



CHEMTRONICS  
DIRECT

SWEP REISSUE DATABASE USER GUIDE FOR PRESCRIBERS



Version: August 2018

## ABOUT THE REISSUE DATABASE

### Assets on the database fall into these Subtype categories

- Bathroom/Toileting (shower commodes & toileting systems)
- Beds
- Buggies & Strollers
- Chairs – Lift/Recline
- Communication (Servox, Speech equipment)
- Day/Tub Chairs (Princess chairs)
- Environmental Control Units
- Hoists, Ceiling
- Hoists, Floor (subcategories are Mobile & Standing)
- Portable Ramps
- Power Assist Units
- Pressure Care – Cushions (subcategories are Air, Gel & Foam)
- Pressure Care – Mattresses (subcategories are Static & Alternating)
- Scooters
- Seating Systems and Accessories ('Pick a Part', subcategories include backrests, headrests and accessories)
- Seating, Childrens
- Standing Frames
- Walking Aids, Childrens
- Wheelchairs, Manual
- Wheelchairs, Powered

### SWEP OT Contact at Chemtronics

Sarah Casey, Phone: 9463 2888, Email: [Sarahcasey@bhs.org.au](mailto:Sarahcasey@bhs.org.au). Works at Chemtronics, Thomastown. Availability: Monday - Thursday.

Open up the SWEP website:

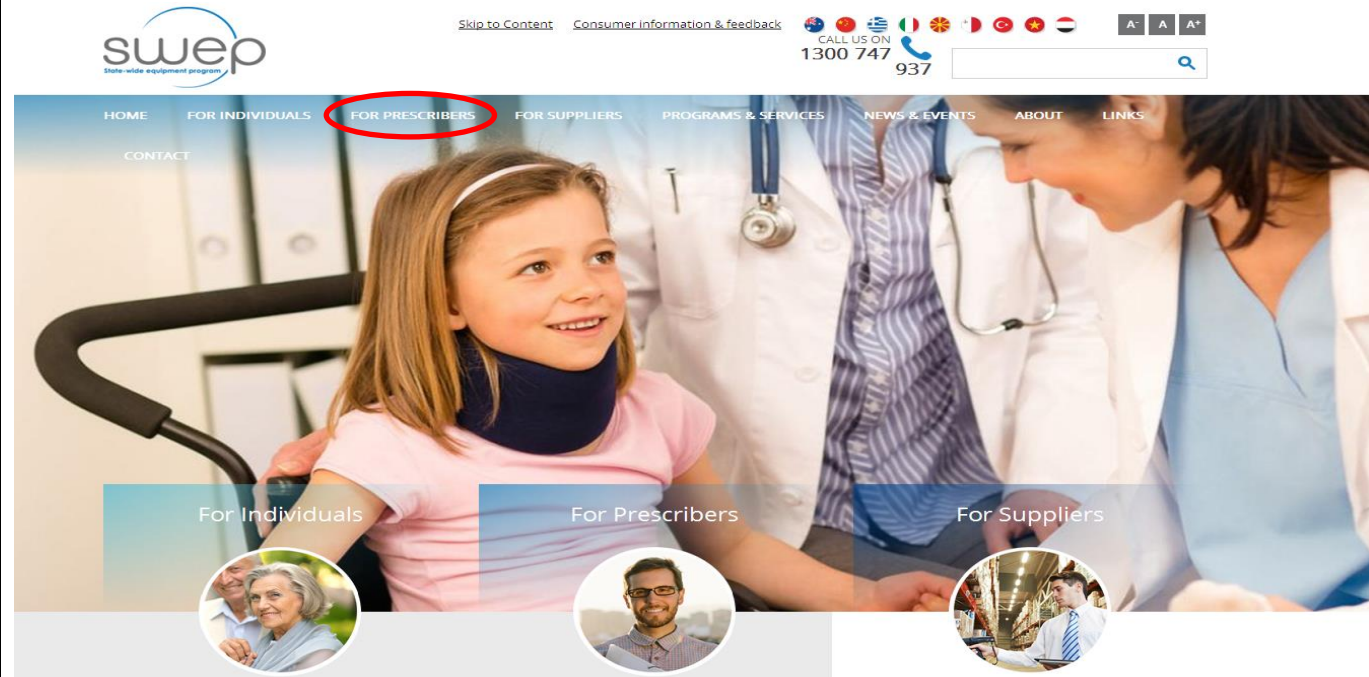
<https://swep.bhs.org.au>

Click on the title  
'For Prescribers'.

Select 'Prescriber Reissue Database'  
option.

Alternatively you can access the reissue  
database by opening:

<https://cabrini.technology/sc/ess.do>



Click on the word 'here'.

This page also has a link to this document (user guide for prescribers to use the reissue database).

[Skip to Content](#) [Consumer information & feedback](#) CALL US ON 1300 747 937

HOME FOR INDIVIDUALS FOR PRESCRIBERS FOR SUPPLIERS PROGRAMS & SERVICES NEWS & EVENTS ABOUT LINKS

CONTACT

### Chemtronics Reissue Database

Chemtronics Reissue Database can be found [here](#).

The user guide for the Reissue Database for SWEP Prescribers can be found [here](#).

#### Prescribers

- [Prescriber Reissue Database](#)
- [Picklists & Catalogue](#)
- [Other Relevant Documents](#)
- [Prescriber Newsletters](#)
- [Clinical Advisors](#)
- [Useful Links](#)

#### Submit Application

[Log in to your account to review](#)

This will open up the CTG Service Manager (reissue database).

You must use the standard login Username of 'SWEP' which is all in uppercase.

The password field is left **blank**.

CTG Service Manager

SWEP

Password

English

Log In

Then click on 'Log In' button.

Once you have connected, you will be prompted to:

1. Enter your prescriber number. Your Prescriber number will start with PRE and have a string of numbers after it. This number can be found once logged into the SWEP Service Now portal.
2. You should click the fill button next to the field to confirm your entry is correct
3. Click 'Save' to continue.

You have three attempts to enter your correct ID before the system will disconnect you.

new request

Please enter your Prescriber ID and click the fill button next to it. Then click OK. You must enter this accurately or you cannot continue.

Prescriber ID PRE0000

First Name

Last Name

Please Note: As of April 2nd, we are introducing new "Subtypes" for assets. This should assist in finding assets. Please contact us at [support@chemtronics.com.au](mailto:support@chemtronics.com.au) if you have any difficulties with searching.

Chemtronics Direct has sourced the information contained herein from reliable information sources and publicly accessible websites. Whilst every care is taken to provide accurate information with respect to the item described, Chemtronics Direct does not guarantee the accuracy of the information provided. Selection of equipment, which is both suitable and appropriate for individual needs remains the responsibility of the person(s) considering requisition. Chemtronics Direct dissolves itself of all responsibility and any liability for loss or injury caused or alleged to have been caused through reliance upon information provided. As information is subject to change, any enquiries should be directed to the manufacturer.

Submit

After you have successfully entered your prescriber number, you will see this screen.

On the left hand side you will notice a menu sidebar. This menu is the easiest way to navigate the system, however to see the full menu you will need to click on each the button to see menu contents.

This user guide document is also available under the 'Utils' section.

The screenshot displays a web application interface. On the left is a sidebar menu with the following items: Requests, Assets, Utils, and Miscellaneous. The main content area is titled "Main Menu : SWEP:Michael Stokes" and contains five menu items, each with an icon and a description:

- View Assets available for Re-Issue**: Search for equipment that is available for Re-Issue and reserve it pending SWEP approval.
- Submit Request for Cart Items**: Open a new request to reserve all the items in your cart. You cannot add any more cart items from within the request.
- Search for a request**: Search for previous requests using date ranges etc.
- Reports**: Run pre-defined reports and export or print the data.
- View/Print a copy of open requests**: You can view requests submitted previously and if required, print one out.

After clicking on each menu item it should look like this.

The first step when you are looking to reserve an asset for Re-issue, is to search for the assets you are interested in by clicking on the 'View Assets available for Re-Issue' link.

Although it is possible to restrict your search to very specific details, outlined in 'Advanced Search' it is important not to miss assets if your filter is too specific.

**Main Menu : SWEP:Michael Stokes**

**Requests**

- Submit Request for Cart Items
- Search for previous Requests
- View My Open Requests

**Assets**

- View Items in Re-Issue Cart
- Search Re-issue Assets

**Utils**

- Change Password
- User Guides

**Miscellaneous**

- Logout

**View Assets available for Re-Issue**  
[Search for equipment that is available for Re-Issue and reserve it pending SWEP approval.](#)

**Submit Request for Cart Items**  
[Open a new request to reserve all the items in your cart. You cannot add any more cart items from within the request.](#)

**Search for a request**  
[Search for previous requests using date ranges etc.](#)

**Reports**  
[Run pre-defined reports and export or print the data](#)

**View/Print a copy of open requests**  
[You can view requests submitted previously and if required, print one out.](#)

To start your search, select the subtype. In the example you can see Pressure Care has been selected.

**Additional Tip:**  
In this screen make use of the 'Manufacturer' or 'Model' fields.

For example a quick way of seeing all ROHO products available is by entering Roho in the manufacturer field. No other information is needed. Or if you were looking for a Karma Eagle just enter Eagle in the Model field.

Search Configuration Item Records

### Search Assets

[Use Advanced Search](#)

**Note : If you have trouble viewing asset details, please use the Advanced Search option above.**

Asset Number:

**Subtype: \***

*Clear subtype to see all types of re-issue equipment.*

Asset Status:

**Availability Status:**

**Company Name:**

Campus:

Serial No.:

Model:

Brief Description:

Manufacturer:

Searches use "starts with" by default. Use \* for wildcard searches. eg. \*IDE\* in model search will find GLIDE etc.

<- Using Fill button shows a pick list of valid models for the subtype selected above.



After clicking 'Search' you will be shown a list of assets matching your search criteria.

If you click on the Asset number it will display the details of the asset

**Additional Tip:**

Do not use the web browser's navigation buttons. Only use the buttons at the lower section of the database screen.

After entering any details do not hit the enter key to proceed, click on screen buttons only.

**Configuration Item**

Asset Num	Description	Make	Model	Serial No
<a href="#">A001652</a>	CUSHION, PRESSURE CARE	ROHO	QS109LPC	YO229476
<a href="#">A004602</a>	MATTRESS, PRESSURE CARE, STATIC	ROHO	SOFFLEX	-
<a href="#">A009290</a>	CUSHION, PRESSURE CARE	ROHO	QS89C	A1069447
<a href="#">A061848</a>	CUSHION, PRESSURE CARE	ROHO	QS910C	A0132295
<a href="#">A070035</a>	CUSHION, PRESSURE CARE	ROHO	QS1213C	A0959246
<a href="#">A115330</a>	CUSHION, PRESSURE CARE	ROHO	QS1212C	A1327487
<a href="#">A117765</a>	CUSHION, PRESSURE CARE	ROHO	1RSMC (CUSTOM)	A0622026
<a href="#">A117768</a>	CUSHION, PRESSURE CARE	ROHO	HYBRID 2RHY2020C	A1465093
<a href="#">A201668</a>	PRESSURE CARE, CUSHION	ROHO	CONTOUR 910	NA
<a href="#">S/A002734</a>	CUSHION, PRESSURE CARE	ROHO	HYBRID 2RHY1618C	A1415150
<a href="#">STR00093</a>	CUSHION, PRESSURE CARE	ROHO	HEAL PAD	A1350423
<a href="#">STR00112</a>	CUSHION, HP D320 X W485MM	ROHO	1RSMC	A0353442

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Refresh Back Export List Count

Using the appropriate details tab you can see the specific details of the asset to assist you with determining suitability for your client.

**Additional Tip:**  
Look in the 'Images/Web links' tab on the asset information screen to find extra details.

For example; ILC or manufacturers websites, product user guider or catalogues for ordering additional components.

Configuration Item: A061848SWEP

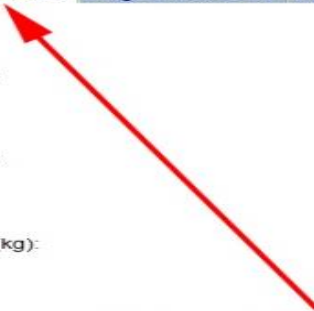
## ASSET INFORMATION

Asset Number: A061848      Status: \* Active  
Subtype: \* Pressure Care  
Brief Description: \* CUSHION, PRESSURE CARE

**Physical** | **Pressure Care Details** | Images/Web Links | Attachments | Comments

Type:	Cushion
SubType:	Air
Overall Weight (kgs)	
Overall Depth (mm):	100
Overall Width (mm)	410
Overall Length (mm)	460
Cover Type	
Removable Cover?	<input checked="" type="checkbox"/>
Safe Working Load (kg):	

Number of cells (W X  
No. of Air Compartme  
Front Valve?  
Detailed Comments



Click on tab to show details

## Using 'Advanced Search':

Using the 'Advanced Search' feature to be more specific.

1. Select a category from the Subtype list.
2. Click on the Advanced Search link on the search screen.

**Search Configuration Item Records**

---

### Search Assets

[Use Advanced Search](#) ← 2

**Note : If you have trouble viewing asset details, please use the Advanced Search option above.**

Asset Number:

**Subtype: \***  ← 1

Clear subtype to see all types of re-issue equipment.

**Company Name:**

Campus:

Serial No.:

Model:  ← 1

Brief Description:

Manufacturer:

Asset Status:

**Availability Status:**

<- Using Fill button shows a pick list of valid models for the subtype selected above.

Searches use "starts with" by default. Use \* for wildcard searches. eg. \*IDE\* in model search will find GLIDE etc.

You will be presented with a more comprehensive screen after selecting the subtype. (e.g. Manual Wheelchairs).

At this point you can type in data or use dropdowns to assist you in narrowing your search.

Only use this Advanced search if you find the standard search brings back too many records to view the details.

Search joinassistive Records

### "Advanced" Search for Re-Issue Assets

Asset Number:  Asset Status:   
Subtype: \*  Availability Status:

**General** | Manual Wheelchair Details

Seat Width (mm):	<input type="text" value="400"/>	Seatbelt?	<input type="checkbox"/>	Main Colour	<input type="text"/>
Seat Depth (mm):	<input type="text"/>	Tilt in Space?	<input type="checkbox"/>	Upholstery Material:	<input type="text"/>
Backrest Height (mm):	<input type="text"/>	Tilt in Space Angle	<input type="text"/>	Upholstery Colour:	<input type="text"/>
Backrest Width (mm):	<input type="text"/>	Recline?	<input type="checkbox"/>	Quick release wheels	<input type="checkbox"/>
Seat To Floor (Front):	<input type="text"/>			Head Rest	<input type="text"/>
Seat to Floor (Rear):	<input type="text"/>			Overall Weight (kg):	<input type="text"/>
Safe Working Load (kg):	<input type="text"/>	Attendant Brake?	<input type="checkbox"/>	Overall Width (mm):	<input type="text"/>
Frame Type	<input type="text" value="Folding"/>	Seat Height:	<input type="text"/>	Overall Height (mm):	<input type="text"/>
Manual Chair Type:	<input type="text" value="Self Propelled"/>	Anti Tip Bars?	<input type="checkbox"/>	Overall Length (mm):	<input type="text"/>
Frame Material	<input type="text" value="Aluminium"/>	Arm rest Style:	<input type="text"/>	Detailed Comments	<input type="text"/>
Wheel Locks	<input type="checkbox"/>	Arm rest Pad Style:	<input type="text"/>		
Foot Plate Config:	<input type="text"/>	A R Removable?	<input type="checkbox"/>		
Foot Plate Adjustable?	<input type="checkbox"/>	A R Height Adj	<input type="checkbox"/>		
Leg rest Config	<input type="text"/>	A R Fold Back?	<input type="checkbox"/>		
Amputee Wheel Pos'n	<input type="text"/>				
Handle Height Range	<input type="text"/>				

To identify a range of seat sizes, type a single digit in either the seat width OR seat depth field (for example, type 4 in the seat width field, all equipment from the subtype you are searching with a seat width ranging from 410mm to 490mm will be found and listed).

You can type in data or use dropdowns to assist you in narrowing your search.

### "Advanced" Search for Re-Issue Assets

Asset Number:

Asset Status:

Subtype: \*

Availability Status:

**General** | Manual Wheelchair Details

Seat Width (mm):	<input type="text" value="4"/>	Seatbelt?	<input type="checkbox"/>
Seat Depth (mm):	<input type="text"/>	Tilt in Space?	<input type="checkbox"/>
Backrest Height (mm):	<input type="text"/>	Tilt in Space Angle	<input type="text"/>
Backrest Width (mm):	<input type="text"/>	Recline?	<input type="checkbox"/>
Seat To Floor (Front):	<input type="text"/>		
Seat to Floor (Rear)	<input type="text"/>		
Safe Working Load (kg):	<input type="text"/>		
Frame Type	<input type="text"/>	Attendant Brake?	<input type="checkbox"/>
Manual Chair Type:	<input type="text"/>	Seat Height:	<input type="text"/>
Frame Material	<input type="text"/>	Anti Tip Bars?	<input type="checkbox"/>
Wheel Locks	<input type="checkbox"/>	Arm rest Style:	<input type="text"/>
Foot Plate Config:	<input type="text"/>	Arm rest Pad Style:	<input type="text"/>
Foot Plate Adjustable?	<input type="checkbox"/>	A.R Removable?	<input type="checkbox"/>
Leg rest Config	<input type="text"/>	A.R Height Adj	<input type="checkbox"/>
Amputee Wheel Pos'n	<input type="text"/>	A.R Fold Back?	<input type="checkbox"/>
Handle Height Range	<input type="text"/>		A.R Desk Style

Clear Cancel Search Restore

# Reserving an asset:

To add the asset to your cart, simply click 'Add asset to cart for Re-issue request'

This link will be indicated on the 'Physical' tab.

Configuration Item: A061848SWEP

## ASSET INFORMATION

Asset Number: A061848      Status: Active

Subtype: Pressure Care

Brief Description: CUSHION, PRESSURE CARE

**Physical** | Pressure Care Details | Images/Web Links | Attachments | Comments

Company Name: STATE WIDE EQUIPMENT PROGRAM

Campus: 3641/REISSUE WAREHOUSE THOMASTOWN

Department: -

Cost Centre: -

Location/Rack: MEZZANINE

Shelf: -

Position: -

Serial No.: A0132295

Model: QS910C

Generic Name: HP, 9 X 10, QUADTRO SELECT

Brief Description: CUSHION, PRESSURE CARE

Local Name: CUSHION, QUATTRO

Manufacturer: ROHO

[Add asset to Cart ready for Re-issue request](#)

Save & Exit    Cancel    Next    Previous

Click on link to add asset to cart



After clicking this link you will notice the message at the top of the screen informs you it has been added to your cart.

At this point the asset has **not** been reserved – only placed in the cart. You will need to submit the request in order to actually reserve the asset (instructions follow).

Click on the 'Save & Exit' button at the bottom of the screen if you wish to return to the asset list to select more assets.

Configuration Item: A042233SWEP

This asset is flagged as "Pending Refurbishment" so there may be delays due to parts even after SWEPE approval.

### ASSET INFORMATION

Asset Number: A042233 Status: Active  
Subtype: Manual Wheelchairs Re-issue Status: Pending Refurbishment  
Brief Description: PAEDIATRIC, BUGGY / PRAM / PUSHCHAIR

Physical Manual Wheelchair Details Images/Web Links Attachments Comments Service History Test History

Company Name: STATE WIDE EQUIPMENT PROGRAM  
Campus: 3641/REISSUE WAREHOUSE THOMASTOWN  
Department: -  
Cost Centre: -  
Location/Rack: IM3

Asset has been added to cart. Submit a request to reserve it.

You can view all the assets in your cart at any time by clicking on the sidebar menu option.

Configuration Item

Asset Number	Description	Make	Model	Serial No	Local Name
<a href="#">A015844</a>	WHEELCHAIRS, MANUAL	INVACARE	SOLARA	04F558477	TILT IN SPACE MANUAL
<a href="#">A024181</a>	WHEELCHAIRS, MANUAL	MOBILITY PLUS	EQUALISER	B	EQUALISER MANUAL CHAIR

Select Submit a Request

On the second tab on this screen you can view the assets you previously added to your cart.

You can remove assets you don't require from your cart by clicking in the box next to the asset you wish to remove then clicking on the 'Remove Selected Items' link.

**Submit a Request**

Requests

- Submit a Request
- Search for a Request
- Print New Requests
- View My Open Requests

Assets

- View Items in Re-Issue Cart
- Search Re-issue Assets

Utils

Miscellaneous

- Logout

**EQUIPMENT RE-ISSUE REQUESTS**

Enter or select all required information, indicated by an asterisk (\*)

General Selected Assets

Asset Information

Remove Selected Items

Remove

SWEP/DHS Barcode	Description	Make	Model	
A056314SWEP	WHEELCHAIRS, MANUAL	SUNRISE MEDICAL	QUICKIE IRIS	-
A200648SWEP	CHAIR, RECLINE	FRESENIUS	SHOALHAVEN ELECTRIC	-



Click on the 'General' tab.  
You will be presented with this screen.

*You must enter a value for any field marked with an asterisk (\*).*

You will notice the prescriber name is greyed out can't be amended.

Enter either a phone number or an email address (or both if you wish) and these details will be saved for your next visit.

You must provide the client's name and address as well as a brief description or comment.

Click on the 'Submit' button.

**Submit a Request**

---

**EQUIPMENT RE-ISSUE REQUESTS**  
Enter or select all required information, indicated by an asterisk (\*)

**General** Selected Assets

---

**Contact Information**

This request is for: *	GENERIC, SWEP
Prescriber Name:	Michael Stokes
Phone: *	54416753
Email: *	jimbelleville@chemtronics.com.au

<- Copy of request will go to this address

---

**Client Information**

Client Name: *	
Client Address/Phone Details: *	

Collection from Chemtronics Thomastown Preferred

---

**Re-Issue Description/Comments \***

---

Once you have submitted the request you will see a notification at the top of the screen and an email will be sent to you with a copy of the request.

Main Menu : JColbourne

Your service request CALL662883 has been logged. You can view your open requests using the menu.

**View Assets available for Re-Issue**  
Search for equipment that is available for Re-Issue and reserve it pending SWEP approval.

**Submit a new request**  
Open a new request

**Search for a request**  
Search for previous requests using date ranges etc.

**Reports**  
Run pre-defined reports and export or print the data

**View/Print a copy of new requests**  
You can view requests submitted this session and if required, print a jobsheet to attach to the faulty equipment.

You can also view requests you have previously submitted using the 'View My Open Requests' link in the sidebar menu. You can also re-print these requests as shown below. In here you will be able to view the details of the asset/s you have reserved.

Search Result

Interaction #	Date Opened	Status	Description
<a href="#">CALL660658</a>	18/09/2013 06:31:06	Pending ...	Asset A015644SWEP selected as part of request
<a href="#">CALL660659</a>	18/09/2013 06:33:21	Pending ...	Asset A010627SWEP selected as part of request

## List of subtypes:

<b>Bathroom/Toileting</b>	<ul style="list-style-type: none"> <li>• Shower Commodes</li> <li>• Toileting Systems</li> </ul>	<b>Scoters</b>	
<b>Beds</b>		<b>Seating Systems &amp; Accessories</b>	<ul style="list-style-type: none"> <li>• Backrests</li> </ul>
<b>Buggies &amp; Strollers</b>		<b>Seating, Childrens</b>	
<b>Chairs, Lift/Recline</b>		<b>Standing Frames</b>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Servox</li> <li>• Nu Vois</li> </ul>	<b>Walking Aids, Children</b>	
<b>Day/Tub Chairs</b>	<ul style="list-style-type: none"> <li>• Air (Princess) Beds</li> </ul>	<b>Wheelchairs, Manual</b>	
<b>Environmental Control Units</b>		<b>Wheelchairs, Power</b>	
<b>Hoists, Ceiling</b>			
<b>Hoists, Floor</b>			
<b>Portable Ramps</b>			
<b>Power Assist Units</b>			
<b>Pressure Care – Cushions</b>			
<b>Pressure Care – Mattresses</b>	<ul style="list-style-type: none"> <li>• Pressure Redistribution Overlays</li> <li>• Mattress Replacement Systems</li> </ul>		



For further information contact SWEP:

Phone: 1300 747 937 Fax: 03 5333 8111

Email: [swepcentralintake@bhs.org.au](mailto:swepcentralintake@bhs.org.au) Website: <http://swep.bhs.org.au/>

