

Allianz Global Assistance

MFS - Mobility and Functional Support Service

iPad application user guide

March 2014

Global Assistance

Allianz 

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App download

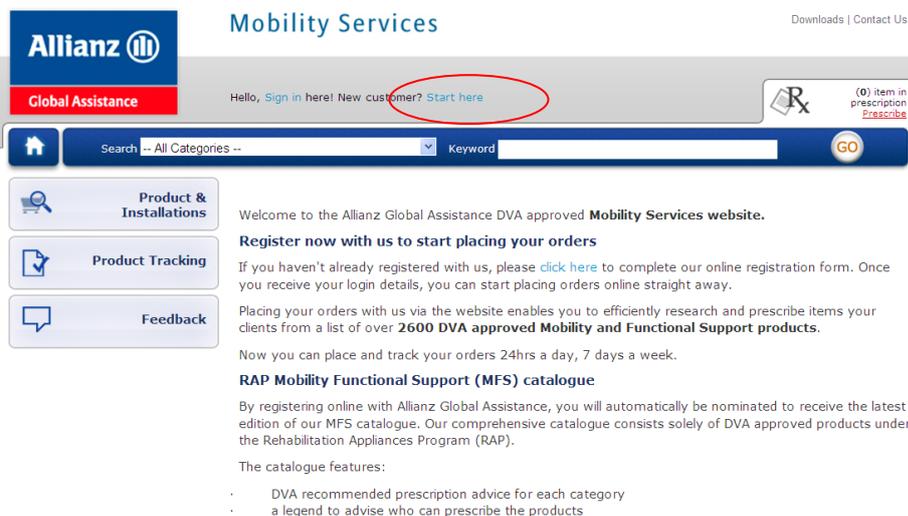
The MFS - Mobility and Functional Support Service app is available as a free download from the Apple App Store. You are able to download the app using any of the normal methods, via iTunes, directly on to your iPad using 3G or a wireless internet connection.

To prevent unnecessary issues using the MFS - Mobility and Functional Support Service app, please ensure you have at least version 5.1.1 of the iPad IOS operating software (current version is 6.0) installed on your device. You can tell what version your device is using in your “Settings” menu on the iPad and updates are available for free from iTunes.



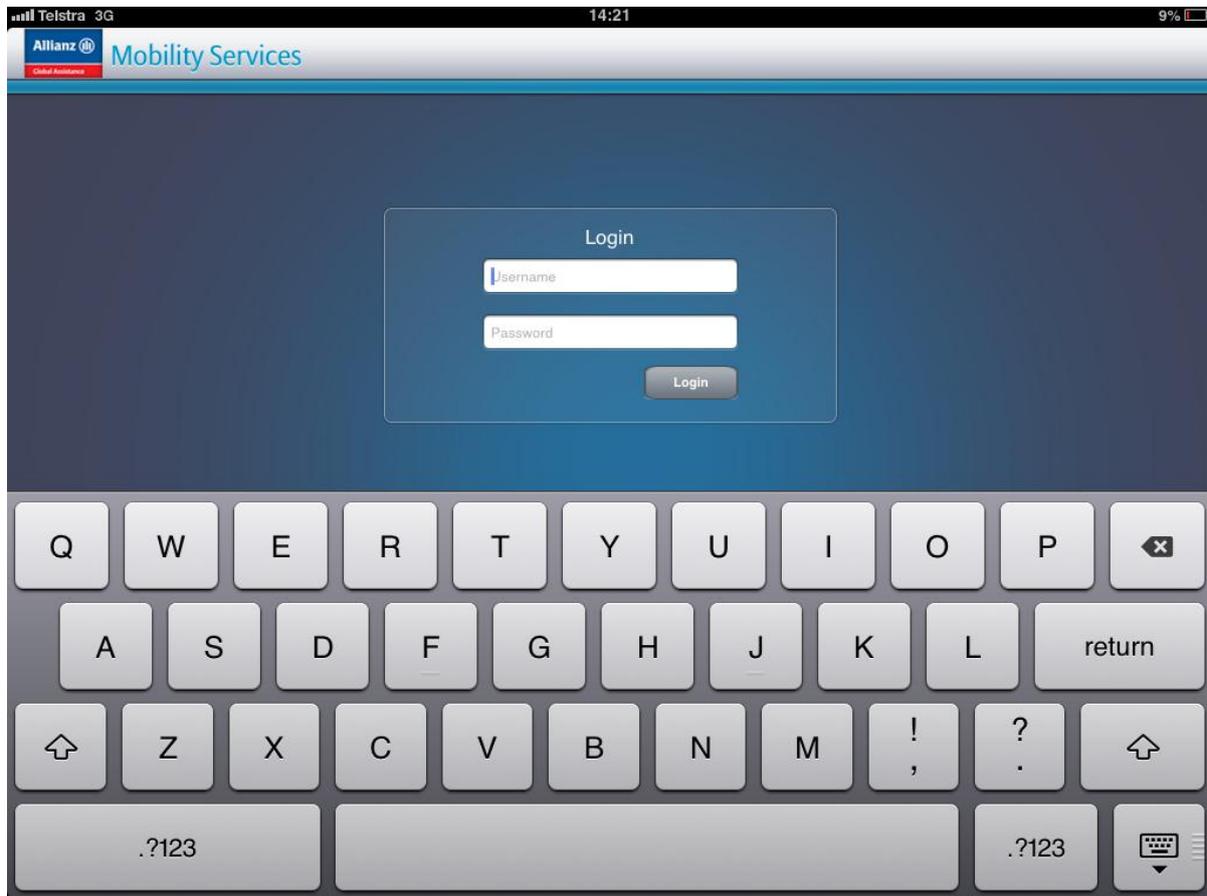
Login, username and password

To obtain your Username and Password to access the app, please register as an MFS prescriber on our Mobility Services website www.mobilityservices.com.au. Click on the “Start here” tab at the top of the screen to be directed to the registration page.



At the completion of the registration process, you will automatically be sent an email to your nominated email address; the email will contain your login details including your chosen Username and an automatically generated Password (Passwords can be changed in the “Profile” area of the Mobility Services website).

Your Username and Password will now allow you access to both the MFS - Mobility and Functional Support Service app and the Mobility Services website. Simply enter your Username and Password where prompted and tap the “Login” tab and the app will open to the Product screen.

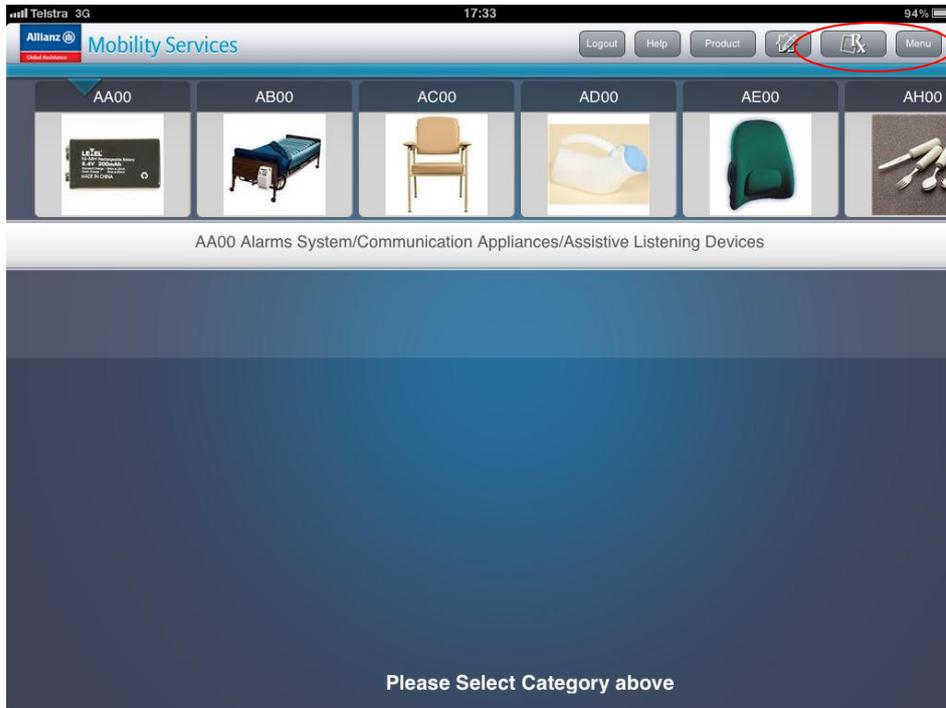


Opening a prescription

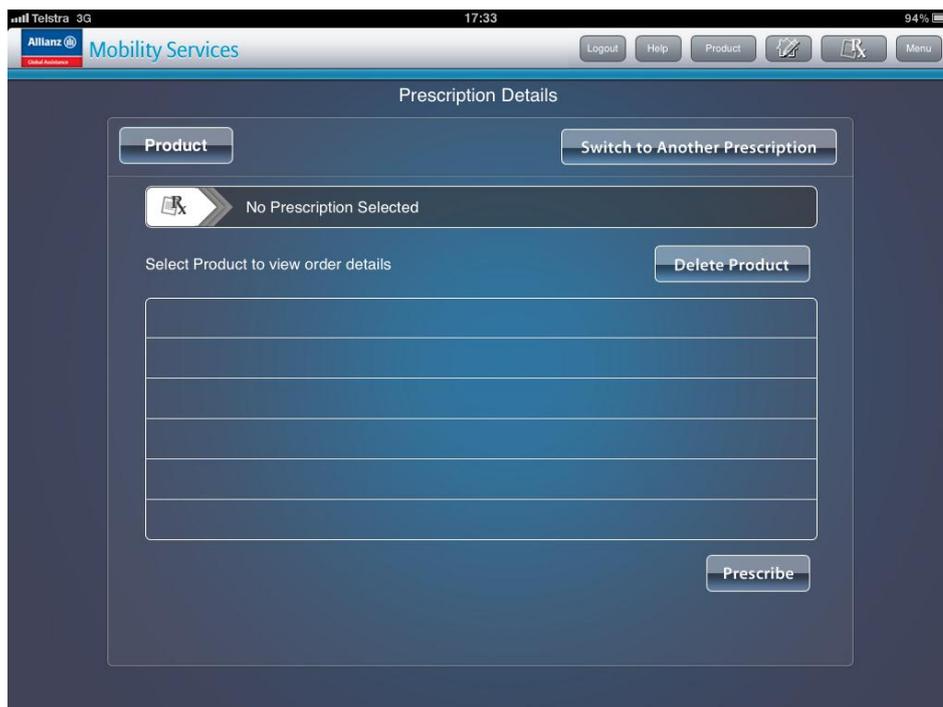
Upon entering the MFS - Mobility and Functional Support Service app, you find yourself at the screen below.

To open a new prescription, please use the following steps.

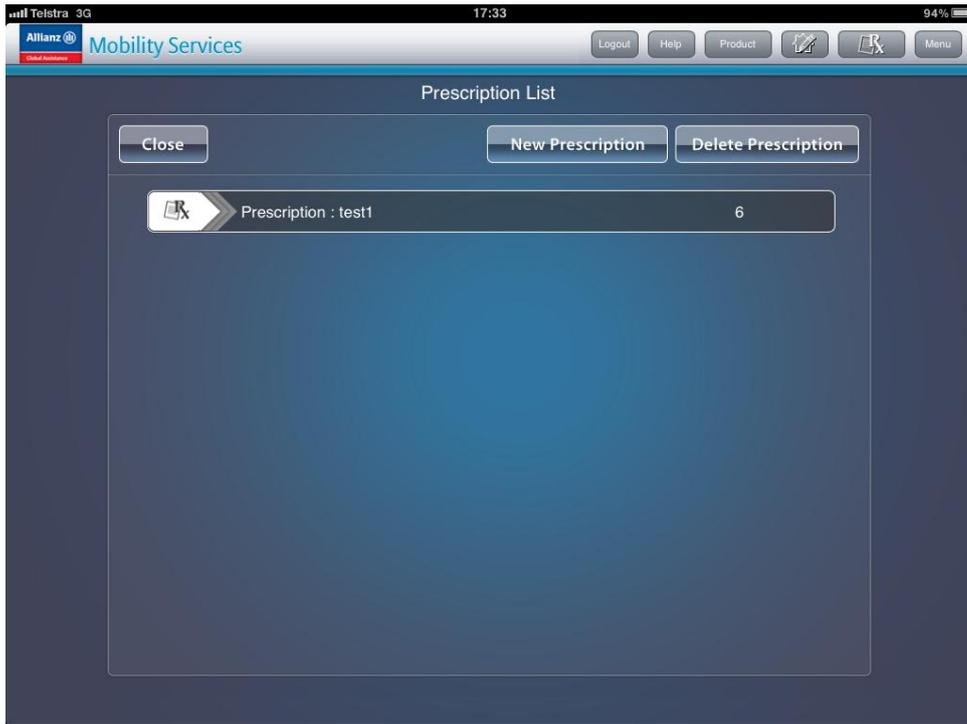
1. Tap the prescription tab at the top of the screen.



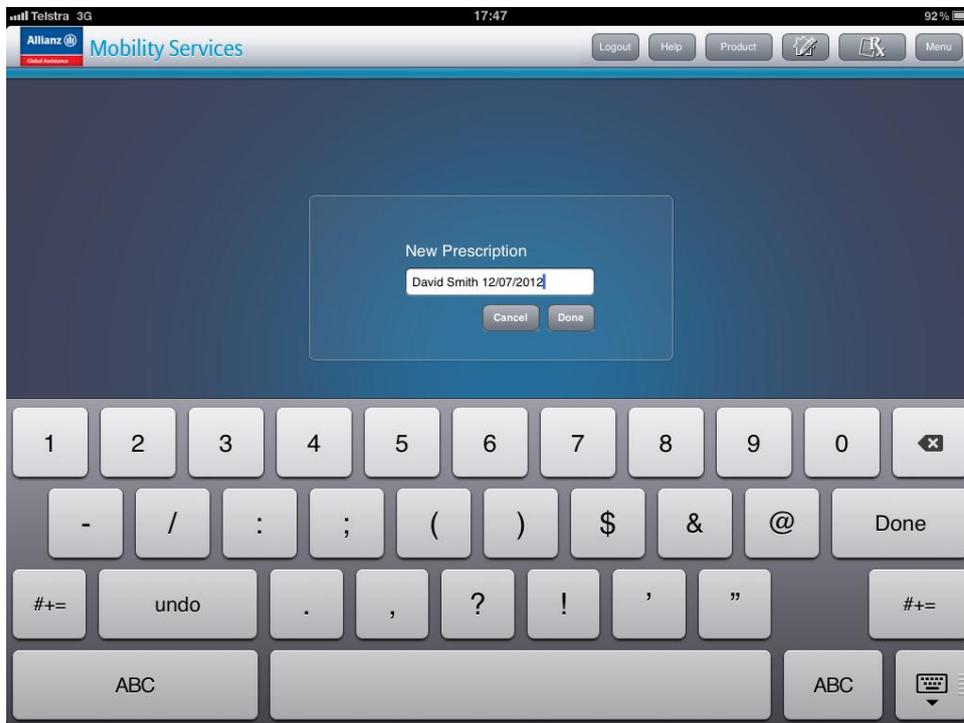
2. Tap the "Switch to Another Prescription" tab.



3. Tap the “New Prescription” tab.



4. Enter any recognisable details so you know who the prescription is for e.g. Name, DVA file number etc.



Your new prescription will now be shown in the “Prescription List”; this screen shows all prescriptions that are in “Draft” (not yet submitted to Allianz Global Assistance to fulfil).

The prescription being worked on is noted by a green tick next to it.

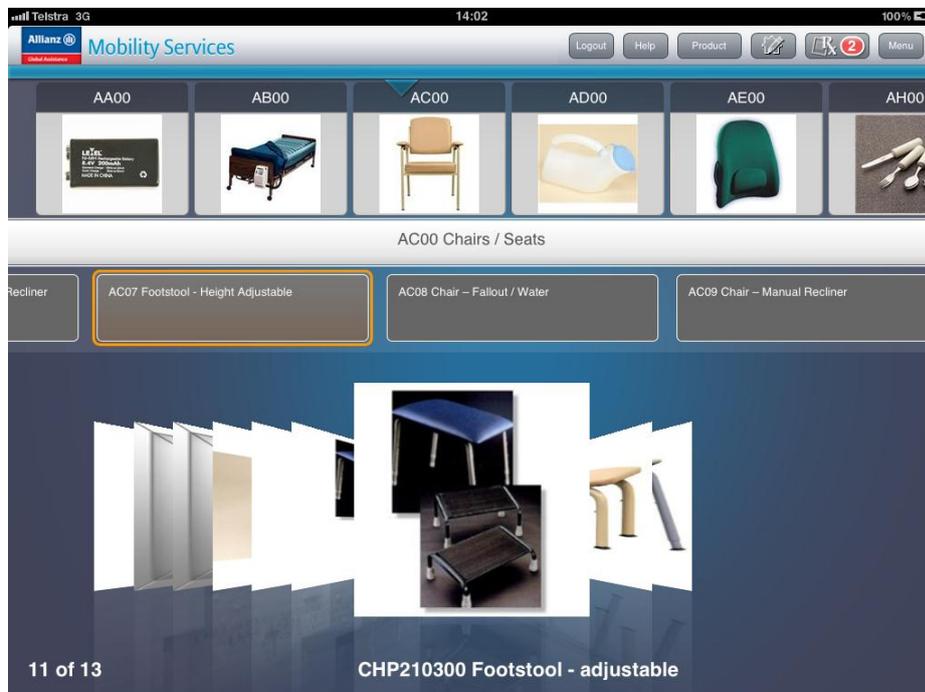
From the “Prescription List” you can access or switch between prescriptions by simply tapping on the individual prescription lines, you also have the option to delete a prescription or open an additional prescription.

To begin to add items to your selected prescription, simply tap the “Product” tab to be taken to the “Product Screen”.

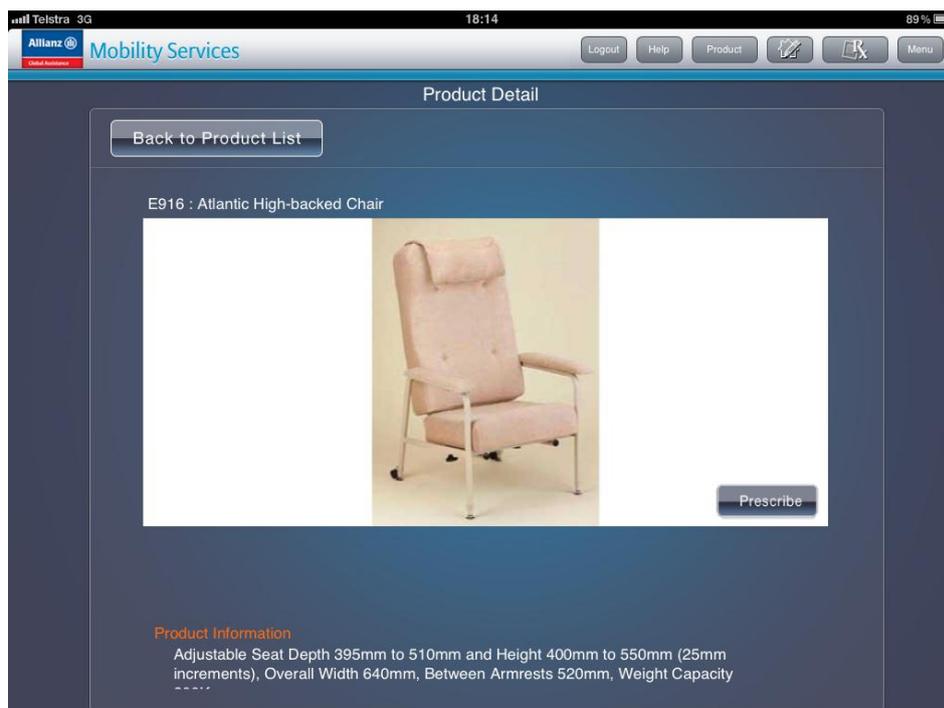


Adding products to the prescription

The “Product Screen” has all the DVA categories laid out in the top scroll bar, select any of the categories by simply tapping the photo; this in turn will open the relevant sub-categories in the second scroll bar. Product names and photographs of the items in the categories will appear in the lower half of the screen, you can flick from item to item with the stroke of a finger.



You can expand the size of the photograph and get more information on the product simply by tapping on the photo. From here you add the item to the prescription by tapping “Prescribe” and following the prompts for hire, trial and purchase or return to the “Product List” to continue browsing the equipment schedule.



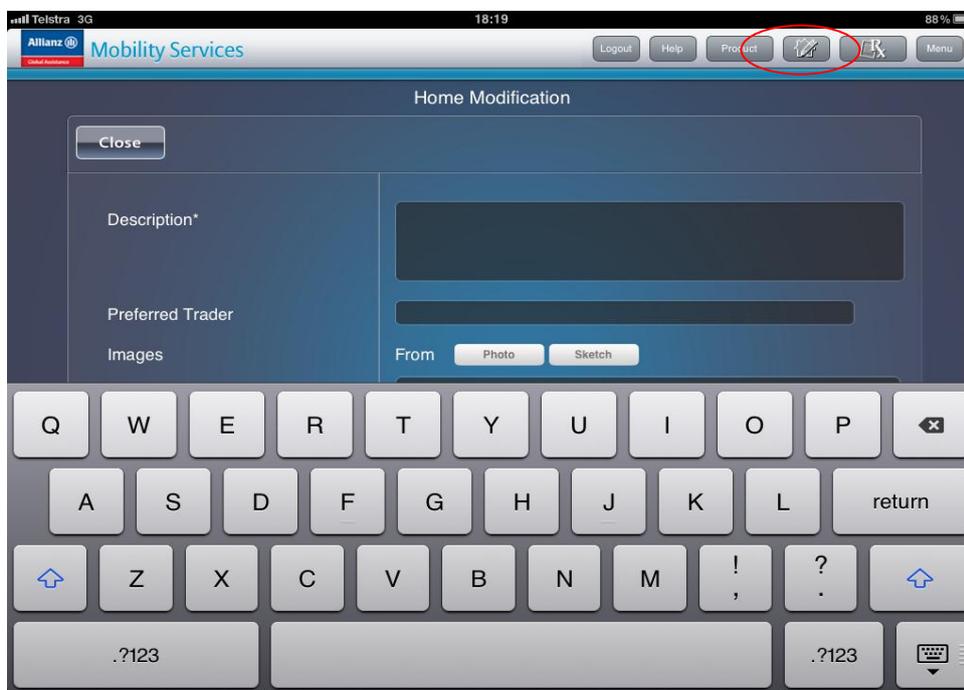
Searching for products

By tapping the “Menu” tab in the top right corner of the screen you can access the search feature; the “Product Search” screen allows you to search for items by typing in either the product name or catalogue number.

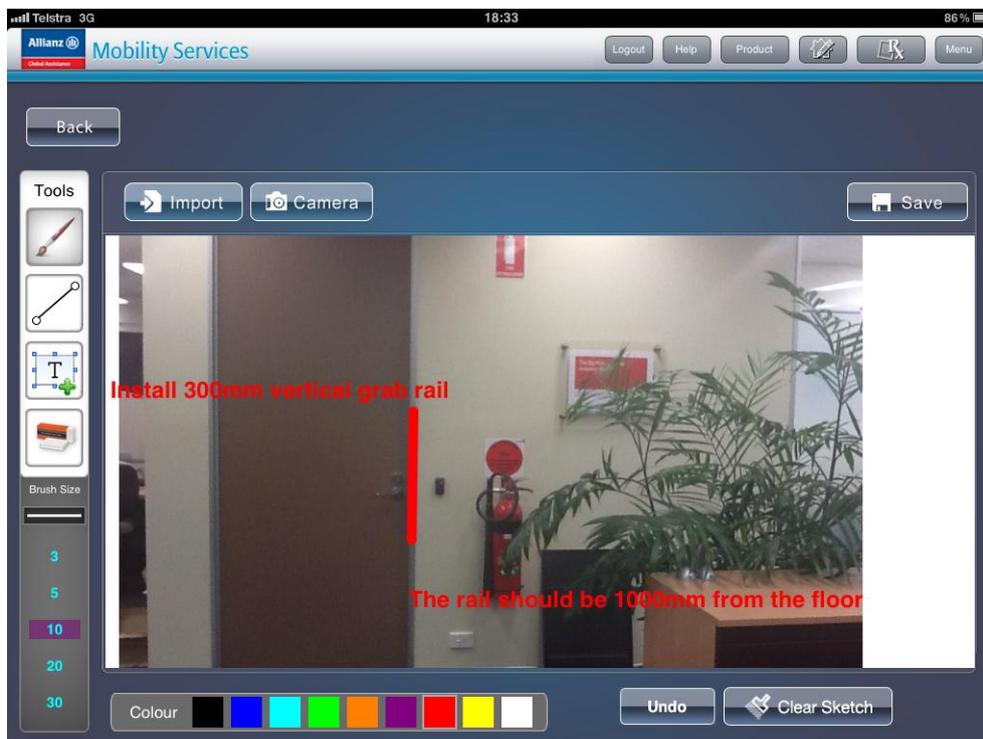


Home modifications

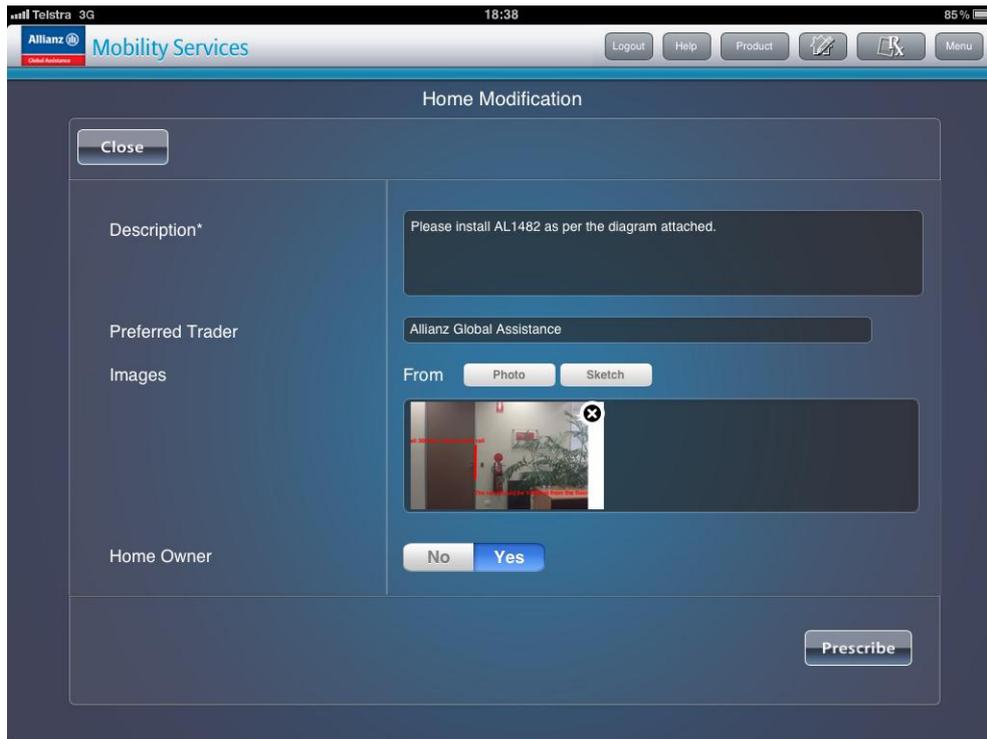
Tapping the “Home Mod” tab at any time will allow you to input details of a home mod request for the prescription you are working on at the time. Please note that you will have to select the item you are drawing the installation diagram for from the product list e.g. AL09 Rails You will enter the description of the modification, the products required and their associated codes; you can enter your preferred trade provider.



We also have the option to upload images and create diagrams or sketches of the required install.

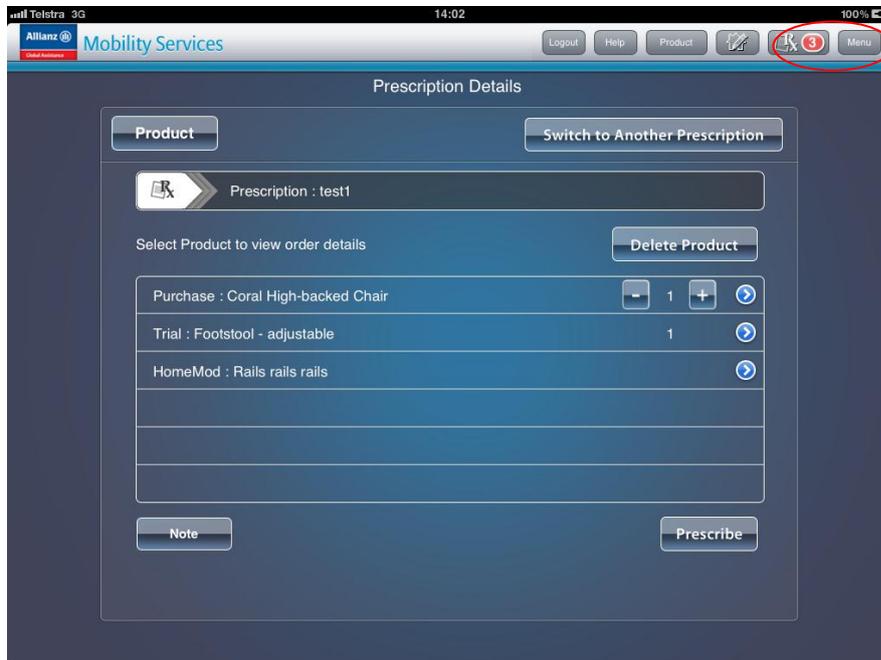


When you are happy with your diagram and description, you simply tap the “Prescribe” tab to add the Home Mod to your prescription.



Review your prescription

You can review your prescription at any time by pressing the “Prescription” tab at the top of the screen at any time.



From here you can add additional items already prescribed, delete any items if it is decided they aren't required or continue to prescribe additional products/home modifications.

You also have the option to add notes; the notes can be typed, dictated or you even have the option to record a five minute video with audio that can be used to assist you with your continued and consultation of your DVA client.



Any notes that have been entered into this section can be extracted via iTunes once the prescription has been submitted to Allianz Global Assistance, the notes are for your records and **are not** sent to Allianz Global Assistance as part of your order.

Submitting a completed prescription

To submit a prescription you simply tap the “Prescribe” tab at the bottom of the “Prescription Details” page.



This will then take you to the “Veteran Details” page; if you are connected to the internet (either by 3G or through a wireless connection) and Allianz Global Assistance has received an order for this DVA client in the past, the veterans details will self populate once you have entered the DVA file number and tapped “Submit”. Please be sure to confirm the details are still correct before tapping the “Confirm” tab at the bottom of the screen.



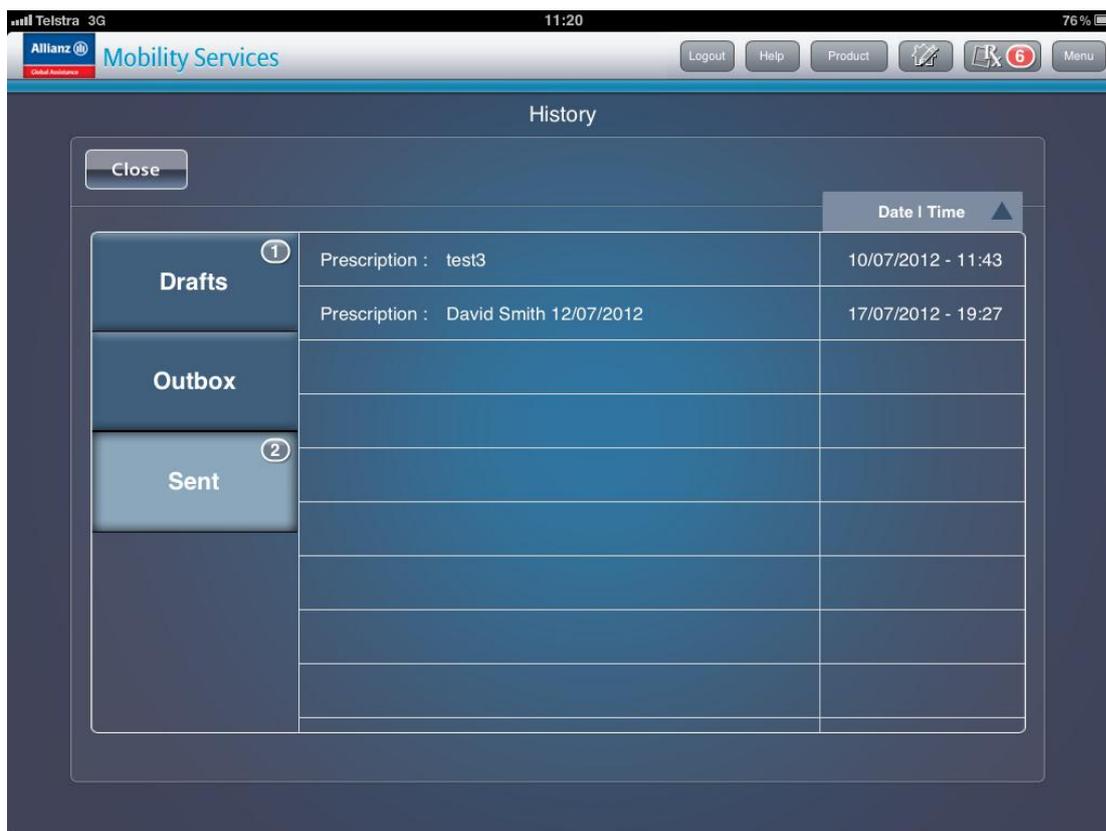
If Allianz Global Assistance has never received an order relating to this DVA file number, you will have to complete all the details required before tapping “Confirm” to submit the prescription.

Once the order is submitted you will be given a confirmation notification thanking you for your order and advising that you can view the details of the order in the “History” page.

Order history

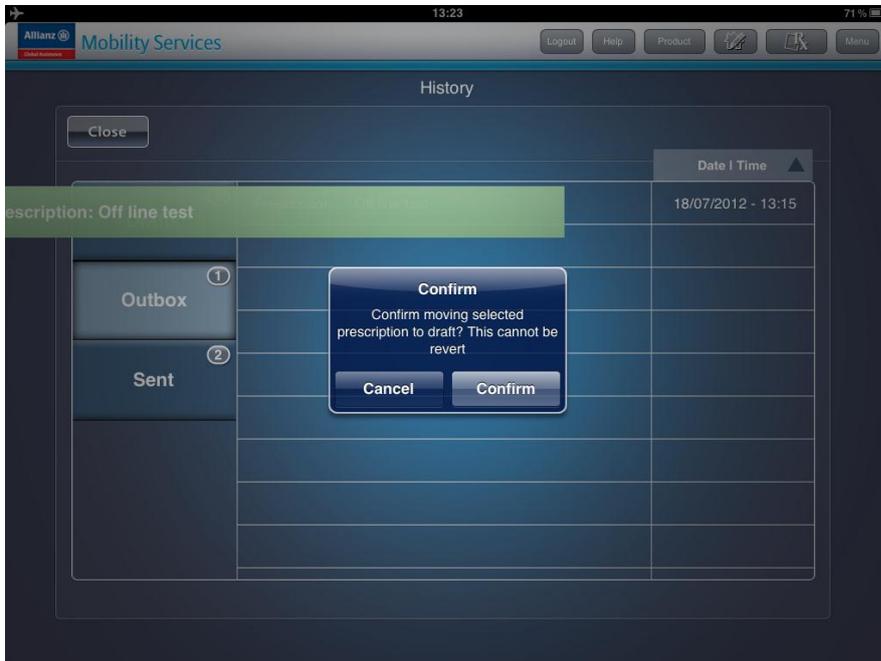
From the “Menu” tab you are able to access and view your order history; the status of your order will be one of the following:

- Draft** A prescription you have opened but not yet finished working on and you have not completed the Veteran’s details to submit the order.
- Outbox** A prescription you have finished and you have completed the Veteran’s details to submit to submit the order but you have been working offline (no 3G or wireless internet connection). Orders will stay in the Outbox until you have connection to the internet to submit the order.
- Sent** Completed orders that have been sent to Allianz Global Assistance to fulfil or install.



By tapping on any of the orders that are in the “Drafts” box you will be able to access that order to either continue prescribing equipment/home mods for that client or complete the order to submit it to Allianz Global Assistance for fulfilment.

When working off line, orders that are sitting in the “Outbox” are in effect a completed order and they cannot be edited. To edit an order that is in the “Outbox”, you simply drag the order until it is hovering over the “Drafts” box, you will be prompted to confirm that you want to move the order in to “Drafts”. When the order is successfully placed in to the “Drafts” box, you will be able to edit the order accordingly.



Orders that are in the “Outbox” will be sent automatically to Allianz Global Assistance as soon as the iPad has an internet connection, the order details will now show in the “Sent” box.

Tapping on any of the orders in the “Sent” box will take you to the “Detail History” screen, from here you can review your order and you can also view a document that the app creates automatically which replicates the DVA Direct Order Form. Tap on the “DOF Form” button to view a document that has all of your order details, including any diagrams or notes you may also have submitted.



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Done

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Direct Order Form
RAP Mobility & Functional Support Products

Allianz Global Assistance MFS Contacts
Phone: 1800 653 556
Fax: 1800 857 715

Provider Details

OT RN PT LMO Other (Specify Profession)

Name
Provider number
Employer
Address
Phone number Fax
Mobile number
E-mail

Entitled Person/Delivery Details

Surname
Given name(s)
Date of birth
DVA file number

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Done

Urgent Request Details No Yes

Home Modifications

Description

Preferred Trader

Home Owner No Yes



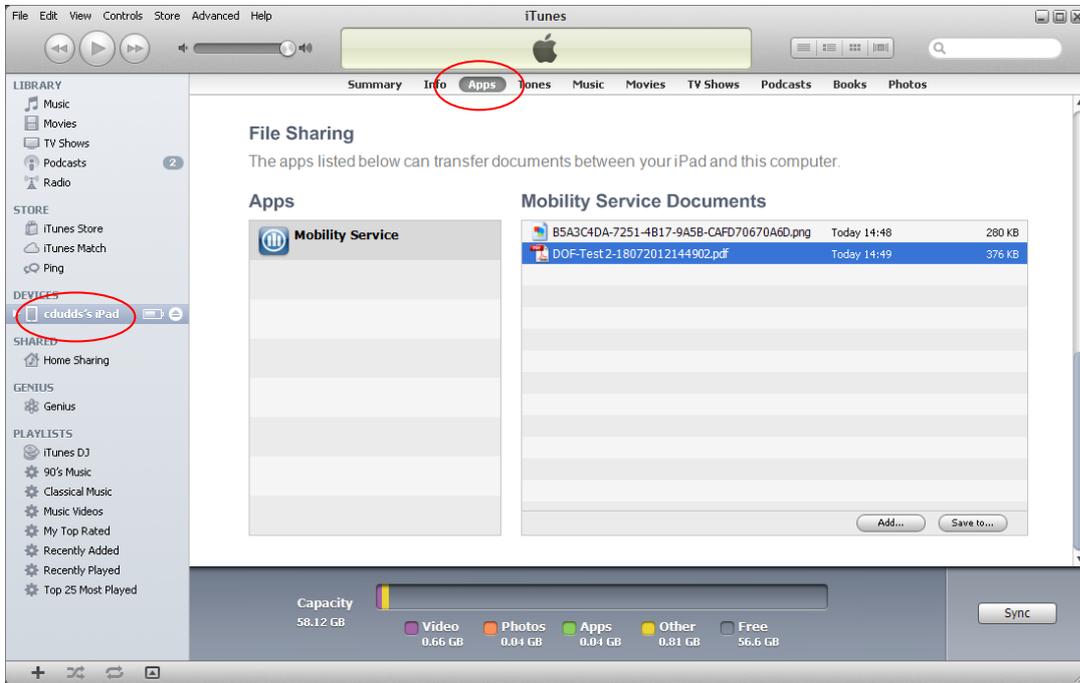
Help screen

All screens in the app have a useful help function, if you tap the “Help” tab that is located on the top toolbar, it will tell you the individual function of each tab on the screen.

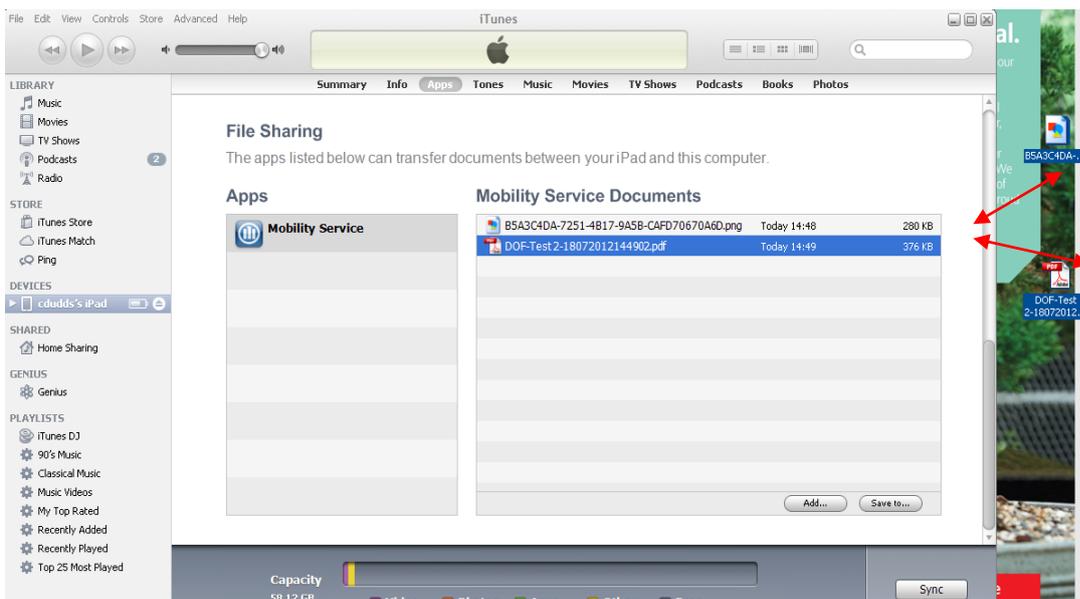


Extracting DOF and notes from iTunes

To adhere to the extremely strict guidelines stipulated by DVA regarding the transmission of veteran's details by electronic means (email etc.) the MFS - Mobility and Functional Support Service app allows you to extract details of your prescription including the DOF, diagrams and notes by connecting your iPad to iTunes via a desktop or laptop computer.



When your iPad is connected to iTunes, click on to the “Apps” tab at the top of the screen and then scroll to the bottom of the Apps page to reach the File Sharing menu. Here you will see the MFS - Mobility and Functional Support Service app icon and any documents submitted to Allianz Global Assistance through the app. To extract any of these documents onto your computer’s desktop so you can save them as a soft copy or print them off as a hard copy; you simply click onto the desired document and drag it to your desktop.



Your app and your Health Services Relationship Management Team

Allianz Global Assistance has written and produced the MFS - Mobility and Functional Support Service iPad app as a dedicated tool to assist Health Professionals to perform DVA RAP assessments, order mobility and functional support equipment and create diagrams for home modifications and installations.

We value your feedback on the performance and useability of this application and we would like to make sure that any future updates to the app are genuinely beneficial to MFS prescribers. With this in mind we encourage you to forward your feedback regarding the MFS - Mobility and Functional Support Service app to your local Health Services Relationship Manager—please find their contact details listed below.

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