

## Lymphoedema Practitioner Portal & Application Tips

SWEP is aware that some Lymphoedema Practitioners are still adapting to the electronic format used to submit SWEP applications.

Within the SWEP portal there are some shortcuts which make repeat applications quicker, and practitioners have identified some hints and tips that are perhaps unique to lymphoedema applications. SWEP would like to share these suggestions to ensure you are aware of them, and can perhaps integrate them into your processes.

### General tips

- Save the link to the SWEP portal in your browser so that your log in details are remembered by the computer (please ensure private log in prior to allowing your computer to save your log in details). Chrome is the preferred browser for the SWEP portal.
- Some practitioners set up a folder within their emails where they save quotes or correspondence for applications. This may make it easier to find quotes and information when it is needed to finalise applications.
- The section 'Implications of Non-Provision' is the information used by SWEP to prioritise applications. While the lymphoedema category does not currently have a waitlist, this section is where you need to focus on providing adequate information if a wait list system does need to be re-introduced within SWEP.
- Unless you require the application to be validated by a SWEP clinical advisor, you only need to answer the mandatory questions that have an asterisk next to them.

### **If you know you won't need the application validated:**

You only need to answer the mandatory questions shown with an asterisk. This may include providing a lower level of detail about clinical reasoning as it is an administration officer who will be processing your application. Brief sentences or dot points are appropriate.

### **If you know you will need the application to be validated:**

Provide extra clinical detail (including the relevant sections that don't have an asterisk) so that the clinical advisor can see your clinical reasoning behind the decisions made. Please see additional hints below on the sort of detail that assists a clinical advisor to review your application.

### **If you aren't sure whether or not the application will require validation:**

Fill in the mandatory sections marked with an asterisk and submit the application. If you do need to have the application validated, **hit the cancel button to return to the application and add in additional information as needed.** For further information on this process refer to page 34 of the Portal User Guide available here: <https://swep.bhs.org.au/portal-application-guide.php>

### **Tips to assist a SWEP Clinical Advisor to validate your application**

Providing adequate information assists the clinical advisor to review and validate your application as promptly as possible. This helps reduce overall costs to the program and expedite approval of compression garments for your consumers.

Note: Clinical advisors only have access to the current application and order/measure documents. Providing some information about the history of the consumer within SWEP LCGP can be useful.

- Consumer Diagnosis (Mandatory question): Include all relevant details of lymphoedema and related conditions – think What? Where? When?
  - Example: Right upper limb lymphoedema onset 2019 secondary to breast cancer diagnosed 2018, completed initial cancer treatment, has ongoing hormonal therapy. Single episode of cellulitis 2020.
- Consumer Expectations (Mandatory question): Demonstrate informed consent by noting what bothers the consumer about their lymphoedema and what is their understanding of how the garment will improve function /wellbeing/independence? If repeat order for an identical garment previously funded by SWEP just state that here. If change to garment use Clinical Justification to provide more detail.

- Example: Replacement garment – consumer has been using same garment daily for 2 years to effectively manage lymphoedema as part of their self-management plan
- Consumer Characteristics: Ensure responses show assessment outcomes and how increased consumer complexity is being managed - consider Who? What? Where? How? When?
  - Example: Consumer confidently dons/doffs garments daily
  - Example: Consumer has carer services to assist with donning wrap compression on weekdays and will be assisted by family to don the class 1 garments with the donning aid on weekends. Family will also assist with doffing daily if required.
- Clinical Justification: Help us understand why your consumer needs this specific item. Check you have provided both clinical and consumer perspectives. Put information in the most useful / relevant box rather than repeating the same details.
  - Example: Why does the consumer need this item?  
Forearm and hand oedema with increase in fibrosis and pain in forearm and progression of oedema to upper limb towards end of garment life.
  - Example: Why is this the most effective item? Or What other solutions were considered and trialled?  
Previous OTS compression – did not control swelling in calf and cut in at ankle – consumer stopped wearing compression due to discomfort. Consumer agreed to trial MTM with stronger compression class. If successful we will repeat this order.
- Delivery details: State training requirements if new/change of garment and delivery is to client, and/or when assistance required for garment use.
  - Example: Review of donning, doffing and care instructions will be provided at garment fitting appointment.

### When working with new consumers

- During the appointment, if it is possible, ask the person to fill in the handwritten SWEP eligibility form while you complete the electronic application form at the same time. This will allow you to ask each other questions and get these tasks done efficiently.
- Even if you don't finish the electronic application during the appointment, it will be started and in your drafts section in the SWEP

portal as a reminder to finish it. Remember to scan the eligibility form, quote and Made to Measure (MTM) form (if applicable), and upload as part of the SWEP application.

- Consider making a general quote request template for the suppliers who you work with often. For a new consumer this means you don't need to find supplier details and your name, email address etc will already be in the required template.

### When working with an existing consumer

- A previously completed SWEP application can be replicated and edited so that you don't need to complete all sections of the form from scratch.
  - a. Within the SWEP portal choose 'Complete and Manage Applications for Assistive Technology' and then 'Check the Status of a Submitted Application'.
  - b. Open the previous application for your consumer and at the bottom of the page you will see a button 'copy application'. The copied application will then appear in your drafts.
  - c. Go back to the draft folder and open the new draft and make required changes including uploading the updated quote.
  - d. For full instructions and screen shots please refer to the Portal User Guide page 39 found here:  
<https://swep.bhs.org.au/portal-application-guide.php>
- Consider setting up a folder system on your computer where you save copies of completed quote request templates, completed quotes from suppliers and documents relevant to each consumer for easy access. This allows you to quickly see the history of quotes for ordered items and make quick changes to previous quote request templates (rather than starting from scratch).
- Some practitioners have this folder system accessible by all lymphoedema practitioners at their service for easy sharing of consumers between practitioners, or managing applications if a practitioner is away on leave or left the service. Consistent naming protocols are important, as are ensuring all privacy requirements are met regarding who can access the folder.