

MASS Action

August 2022

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Upcoming Closure

The Medical Aids Subsidy Scheme (MASS) service center's will be closed on:

Ekka Show Day

Monday, 8 August:	Townsville
Wednesday, 10 August:	Brisbane

Queen's Birthday Public Holiday Closure

Monday, 3 October:	Both locations
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Have your Say

MASS is a statewide service and an operational unit of Metro South Health, Community and Oral Health.

At MASS, we want to give you the best care. We would like you to tell Metro South Health about your healthcare experience. We want to know when we are doing well and when we are not doing well so that we can make things better.

You can provide your feedback in person, over the phone, via email or online. All feedback is confidential, and you don't have to tell us your name if you don't want to.

Contact Details

Phone: 07 3136 3636 or 1300 443 570
 Email: MASS184@health.qld.gov.au
 Website: health.qld.gov.au/MASS





From the Director's Desk

Welcome to the August 2022 edition of MASS Action.

On behalf of MASS, I would like to acknowledge the Traditional Custodians of the land across Queensland, and pay respects to First Nations Elders past, present and future.

I will keep my section of this edition brief so you can enjoy the information from the various MASS Service areas.

I would like to thank all our prescribers, clients, suppliers and MASS staff who all work hard to ensure minimal disruption to MASS services even with the challenges of new COVID strains and close contact requirements. Like the rest of Health MASS also has had these challenges as well.

Some of you may recall that in the April 2022 MASS Action we advised that we were providing MASS clients with Client Reference Cards to help clients and prescribers with the application process. Using the MASS client B number provided, helps speed up the MASS-eApply application process as it recognises the client number and will auto-populate a number of fields in MASS-eApply. An unexpected benefit of the cards is that clients are more aware of the aids and equipment available through MASS as well as advising any changes/updates to their, or family members, information.

A number of you would be aware that the MASS Education program has been providing webinar based education for a while now and I was pleased to see, after a long absence due to COVID, an in-person workshop "Introduction to maintaining and adjusting assistive technology" was held in the MASS training room in July and followed up by a webinar for those who couldn't attend. We've come a long way from a year ago.

We continue to be busy at MASS with some system updates as you will see from the articles and I hope you enjoy the information in this MASS Action.

Thank you for the great work you all do. I'll leave you with a couple of quotes until next time.

"Creativity is intelligence having fun." — Albert Einstein

"A comfort zone is a beautiful place, but nothing ever grows there." —
Author Unknown



John Vasil
Director
Medical Aids Subsidy Scheme
Community and Oral Health
Metro South Health



Clinical Education

MASS Clinical Education provides regular education for prescribers, allied health assistants, clients and carers.

Students studying to become a health professional in any MASS designated prescriber category are also welcomed to participate.

Most education sessions are provided in webinar format using Microsoft Teams, which are free to attend. Workshops less than three (3) hour duration are also free to attend.

You can find more information regarding MASS Clinical Education [MASS website](#), such as:

- Access recordings of previous webinars
- Further information on the Clinical Education calendar and programs.
- Joining the [MASS Education mailing list](#).
- [Complete an expression of interest](#) for our new [Pressure Cushion Remote Hands-on Learning Program](#). This program is a new offering from MASS where you gather together a team, MASS sends out a selection of 9 cushions to your workplace, you complete online learning materials while using the cushions, and finish off with a group Teams meeting with one of our Advanced Clinical Educators, Kieran Broome (pictured right) to discuss questions and apply the learning to your own caseload.



Above: Kieran Broome, Advanced Clinical Educator, Medical Aids Subsidy Scheme

For more information

Refer to page 4 for upcoming webinars and workshops.

Email MASS-Education@health.qld.gov.au

Phone 07 3136 3526

Visit health.qld.gov.au/mass/education



Upcoming Webinars and Workshops

July-Ongoing

[Pressure Re-distribution Cushions Remote Hands-on Learning Programme](#) (Remote Hands-on Learning - Complete [Expression of Interest](#))

August 2022

25 August 1:00-2:00pm [Assessing and Prescribing Beds and Recliner/fall out Chairs in the Palliative Care Context](#) (Webinar)

September 2022

15 September 1:00-2:00pm [Applying for Continence Aids using MASS-eApply](#) (Webinar)

22 September 1:00-2:00pm [Emerging Research in Pressure Redistribution Support Surfaces](#) (Webinar)

29 September 1:00 -2:30pm [Overview of Products in the new MASS Continence Standing Offer Arrangement \(SOA\)](#) (Webinar)

October 2022

13 October 1:00- 2:00pm [Cultural Considerations regarding the Provision of Assistive Technology \(AT\) to First Nations Peoples](#) (Webinar)

25 October 2:00 – 4:30pm [Selecting and Setting Up Mounting Systems \(wheelchair, table and rolling mounts\) for Communication Aids](#) (In-Person Workshop - Numbers limited to 20 people)

November 2022

10 November 1:00-2:00pm [Assessing for and Prescribing Bathing and toileting Aids](#) (Webinar)

30 November 1:00-2:00pm [Meeting the Assistive Technology, Continence and Pressure Management Needs of Bariatric Clients](#) (Webinar)

December 2022

7 December 1:00 – 1:30pm [MASS-eApply in a Nutshell](#) (Webinar)

MASS-eApply

MASS-eApply is an online system designed to provide greater versatility for prescribers on the applicant's behalf from any location.



How does it work?

MASS-eApply runs through your internet browser and is designed to work across multiple platforms i.e. via computer/laptop, iPad, tablet, or smart phone and across all MASS service areas.

When you register, you can create or join an organisation. Organisations on MASS-eApply can contain an individual or group of prescribers or suppliers and administration staff who work together, such as a department in a hospital or a private practice.

How do I register?

To register complete a registration form available on forms.health.qld.gov.au/#/vault. Please note MASS-eApply registration is only available for prescribers. Once your registration has been approved, you will be sent a link to set up your password.

Training Resources and Webinars

Information sheets and tutorials are available on the [MASS-eApply information webpage](#).

MASS Education regularly presents webinars on using MASS-eApply webinars, refer to page 3-4 for more information.



System Updates

- The MASS-eApply dashboard has been updated so pending applications will now have a blank submitted date.
- MASS-eApply applications are now automatically integrating into the MASS client database known as Medical Aids Information System (MAIS) for the below application forms:
 - Continance Aids
 - Palliative Care Equipment Program (PCEP) Continance Aids
 - Spectacle Supply Scheme (SSS) applications

MASS-eApply integration has shown an increase staff productivity, allowing applications to be processed at a much faster rate. The MASS-eApply team is working on integrating other MASS forms.

- Applications submitted for an integrated service area update with the order status e.g. Approved and the client's reference number at 6pm daily on the MASS-eApply dashboard.

Coming soon: Applicant address validation on applications.

For more information

Visit health.qld.gov.au/mass/eApply

For technical support

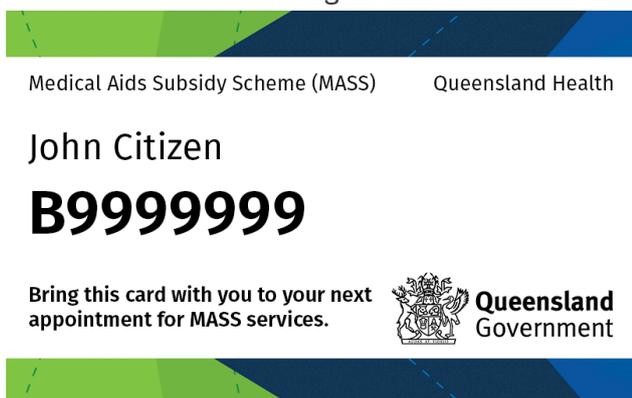
Email: MASS-eApply@health.qld.gov.au

Phone: 07 3136 3613

Trial Programs and Service Improvements

Client Reference Cards

MASS introduced MASS Reference (ID) Cards in March 2022, to assist consumers when applying for MASS services or when contacting MASS.



MASS reference cards can be used to assist prescribers to complete the MASS-eApply applicant search to pre-fill applicant data.

Applicant's will a card automatically after the approval of their next application (excluding applications for Palliative Care or Spectacles).

Existing clients can also request a card completing the form on the [MASS website](#)

For more information, visit health.qld.gov.au/mass/idcard

Continance Services Updates

Standing Offer Arrangement (SOA)

The new MASS Continance Aids SOA is effective from 1 September 2022 – as which time the Approved Continance Aids List and Product Information Sheets will be updated on the MASS website.

Overview of Continance Products

MASS is presenting webinar [Overview of Product in the new MASS Continance](#) on Thursday, 29 September 1:00pm-2:30pm. You can find out about the changes to the continance aids and new product lines. Webinar registration via the MASS website.



Continance Application Forms

The [MASS-eApply](#) (online applications) is the preferred method of application submission.

Please note: Applications for Continance Aids will only be available on MASS-eApply from 1 October 2022 – at which time the MASS 50 PDF will be discontinued.

Not sure how to use MASS-eApply?

Gain confidence in submitting application for MASS Continance Aids through MASS-eApply - MASS is presenting webinar: [Applying for Continance Aids using MASS-eApply](#) on Thursday, 15 September 1:00-2:00pm.

The webinar covers prescriber registration, useful links, benefits to using MASS-eApply and completing clinical questions in the application. Webinar registration via the MASS website – a recording of the webinar will also be available.

For more information, visit health.qld.gov.au/mass/prescribe/continance

Communication Aids - iPad for AAC trial

The trial of iPads for AAC as an alternative to traditional speech generating devices for MASS eligible clients with little or no speech has been made permanent. This gives applicants the choice of using an iPad for their primary means of communication, as a modern mainstream alternative option to a speech generating device.



The iPad with AAC option through our Communication Aids service area provides clients with:

- 10.2" Wi-Fi iPad with 128GB
- Compatible Speech Case for protection/amplification
- An Augmentative and Alternative Communication (AAC) app.

An application for an iPad will always need to be accompanied by an AAC app. Applicants can also apply solely for an iOS app if they already have their own iPad.

Further information on iPads for AAC can be found at health.qld.gov.au/mass/prescribe/communication

Daily Living and Mobility Aids

The MASS Equipment Services team administers the MASS Equipment to Home program, in an effort to assist applicants and their hospital allied health support team with prompt hospital discharge.

The Equipment to Home program allows hospitals to have a pool of basic daily living and mobility aids on site (wheeled walking aids, bath transfer benches).

These items can be provided directly to an eligible MASS applicant by the hospital allied health team, to assist with decreasing falls risk and increasing mobility when they return home.

The hospital allied health team will then submit the application on behalf of the applicant to MASS, who will order the approved equipment item for delivery back to the hospital, to re-stock their equipment pool.

The Equipment to Home program now has over 25 Hospitals participating across Queensland and has helped to provide over 2000 items of basic equipment, cutting down wait times for equipment to be delivered and allowing patients to be independent in their home environment.



Indigenous Spectacle Supply Scheme (ISSS) Project

The ISSS provides eligible Indigenous Queensland residents with a pair of basic prescription spectacles.

The ISSS project will run until 31/12/2022.

For more information, visit

health.qld.gov.au/mass/prescribe/indigenous-spectacle-supply-scheme

MASS Palliative Care Equipment Program (PCEP)

The PCEP is now in its third year of service provision, with 15 months as a Trial and over 12 months as a permanently funded program. During this time, PCEP has provided assistance to almost 5000 QLD residents, with over 20,000 aids and equipment items being provided or loaned to applicants.

PCEP Equipment Management Sites are being established in Weipa, St George, Charleville and the Central West region, to provide timely access to PCEP equipment Statewide, including in remote regions.

The [PCEP Guidelines](#) for daily living and mobility aids were updated in May 2022. MASS-eApply has been enhanced to align with these updates and was launched on the 1 August 2022.

Some of these enhancements include:

- Ability to upload the PCEP Acknowledgement of Obligations form signed by the applicant's nominated support person.
- Specific questions for applicants under 65 to guide application process regarding eligibility.
- Ability to provide contact details of new service provider/organisation if prescriber is not providing ongoing care.
- King single bed application requirements expanded.



Above: One of the applicants who has received assistance through PCEP. Look at that beautiful smile!

For further information on MASS PCEP, visit health.qld.gov.au/mass/prescribe/palliative-care-equipment-program

Queensland Artificial Limb Service

The [Guidelines for the Queensland Artificial Limb Service](#) have been updated, merging the previous QALS Reference Manual with the QALS Procedures.

The new Guidelines can be viewed on the [website](#), which has also been updated.

Townsville Postal Address

MASS Townsville's Postal address has updated to PO Box 1494, Townsville QLD 4810.

Temporary Clinical Discretionary Allowance for Daily Living Aids and Mobility Equipment

In order to support MASS applicant's, prescribers and suppliers during the COVID-19 pandemic with the resulting import/manufacture and freight price increases, MASS continues to provide Clinical Discretionary funding on a temporary basis, where applicants meet specific clinical criteria.

Please note the following:

- The most basic item of equipment that meets the applicant's needs and is available for trial/purchase must be considered.
- Discretionary funding is not intended to provide increased funding towards a comparatively expensive item where a similar more cost-effective item would be suitable.
- Discretionary funding may only be applied by MASS to equipment or items that are within the scope of MASS service provision.

The MASS Clinical Advisor will consider the needs of the applicant at the time of application assessment and may contact the prescribing therapist if further information/clarification is required for a decision regarding available temporary funding allowance.

An information sheet on the temporary funding allowances will be available on the MASS website.



For more information

Daily living aids, visit health.qld.gov.au/mass/prescribe/living

Mobility equipment, visit health.qld.gov.au/mass/prescribe/mobility



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