

User Training Guide

Allianz Global Assistance Mobility Services Tablet & Phone App

Global Assistance



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1. Our commitment to You

As one of the world's leading assistance companies, we connect people in need with professionals who can help. Whether that is with emergency medical events, health or home assistance - we put the needs and wellbeing of the people we serve first. It is at the heart of everything we do. It is this assistance philosophy, and our desire to help others that sets us apart from the rest.

The Allianz Global Assistance Health and Lifecare Assistance team have been providing services to the Australian Veteran community since 1999. As a nationally contracted supplier to the DVA Rehabilitation Appliance Program, we can provide via our Australian wide dealer network in excess of 3000 mobility and functional support aids and appliances, of which nearly 500 are within this catalogue.

With over 20 years of home modifications experience, we have an extensive trade network that are industry leaders in clinical and practical in-home modifications. You can rely on us to provide safety and independence to your DVA clients in a timely manner. Our case management approach will ensure you are kept informed of your order until it is in the hands of your client. You can rely on Allianz Global Assistance for quality healthcare support through our in-house medical experts and network of more than 1000 health professionals. We are experienced in understanding what you need to provide the highest quality care for your clients and patients.

Interested in more information on Allianz Partners?



2 Downloading the Mobility Services App

The first step in using our App is downloading!

The Allianz Global Assistance Mobility Services App is free and can be downloaded via:



Important information about your download

- You will require data to download the application whether this is mobile data (3G, 4G or 5G) or via WiFi
- For the App to work best, we recommend updating your device software to the latest version. For example, if you have an Apple device, click here to access a software update guide. If you have an android device refer to your user manual.
- If you have the previous Allianz Global Assistance Mobility Services App, we recommend deleting or removing this from your device. It will no longer be required.
- Be aware of and take the time to review the Allianz Partners Privacy Policy and Terms of Use

Our Mobility Services App uses the **same account information** (that means, same username and password) as our website https://www.mobilityservices.com.au/

3 Navigating the App

After you have downloaded the App, you will then need to log in.

Log into the App with the same credentials in which you access our website - https://www.mobilityservices.com.au/. You will then need to log in to the App each time you re-open it.

8:41 Wed Jun 8 Allianz Glebal Assistance	Mobility Services	
	Username Test_User1 Password Remember my username Forgot your password?	Enter your details here then click 'LOG IN'
	LOG IN REGISTER By logging into this app you accept our terms and conditions >	
	Need help? Call us on 1800 857 715	

Note:

If you do not have an account, click here to create one https://www.mobilityservices.com.au/register.aspx You will need your Medicare Provider #, OT Registration and your preferred contact information.

If you have forgotten your username or password, contact our Customer Care team on 1800 857 715 mfs@allianz-assistance.com.au

Password	x
Your access has been locked for 14:38 call on 1800 857 715.	minutes, for support give us a
Remember my username	Forgot your password?

Our App has built-in security protocols to protect your data. This means if you enter your login credentials incorrectly more than 3 times, your account will be temporarily locked. A notice will appear and support is available. Please also note that specific password criteria exists which is displayed when setting your password.

You can use the App both online and offline

Your first login to the App will require you to be **connected to the internet** ('online') via WiFi. After you have successfully logged in for the first time you will then be able to utilise the App offline (where no mobile data or WiFi is available).

App Home Page

Every time you open the App, this is the screen you will be presented with. It contains links to all important areas, which are described below.



Click here to manage your account or Log out of the App

The navigation panel is stagnant and will appear in all areas of the App – allowing you to navigate easily between separate sections. The functionality of each button is as follows:

Home	This button takes you back to the screen above – your home screen. If you are ever 'stuck' in a screen clicking this button will take you back to the main screen.
Products	This button takes you directly to our product catalogue where you can search for products. It has the same functionality as the button 'Browse products' on the Home screen.
Draft prescriptions	This button will take you to prescriptions which have been opened/started but not yet submitted/completed – that means – draft prescriptions. Prescriptions will remain in the draft section indefinitely. You can also create new prescriptions here, which is described further in Section 5.
Home modifications	This button will start a new Home modification request.
Order history	This button takes you to your history for all orders (including those pending and submitted). You can search for orders by veteran name, prescription name or date.

4. Product Catalogue

You can view and search our product catalogue in real-time.

1. From the Home page, click either 'Browse products' or 'Products'

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	Q	2-5		Y
	Browse products	Create a new home		
		modification		
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Need	help? Call us on 1800 857 71	5		17
		1.00	40-1	
	c.O	B		
	Products	Droft prescriptions	Home modifications	Order history

2. You can either search for the Product via its name or code (a). Alternatively, you also search for available products by the category they fall within (b):



TIP!

When searching, you must select the search category using the button on the right-hand side. This will optimize your search results. For example – if you are searching for a product by the Brand, you should:

- 1) Ensure you select 'Brand' in the Search By drop-down box, then
- 2) Type the Brand name into the free text field. Then, hit Enter search.



3. Once you find the product you are looking for, you can then find out more detail on the product, including the brand and prescribers

36	Geemarc AMPLICALLS O And AMPLICALL 1 Wireless Loud Vibrating Signal Alerter And Doorbell		/ '\ [#]	Hor us user hi Bodmr Moxim Quan	where a standard char is not as difficulty standing or sitting, and angle Bockress height: 400 n. Adjustable Seat Height: 520 num aser weight: 110kg Read le tity <u>1</u> <u>-</u>	suitable or the Adjustable seat Imm, Seat Width: Imm to 640mm.
	Product calls FTAC 1998 Authorized practicities 1 : MRC 197 199 Anglicals 1 - winking size with MRC and making Impaint with Anglical 50 V biording ringing advance allars: The General California AMPUCAL1 1 doublell works in corplanction with the Read report			Stando If selec Date	PRESCRIBE Inditiol duration is 3 days ting hime or Trial, please select Pre- site To date	TRIAL om Date and Ye
		MedSU Widen J Height O Death O	ements Specificati 6 Units Voluit 0 Calari NA Weight reads Linet: 740	tons Additional of Type of Assess client D Catagery corre This is a participant ture and other	information ment Functional ment tool and community used at home for me bench activ Read more	Kaupas
			Products	Droft prescriptions	g→g Home modification	0rder history

Where appropriate, each Product will contain the following information:

•	Brand	•	Product code	•	Authorised prescribers	1	Detailed product information
•	Measurements	÷	Specifications	•	Any additional comments		

4. Once you have found the product required, you can:

Trial the product	Prescribe the product
Where applicable, products can be trialled for suitability with the veteran / requirement. To request a product trial, you must: First enter a Trial 'From date' and a Trial 'To date' (this must be a minimum of 3 days) Once you have entered the dates, then select the 'Trial' button to proceed to the next step (creating a prescription) Quantity 1 - + PRESCRIBE TRIAL Standard trial duration is 3 days If selecting Hieror Trial, places select From Date and To	You can create a Prescription directly from the Product Catalogue. Once a prescription is created, you can then add additional products and if appropriate, a home modification. Refer to Section 5 for more information on how to Create, Edit and Submit Prescriptions.
Note : if you select the 'Trial' button first, red text will appear asking you to enter the trial/hire From and To dates. Ensure you enter these dates and then select the Trial button again to proceed.	

Product information – Syncing

Key points:

- On your very first log in to the App, ensure you are connected to the internet via Wi-Fi for a comprehensive sync
- Every time you then log into the App, it will automatically update key product information ('the catalogue'). At least weekly, we *also* recommend performing a manual sync.
- To update product images, perform a manual sync. Manual syncs will utilise approximately 300MB of data and can take up to 10 minutes.
- If you receive an error during syncing, a pop-up message will appear. Retry the sync manually.
- If you work offline (not connected to the internet). We recommend regularly completing a manual sync of your app to stay up to date.
- •

Manual Sync

Syncing the product catalogue will update available products and images. You can do this via:

1. From the Home page, click 'Browse products' or 'Products' in the navigation bar	Pret Wed Jun 8 C Products Click to sync products
2. In the top right-hand corner, click 'Click to sync products'	Q Search by name, product code and more
3. You will be presented with the following notification 'Products updating'	Browse by category Name ↓ (Alarms, communication &) Alarms, communication &)
Top tips:	
If you ever notice a Product has an exclamation mark in place of an image (or no image at all), conduct a manual sync	Pidt Wed Jun 8
You can continue to use the App whilst a sync is occurring. That means, you can continue to create prescriptions, including product orders and home modifications.	Q Search by name, product code and more Browse by category Name ↓ Image: Alarms, communication & > astive listening
The sync status bar will provide an overview of syncing	
You can stop (or cancel) a sync at anytime by selecting the X button in the sync status bar	

Note: Synchronising will take **up to 10 minutes** and will require you to be connected to the internet (online). We recommend doing this over Wi-Fi as it can use approximately 300MB of data.

5 Best Practice Catalogue Use

- Sync your product catalogue as often as possible to ensure your catalogue remains up to date. If you are always working online this is not necessary.
- When you are new to the App, we encourage familiarising yourself with our Products by clicking through the catalogue. This will help match individual products into the Category in which they have been placed.
- When multiple Products are listed, use the view filter to change the display sequence
- When viewing a Product, look for the words 'read more' for more detailed product information

Favourites	AA00 Alarms System/Communication Appliances/Assistive Listening Devices
AB00 Beds / Bedding / Pressure Care	AC00 Chairs / Seats
AD00 Continence Products	AE00 Cushions / Supports
AH00 Eating / Kitchen / Household Adaptive Appliances	AJ00 Footwear
AL00 Home Modifications	AM00 Lifting Devices

Product categories:

You can search for Products by Name, Product Code, Information (type) or Brand.

To conduct a search you must first select the Search By category on the top-right, then enter your text into the field.

Search by name,	product code, b	rand or d	escription	(~
rowse by category					Search By Name	~
Alorms System/C Alorms System/C Appliances/Assist Devices	ommunication > twe Listening	in the second	ABOD Beds / Bedding / Pressure Core	>	Code	
AD00 Continence Prod	uers >		AEDO Cushions / Supports	>	Brand Eating / Kitchen Adoptive Appliar	/ Household
Al00 Footwear	>	-	AL00 Home Modifications	ž	AM00 Lifting Devices	3
APOD Mobility Appliant	ces >		ARO) Orthoses – Splints / Supports /	>	AS30 Other Appliance	. 3

- When using the Product search bar, the default option will be *Search By* Name.
- Each time you log out off and back in to the App, your *Search By* criteria will be reset
- If you are having difficulty finding a product in search results, we recommend resetting the *Search By* field and broadening the terms used

Favourites Button

If you have products that you regualry order for your clients, you can save these using the **Favourites** button located on the product description page.



(CUR-2701) Cura1 Standard Falls Monitor with SafeTime Secure Reset

If you no longer wish to have a product included as a favourite you can select the Remove my Favourites button on either the product page or in the Favourites List.



(CUR-2701) Cura1 Standard Falls Monitor with SafeTime Secure Reset

The full list of your **Favourites** can be located on the product page which you can directly place orders from.

Find Your Product

Favourites	AA00 Alarms System/Communication Appliances/Assistive Listening Devices	
AB00 Beds / Bedding / Pressure Care	AC00 Chairs / Seats	
AD00 Continence Products	AE00 Cushions / Supports	

6 Creating a New Prescription

You can create a new prescription in two ways

For all prescriptions, we require the veteran's **DVA File Number**.

If you **are** an authorized user and the veteran has ordered through Allianz Global Assistance before, the veteran's details will automatically populate (including personal details). You can search for veterans by File Number or by Name.

If the veteran has not ordered through Allianz Global Assistance before, the veteran's details will not appear, and you will be required to manually enter them. The information you require is as follows:

Veteran's DVA File Number	
Veteran's Personal details	Full name, Date of Birth and Gender
Veteran's DVA Card type (Gold/White)	
Veteran's contact details	Residential address (that means, where the equipment is required)
	Contact Phone number
	Shipping address for items (each item can have a different address)
Veteran's additional details	- Whether they reside in an Aged Care Facility
	- ACFI Classification (if assigned)
	 If the client has received aids, equipment and/or modifications from NDIS, Home Care Package or CHSP.
If applicable, Hospital discharge details	Is item required for discharge? If so, the Date of Discharge



Creating a New prescription from the Product Detail Page

1. To open a new prescription, select 'Browse products' from the main screen, or, via selecting 'Products' from the navigation bar

2. Find the product by browsing through the categories or by searching by the Name, Code, information or Brand. When searching, remember to adjust the 'Search By' drop-down menu to ensure the search results are accurate

3. Click the product you are interested in to learn more information.



4. If you have the product you are looking for, select 'Prescribe'

- 5. A pop-up window will appear asking for you to name the Prescription. Enter the Prescription name of your choosing. This name is for your reference only and does not appear on the Direct Order Form (DOF). Select 'Ok'
- **Note**: If you have an existing prescription already in place, you can also add a Product to this via selecting the prescription from the drop-down menu
- 6. You can continue adding multiple products to this same prescription by returning to the main catalogue screen and searching as necessary. Products added to this Prescription will appear in the Shopping Cart.
- 7. Once you are satisfied all products have been added and you are ready to submit the prescription, you can either select the Shopping cart icon on the top right which will take you straight to the prescription, or, navigate to the 'Draft prescriptions' section and manually select the prescription to edit
- 8. As you now are the edit mode of the Prescription, you can now add any additional information to support the request – such as taking or attaching an image of the location or adding a Note to each item to support the review or request for a specific dealer to be allocated the request processing e.g QLD Aids and Equip



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- Before submitting your prescription, you also have the opportunity to create a home modification. To do so, click 'Add home modification' and follow the process (note: this is outlined further in Section 6)
- 10. Once you are confident all Products and Home modifications have been added to the Prescription, click 'Continue to submit Prescription'

PRESCRIPTION SUBMISSION PROCESS:

11.You will then be taken to a screen where you must search the veteran's details by file number or name. You can seach by First Name or Surname. Once you enter the file number or select a name from the list, select 'Search' to validate

Note: If the veteran has not placed an order previously, select "Create New Veteran" and enter all the details manually. You must be connected to the innternet to enter veteran information.

- 12.Review and confirm all Veteran's details. Continue scrolling down.
- 13.Add any additional comments to the order such as delivery or general instructions.
- 14.Once satisfied the order request is complete, select 'Submit Prescription'

Note: If any fields are incomplete you will be taken back to this field to complete.

Your prescription will then be submitted and you will be taken to the Order history screen

Note: If the order fails to send, a status error will appear, such as 'Failure to send'. Review as necessary and if you require assistance contact our Customer Care Team.



Creating a New prescription from the Draft Prescriptions Page

< Draft prescriptions

Prescription Name: A01828383M Greated date: 10/09/2019 Last Modification date: 10/09/2019

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- 1. To open a new prescription, navigate to 'Draft prescriptions'
- 2. Click the button in top right-hand corner, 'CREATE NEW PRESCRIPTION'

3. Enter the Prescription name of your choosing. This name is for your reference only and does not appear on the Direct Order Form (DOF). Select 'Ok'

- 4. The prescription will then appear as the top row under the Draft prescription page and be set as 'active prescription'
- 5. To add products and/or home modification to this prescription, select 'Edit'



2

1 Products 0 Home modifications

Set as active



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DVA – Mobility Services App |

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6. The prescription will then open. To add a product, select 'Add product'

7. Find the product by browsing through the categories or by searching by the Name, Code, information or Brand or via your Favourites section

8. Once you identify the product, select 'Prescribe' which will automatically add the item to the prescription



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9. You can continue adding additional < Draft prescriptions products, as per Steps 7 and 8. Once you are finished, you can revert back to 0 Products 0 He e: TESTDRAFTPRE 1 Edit > Set as active your prescription by selecting the 'Draft et as active prescriptions' button on the navigation panel and selecting your active "° () prescription (as per step 4 & 5), or, by tive simply selecting the 'Shopping cart' icon in the top right. Review Prescription < on Nam 10. Your prescription will be updated with TESTDRAFTPRE all products. You can now add any ast Modification Date ted Date 12/09/2019 3:01 PM 12/09/2019 3:04 PM additional information to support the Order details request - such as taking or attaching Products Q.O an image of the location or adding a K-Care Kitchen Stool with arms Add Note NOI Note to each item to support the (+) Add product review. TAKE PHOTO 3 ADD IMAGE Home modifications (n) ٢ Review Prescription < 11. Prior to submitting your prescription, Order details you also have the opportunity to create Quantity a home modification. To do so, click K-Care Kitchen Stool with arms 1 Ð Add Note Ŵ 'Add home modification' and follow (+) Add product the process (note: this is outlined TAKE PHOTO MADD IMAGE further in Section 6) Home modifications 1 Add home modificat 12. Once ready, click 'Continue to submit Prescription' DELETE ð Note: you can also Delete the Prescription at this point if it is no longer required. Once a Prescription is deleted it cannot be retrieved.

DDESCRIPTION SUBMISSION DROCESS	Complete Prescription
TRESCRIPTION SOBMISSION TROCESS.	
13.You will then be taken to a screen where you must search the veteran by name or enter the Veteran's DVA File Number. Once you enter the details, select 'Search' to validate.	EXISTING VETERAN CREATE NEW VETERAN Search by ✓ Please select Veteran ID Veteran ID LG. AA000 Name
Note : if the veteran has not placesd an order previously, select the create nee veteran option and manually enter the details. You must be conencted to the internet to enter veteran details.	Princy address delivery instructions E.g. leave at front door General prescription order comments E.g. Clinical Justification
14. Review and confirm all Veteran's details. Continue scrolling down.	Review and submit By submitting this order I am confirming that the order is being made by myself, a registered health professional
<i>Note:</i> If ordering multiple products, you can elect to deliver each product to a different address.	and that I am outhorised to prescribe products and services under the DVAY Mobility and Functional Support Program. Tom also authorising the war of the electronic signature that XAA has an file for me as confirmation of the pubmission of this adde in my rame. SUBMIT PRESCRIPTION CANCEL 166
15. Add any additional comments to the order – such as delivery or general instructions.	Dest Dest Home Perioducts
16. Once satisfied the order request is complete, select 'Submit Prescription'	
<i>Note</i> : if any fields are incomplete, you will not be able to submit. Scroll up and review any sections that have read text and amend.	
17. Your prescription will then be submitted and you will be taken to the 'Order history' screen	
If you are connected to the internet , the order will automatically be sent to our Customer Care team. However, please check the order status – if any details were incomplete or incorrect, the order will not be submitted and a status error will appear, such as 'Failure to send'. Review as necessary and if you require assistance,	

Finding that the 'Submit prescription' button isn't working? Scroll up to see any fields that are incomplete.

7 Managing Prescriptions

You can save and edit a prescription – but only before submitting

A great feature of our App is the ability to start Prescriptions at any time and return to them when convenient. This is particularly useful if you commence a prescription during a home visit but then would like to finalise the prescription later. Once you create a Prescription, follow the below process to edit as appropriate:

- 1. From the home screen (or using the navigation panel wherever you are in the App), select 'Draft prescriptions'
- 2. All your Draft prescriptions ('not yet submitted') will appear. You can only edit 1 Prescription at a time and this is managed by the toggle box 'Set as active prescription'. Therefore, once you have located the Prescription you are wishing to edit, select 'Set as active prescription'

< Draft prescription	15	+CREATE NEW F	RESCRIPTION
Prescription Name: A01828383M Created date: 10/09/2019 Last Modification date: 10/09/2019	1 Products 0 Home modificat	ions 🔟 Edit > Sa pr	et as active rescription
Prescription Name: ZMORRIS Created date: 10/09/2019 Last Modification date: 10/09/2019	1 Products 0 Home modificat	ions 🔟 Edit > Sa pi	et as active escription
Home Products	Draft prescriptions	S==S Home modification	Order history

- 3. Once you have set the prescription as active, select 'Edit' prescription.
- 4. You can now:

Add new products	Edit existing products (including quantity and notes)	Remove existing products	Add a home modification to the prescription, if appropriate	Delete the Prescription in full
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- 5. You can continue to edit the Prescription as necessary. Any changes you make are automatically saved.
- 6. If you are working on multiple Prescriptions you can continue to navigate between them by using the 'set as active Prescription' button. Remember, although you can have multiple Draft prescriptions in the queue, you can only ever be actively editing 1 at a time.
- 7. Once you are satisfied with your Prescription is ready for submission, you should select ' Submit Prescription' and follow the steps outlined in Section 5.2.
- 8. Your prescription will now be submitted to our Customer Care team for review.

8 Understanding a Prescription Status in the Order History Screen

< Order history			
Q Search by veteran name, prescrip	tion name or date		
• PENDING - Please connect to the internet to sen	d pending prescriptions.		
Veteran: Marrow Test Prescription Name: HOMEMARROW	1 Products 1 Home modifications	Failure to send Submitted 10/09/2019	Retry
RECEIVED PRESCRIPTIONS			
Veteran: Taupo TEST Prescription Name: A01828383M	1 Products 0 Home modifications	• Received 10/09/2019 11:39 AM	>
ි Home Products	Draft prescriptions	्रिड Home modification	Order history

• Waiting to be sent	Prescriptions which have been submitted by yourself but have not been sent to Allianz Global Assistance. This is maybe because you are not connected to the internet.
Received	Prescriptions which have been submitted and received by Allianz Partners and under review.
Failure to send	Prescriptions in this status have encountered an error sending to Allianz Partners. You should click 'Retry' if you believe all information entered is correct.
Sending	Orders that have been submitted by yourself and in the process of being sent to the Allianz Global Assistance Customer Care team.

Notes on an order status and deleting history:

- Waiting to be sent, Failure to send and Sending will appear at the top of the Order history screen, followed by Received orders at the bottom. Always use the search bar where appropriate.
- Orders may fail to send based on a network quality issue. Check your connection is stable and retry submission. If in doubt, submit whilst connected to Wi-Fi. You can remove any failed or waiting to send orders in your history by clicking on the delete button (see below)

I

Search by veteran name, prescription name or date PENDING - Please connect to the internet to send pending prescriptions. Veteran: Test Test Prescription Name: Test PENDING - Please connect to the internet to send pending prescriptions. PENDING - Please connect to the internet to send pending prescriptions. Penducts 1 Products 0 Home modifications Penducts 0 Home modifications Penducts 200821 Prescription Name: Test 200821 Prescription Prescription Prescription Prescription Prescription Prescription Prescription Prescription Prescription Prescription Prescription Prescription Prescription Prescription Prescription Prescription Prescription Prescription Prescription Prescription Prescription P	< Order history	/		92 %
PENDING - Please connect to the internet to send pending prescriptions. Veteran: Test Test Prescription Name: Test PENDING - Please connect to the internet to send pending prescriptions. PENDING - Please connect to the internet to send pending prescriptions. Veteran: Test Test Prescription Name: Test 200821 Prescri	Q Search by veteran name, pr	escription name or date		
Veteran: Test Test Prescription Nome: Test PENDING - Please connect to the internet to send pending prescriptions. Veteran: Test Test Prescription Name: Test 200821 Prescription Name: Test 200821 Prescription Name: Test 200821	• PENDING - Please connect to the interr	net to send pending prescriptions.		
PENDING - Please connect to the internet to send pending prescriptions. Veteran: Test Test Prescription Name: Test 260821 Products O Home modifications Submitted 26/08/2021 Prescription Name: Test 260821	Veteran: Test Test Prescription Name: Test	0 Products 1 Home modifications	Failure to send Submitted 17/06/2021	🗑 Retry >
PENDING - Please connect to the internet to send pending prescriptions. Veteran: Test Test Prescription Name: Test 260821 Preducts O Home modifications Submitted 26/08/2021 Prescription Name: Test 260821				
Veteran: Test Test Prescription Name: Test 260821 Prescription Name: Test 260821 Prescr	• PENDING - Please connect to the inter	net to send pending prescriptions.		
	Veteran: Test Test Prescription Name: Test 260821	1 Products 0 Home modifications	Waiting to be sent Submitted 26/08/2021	a

9 Viewing Submitted Prescriptions

The App allows you to view any existing orders based on the following criteria:

- Any prescriptions or modifications you have requested, and
- By searching the Veteran, any prescriptions or modifications ordered

Q Search by veteran nam	ne, prescription na	me or date			
PENDING - Please connect to the	e internet to send pending	prescriptions.			
/eteran: Marrow Test Prescription Name: HOMEMARROW	:	Products 1 Home modifications	• Failure to send Submitted 10/09/2019	Retry	>
RECEIVED PRESCRIPTIONS					
éteran: Taupo TEST rescription Name: A01828383M	1	Products 0 Home modifications	• Received 10/09/2019 11:39 AM		>
ŵ	6		2==C	E	

- 1. To view existing prescriptions, from the Home Page, select 'Order History'
- 2. Search for any orders via either the veteran's name, prescription name or date. Alternatively, you can also scroll through the records and locate.
- 3. Once you have found the order, click the arrow on the right-hand side to view more information

		Dan letst		
Veter	n recipient. n Tetst		 Submitted and n 	eceived
Presm	Inten Narra		11/09/2019, 10:39 A	M
Test	production e			
Date / 11/0	reated F 9/2019 10:39 AM 1	Done submitted 11/09/2019 10:39 AM		
VI	EW DOF →			
	ran's details			
Vete		Veterar	is DVA File Number	
Vete Name		AA00	00011	
Vete Norre Dan	fetst			
Vete Norre Dan	loith	Cord ty	pe	
Vete Name Dan ¹ Date a 01/02	Tetst 1980 2/1924	Gord by Gold	pe .	
Vete Name Dan Dete o 01/02	fetst bith 2/1924 ত্রি	Cord ty Gold	0.0	<u>19</u>

4. From here, you can view all details on the order and view the Direct Order Form (DOF). You can also Delete the Order from the App.

10 Viewing a DOF – Direct Order Form

Direct Order Forms (DOF) are available via viewing the Prescription in the Order history screen. To do so:

- 1. Locate the Order via the 'Order history' button on the navigation panel
- 2. Once you have found the order, click the arrow on the right-hand side to view more information
- 3. Select the button 'VIEW DOF'

Apple					Android
Done DOFOrderSubmission_A01828383M_1568079583068		۵	← D0F0rderSubmission_Andre 4k_15680778	67575.pdf Q 🏠	
Allianz (1)) Clobal Assistance	Direct Order Form RAP Mobility & Functional Su	pport Product		Allianz ()) Global Ausistance	orm Support Product
Veteran - Taupo TE	EST (05/05/1930, Female)			Veteran - James Dean (01/01/1951. Male)	
DVA number - AA0000000 Cord Type - Gold Contact number - 07 3305 7	000	EACH Package assistance? - No Residential Care Facility? - No Submitted 30(0)(2029; 11394M by darkatuatouth		DVA number - DX000000 Cord Type - Geld Contact number - 0421 741 258	EACH Package assistance? - No Residential Care Facility' - No Submid 12(0/0978, 113344 by utilisauch
Hospital discharge	details	Providencial Science And		Hospital discharge details	
Items is required for hospita Items is a fixture? - N/A Order details	lascharger - No	Date of hospitol discharge - N/A	_	Items is required for hospital discharge? - No Items is a future? - N/A	Date of hospital discharge - N/A
Group 1				Order details	
Delivery oddress: HOME - 310 ANN ST BRIS Delivery Instructions:	BANE QLD 4000			Group 1 Delivery address:	2
Product Number	Type Specifications	lift and Recline Chair Sizes XS S M L XI	Guantity		

11 Home Modifications

You can create home modifications on the App with ease

To create a new standalone home modification:

 From the Home page, select 'Create new home modification' or if you are in another screen, select the 'Home modification' button on the navigation panel

2. A Home modification must be placed under a Prescription. If you have an existing Prescription in Draft, select it from the dropdown menu. Otherwise, create a new Prescription by entering your chosen Prescription name.

- 3. You will then be taken to a 'Create Home Modification' screen.
- If you are aware of the specific product required, you can add this first. Do this by selecting 'Add Product', searching for the product and then selecting Prescribe.
- 5. You can continue adding Products as necessary. Once you have finished adding products, proceed to the next step.



- 6. You must now describe, in as much detail as possible, the desired modification. You will be required to support this request with a sketch or photo (refer pt 8) or file.
- 7. If you would like to request a preferred trade provider, you can nominate their details here. Enter as much detail (full name or company, contact number).
- 8. Select the button based on your desired additional information:

Sketch – allows you to draw, on your device, the situation. You can also upload a photo within the sketch and draw on this. More information on how to use the Sketch functionality is included on page 33.

Take photo – if a photo is sufficient, you can take a photo directly via the App using your device's camera.

Add Image – If you have an existing photo on your device, select Add Image to upload.

Add File- You can add additional information in file formats such as pdf, word or excel.

Once all attachments have been added to aid the Home Modification Request select "save to prescription" button.

The next screen will allow you review your prescription. You can add more product, edit your Home Modification description or attach further images and files.

Once all confirmed click the "continue to submit prescription" button to enter veteran details. (see prescription process)





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	1239 Wed 28 Apr
	Please complete this form with the client and attach to the request for modifications form. Please advise the person signing this form they are giving permission for the property to be modified. This modification requires approval by the Department of Veterans'ww Affairs before it can proceed.
	Coccupational Therapiss ① Native KATE ORBIEN
11. Select days you are available and	Avoilable Image: Constraint of the state of
the form.	
	In Control Con
	List all modifications to be completed 12-13
12. List the details of the Home Modification required.	Instellation of a lift/modular ram i Stanint Vertical platform int (including waterlift) p Modular/removable ramp
13. Select if request is a lift or ramp	
	The residence: * O House O Townhouse O Unit Villa 14-15 Relocatable home O Other III O Villa 14-15 Is the residence part of a: Clifestyle village O Retirement village O Lifestyle park Strata title
14. Confirm type of residence	Owned by the client Owned by a relative Rented Leased State-owned home State-owned home Image: The responsible state/territory housing ogency will modify residences or the state/territory housing ogency will be attervice of the state/territ
	13 03 Wed 28 Apr
	If the property is being rented, the owner/property manager or authorised agent must consent to the installation and provide contact deta By signing this document you are only giving permission for the property to be modified. This modification still requires approval by DVA before it can proceed Name
15. Confirm Ownership (this will determine who needs to sign the form)	Position
,	Name of village/park/leas- ing group
	Post code PhoneE.g. 0411 222 333
	rewall (A) (D) (Poduts C) (C) (C) (C) (C) (C) (C) (C) (C) (C)



To create a new home modification as part of an existing prescription:

- 1. Open an existing Prescription via the Draft prescription screen, ensuring you have set the Prescription as 'active'.
- 2. You can continue adding Products and a Home Modification as necessary. Once you have finished proceed to the next step to enter Veteran Details, a Clinical Justification and ATI Form
- 3. Review the Prescription and confirm all elements are as requested. If you are ready to proceed, click 'Submit Prescription'.

escription Name: ZN ated date: 10/09/2019 # Modification date: 10/09	10RRIS 1/2019	1 Products 0 Home modification	ons 🕤 Edit >	Set as active prescription	
G Horne	(8) Products	Draft prescriptions	3≕3 Home modification	Circler history	

12 Important Things to Know

How to add an address in a Veteran's Profile

You can add a new address to a Veteran's profile during the prescription submission process. To do so, click 'Add a new address'. A pop-up will appear as follows – manually type as necessary and click 'Save'. Then, in the address drop-down menu, then select the appropriate address.

<	Complete Press ratio	Veterran'e contract detaile	<	Complete Press, office		
		Add address				
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		YES NO (2) (2) ₽=4 (2)		10 2 B 2 C 2 C 2 C 2 C 2 C 2 C 2 C 2 C 2 C		

Several addresses can exist under a Veteran's profile. To select the correct address for deliveries, ensure you utilise the drop-down menu under the Veteran's contact details.

Ordering multiple products in the same prescription – you can deliver separately!

When ordering multiple products the ability exists to have each product shipped to a separate address, with individual shipping instructions for each delivery. To do so:

- Add all desired products to a subscription. Click 'submit prescription' and enter the veteran's DVA file number.
- Validate the veteran's contact information is correct, including the available addresses. If you would like to add an additional address, click the button 'Add address'
- After validating all profile information is correct, scroll down to 'Prescribed products and delivery details' where you will see the veteran's primary address and question 'Ship all products to this address'
- Assuming we are delivering the products to different addresses, select 'No'
- Each product will then appear in an individual box. For each product, in the field 'Select Address' select the icon on the far right to then select the chosen shipping address.
- After selecting an address for each product, a field will appear below with Delivery instructions. Each shipping address will have the opportunity to include delivery instructions.

Having trouble in the App?

Our first recommendation if you are experiencing any errors in the App is to log out and close the app completely. Then, reopen the app and log back in to refresh your session.

If you are still experiencing issues, you can send a request to our IT team to investigate the issue by clicking on the word **Click** on the main screen, (see screen shot below)



On screen will appear the below, select **Send Logging**. This will provide our technical support team an information log so they can investigate further.



© 2023 Allianz Partners Australia Mobility Services App | User guide The log will automatically attach as a secure zip file in an email (see below screen shot).

In the email, add a few words describing the issue you are facing e.g messages failing to send, order not showing in history. This will assist our team to identify the problem and provide a fix.

11:12 Wed 26 Apr						-	중 80% ■
Allianz 🕕	Cancel	MFS A	pp Usage Loggin	g from kaobrien		• t	Log out ⊡→
Global Assistance	To: mobility@allia	nz-assistance.c	om.au			_	
St County	Cc/Bcc, From: kol	otravel@hotmai	l.com				
	Subject: MFS App	Usage Logging	g from kaobrien				
SV S	Dear MFS Suppo	ort Team,					
	Please describ	e in a few wor	ds the issue you	are experiencing	?	- 1	
	Please	find MFS app	logging for the pe	riod 23/04/2023 1	3:10:13 to	_	
	The att	ached informa	ation log will assis	t us in identifying a	any issues the us	ser is	
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Y/						- 1	
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_	MFSLocalUaobrie 66 KB	n.zip					
						_	
	Sent from my iPa	ad				1	E
Home	Pro	ducts	Draft prescript	ons Ho	ome modification		Order history

Once the email is received, our support team will investigate the issue and respond. If your order is urgent please call our team on 1800 857 715 for assistance.

How to add a Sketch to a Home Modification

When creating a Home Modification request, the ability exists to create a Sketch to describe the changes required. To do so, select 'Create a Sketch':

CREATE A SKETCH	🎯 ΤΑΚΕ ΡΗΟΤΟ	ADD IMAGE	

The following screen will appear:



Sketch functionality examples include:

- Taking a photo and adding explanatory text
- Taking a photo and drawing an example mock-up of the desired modification (using the pencil)
- Utilise the sketch functionality free-hand

Questions and Support

At Allianz Global Assistance, we understand sometimes you need a simple answer and sometimes you need a detailed one. That is why we provide the following options for support, available from **Monday – Friday 8am to 5pm (AEST)**:

Telephone support	1800 857 715 Option 1: To speak with a Customer Care consultant Option 9: To hear our privady policy
Email support	mfs@allianz-assistance.com.au

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