

Avoiding Delays with EMS Advice Requests

Tips & Advice

Robyn Williams, Clinical Advisory Services Co-ordinator

We know your time is valuable, and we want to make your experience with Enable as smooth as possible. That's why we've put together a few quick tips to help prevent delays and reduce the need for follow-up communication.

Part One: ProWorkflow

Please note that ProWorkflow (PWF) is not integrated with other systems. You need to ensure your details are up to date.

If you're a new assessor or have updated your information in Assessor Online, please email csa@enable.co.nz with:

- Your email address
- Phone number
- Place of work (e.g., local hospital or private provider)

⚠ Important: You must be a registered assessor to be added to PWF.

EMS Advice Requests are set up by the Advisory and Outreach Teams Co-ordinator. Once submitted, you won't be able to add files or view the request until it's processed—usually within 24 hours.

To avoid delays:

- Do not assign your request to an advisor manually. It is automatically routed to the correct coordinator.
- Do not change the request type to:
 - MOH Equipment – this is only for vehicle purchases and modifications.
 - MOH Housing Team – this will put your request into the housing team list

Stay tuned for the next instalment in this series, where we'll cover best practices for submitting service requests efficiently.