

**PROCESS FOR OUT OF HOURS ORDERING**

**MONDAY TO FRIDAY 5pm-8am**

**WEEKENDS (FRIDAY 5pm-MONDAY 8am)**

**ALL BANK HOLIDAYS**

Prescriber places order on TCES.

**Technician completes the activity and will contact prescriber if there are any issues.**

**Choosing delivery speed “Out of Hours Delivery/DE05” and state in the notes if the service user has symptoms of COVID19 or a confirmed case of COVID. PLEASE ENSURE CONTACT DETAILS ARE UP TO DATE**

**Medequip Connect takes call and allocates to the relevant technician (COVID OR NON-COVID)**

**Prescriber calls Medequip out of hours service**

**0208 573 2871**

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