Managing supply requests (Guide)

In ResMed ReSupply, you can create, update and export supply requests. To manage supply requests, click the **Supply requests** menu and then select **All supply requests**. From the **Supply requests** page, you can click on the supply request number to view or edit the supply request.

Note: The functions available to a user are determined by their role.

Creating a supply request (Topic)

As a resupply user, you can create a supply request using three different methods. As a client services representative (CSR) or solutions delivery specialists (SDS), you can create a supply request using two different methods.

To create a supply request as a resupply user, you can perform one of the following methods:

- Call-script-generated supply request
- In-person supply request
- Ad-hoc supply request

To create a supply request as a CSR or SDS, you can perform one of the following methods:

- Call-script-generated supply request
- Ad-hoc supply request

Creating a supply request using the call script (How to)

If a patient is eligible for new supplies, you can create a supply request using the call script over the telephone.

To create the supply request using the call script:

1. From the **Patients** menu, select **All patients**.
2. Select the patient name from the list.
3. Click the **Supply requests** link.
4. Click the **Open call script** button.
5. Read the questions to the patient, and record their answers.
   Note: A supply request may be automatically created based on the recorded answers.
6. Once you complete the call script, click **Done**.

Creating an in-person supply request (How to)

You can create an in-person supply request from a patient profile only if a patient is physically present and is eligible for new supplies.

To create the in-person supply request:

1. From the **Patients** menu, select **All patients**.
2. Select the patient name from the list.
3. Click the **Supply requests** link.
4. Click the **In-person supply request** button.
5. Select the check box to confirm the patient is placing this supply request in-person.
6. Enter all necessary information—supply request details, requested supplies, payor documents, shipping information and notes.
7. Click **Save**.

Note: The functions available to a user are determined by their role.

Creating an ad-hoc supply request (How to)

If a patient is not currently eligible for new supplies, you can still create an ad-hoc supply request from the patient profile in multiple situations (creating a supply request based on a patient's email, telephone call or in-person request).

To create the ad-hoc supply request:

1. From the **Patients** menu, select **All patients**.
2. Select the patient name from the list.
3. Click the **Supply requests** link.
4. Click the **New supply request** button.
5. Enter all necessary information—supply request details, requested supplies, payor documents, shipping information and notes.
6. Click **Save**.

Updating the fulfillment method (How to)

You can update a supply request's fulfillment method from a patient profile.

To update the supply request's fulfillment method:

1. From the **Patients** menu, select **All patients**.
2. Select the patient name from the list.
3. Click the **Supply requests** link.
4. From the **Supply requests** tab, find the supply request you want to update.
5. Click the supply request number in the **Number** column.
6. From the **Supply request details** section, click **Edit** under **Fulfillment method**.
7. In the drop-down list, select an appropriate fulfillment method.
8. Click **Save**.

Exporting all supply requests (Topic)

You can export all your organization’s supply requests to a comma-separated values (CSV) file. CSV files can be opened in Microsoft® Excel 2007 or higher.

To export all supply requests:

1. From the **Supply requests** menu, select **All supply requests**.
2. Click the **Export** button.