

Shiley™ Custom Tracheostomy Tube Service Online Ordering Tool Frequently Asked Questions

	Question	Answer
1	Why do I need to register as a member?	Registration helps us protect your confidential company and patient information.
2	Am I required to provide the patient name in order to complete the template?	It is not required, but it may help you to keep track of your templates more easily. As an alternative, the Template Identifier Field could be populated with a Medical Record Number.
3	Why do I need to provide the name of the physician?	Federal (U.S.) law restricts tracheostomy tube devices to sale by or on the order of a physician. By submitting this custom tracheostomy tube ordering template, you represent and warrant that this device is being requested on the order of a physician. Providing the physician name helps ensure compliance with this requirement.
4	How do I reorder a custom tube for the same patient based on an existing template?	Reorders are <i>only</i> available for templates created within the Online Ordering Tool. If the template was created online, it is stored on our secure server for easy retrieval. Click on the Initiate Reorder Link to begin the process. Refer to the User Guide for complete instructions.
5	I want to place an online reorder for a template that was created offline. How do I do that?	The reorder function works only for templates that were created using the Online Ordering Tool. You will need to create a new template for any templates previously created offline.
6	Why do I need to submit a new template for a reorder for the same patient when the template only has minor changes to the tube dimensions?	For purposes of documentation and in compliance with federal law, any changes to the requested specifications result in the creation of a new medical device. Because of that, a new template is required.

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7	<p>My DME is not registered as a member of the Online Ordering Tool and/or does not wish to participate in the online ordering process.</p> <p>Can I still create the template online, then fax it to the DME for assignment of the purchase order information, then have them submit it to Covidien by fax?</p>	<p>Yes. We expect that there will be some purchasers who may not be registered. As a result, you will not be able to use the “Designate Purchaser” function to select them for processing of your order. (For full instructions, please download the User Guide using the link on the home page).</p> <p>If you are faced with this situation, you should proceed as follows:</p> <ol style="list-style-type: none"> a. Create the template using the Create New Template function. At the end of the process, you will select “Finish”. b. You will then be presented with a Template Summary screen. c. Review the information on that screen to determine that you have made the correct selections. d. If you are satisfied, click on the “Generate PDF” command button at the upper right portion of the screen. e. When presented with the choice of “Open” or “Save”, choose “Open”. f. A PDF file with the template information will appear on the screen. Print this file using your browser’s print function. g. Fax the form to your desired purchaser. Please let them know that this form was generated from the Online Ordering Tool, and that the Shiley™ Custom Tracheostomy Tube Service will accept this documentation along with their approved purchase order for order processing. If the DME has any questions, they can call 1-800-635-5267, Option 1 then Option 3. <p>Please note that this template will remain in “Open” status in the system, since it was not submitted through the online process. You may wish to retain it in your list of Open templates for future use.</p>
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8	I am reordering a template that was processed using the Online Ordering Tool. However, the purchaser for the <u>reorder</u> is different, and is <u>not</u> registered as a member of the Online Ordering Tool community. What process should I follow in this situation?	In this situation, please call the Shiley™ Custom Tracheostomy Tube Service at 1-800-635-5267, Option 1 then Option 3. If we cannot arrange for the new purchaser to register with the Online Ordering Tool, the reorder will need to be processed manually. We are happy to assist you with this process.
9	Can I check on the delivery/shipping status of my order online?	That feature is not available at this time. To check on the status of your order, please call the Shiley™ Custom Tracheostomy Tube Service at 1-800-635-5267, select Option 1 then Option 3.
10	I do not have a Nellcor Puritan Bennett customer account and cannot complete the registration process. What should I do?	There are two ways to set up a new customer account. 1) Contact your Covidien Airway Management Specialist (your Shiley rep). 2) Call the Shiley™ Custom Tracheostomy Tube Service at 1-800-635-5267, select Option 1 then Option 3. Some paperwork is required and you will need to allow a few days for processing of your new customer request.
11	I am having trouble completing the online ordering template. How do I get help?	Call the Shiley™ Custom Tracheostomy Tube Service at 1-800-635-5267, select Option 1 then Option 3.
12	My patient needs a tube that I can't create using the options in the template. Can the Shiley™ Custom Tracheostomy Tube Service help me create it?	The template process addresses the most commonly requested modifications. If you need something even more specialized, call the Shiley™ Custom Tracheostomy Tube Service at 1-800-635-5267, Option 1 then Option 3.
13	How does Covidien protect the confidentiality of the information provided by registered members?	All data is stored on a secure server, and is accessible only by the registered member or by authorized representatives of the Shiley™ Custom Tracheostomy Tube Service, who are trained in all guidelines surrounding privacy and confidentiality of patient data.