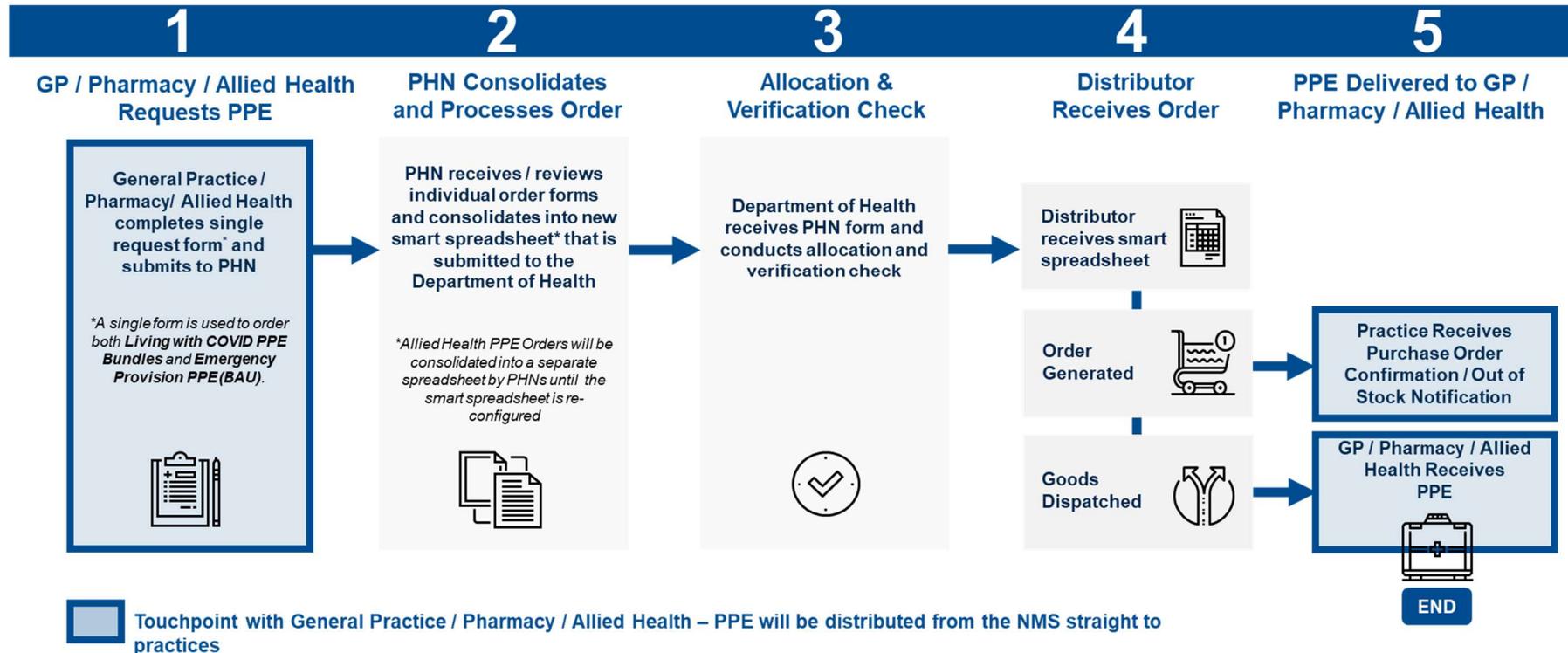
If you have further questions, please contact your PHN



Appendix 1: Living with COVID: PPE Ordering, Distribution & Delivery Bridging Solution

As part of the **Living with COVID-19 Primary Care Package**, the Government is making **additional Personal Protective Equipment (PPE) available to Pharmacy, Allied Health and General Practice**, including Aboriginal Community Controlled Health Services (ACCHS) and General Practice Respiratory Clinics (GPRCs).

PPE will be distributed from the National Medical Stockpile (NMS) straight to practices using the below 5-step process.



¹ Rural and Remote areas are defined as RRMA zones 3-7, as per <https://www.health.gov.au/health-topics/health-workforce/healthworkforce-classifications/rural-remote-and-metropolitan-area>