



Waitematā
District Health Board

Best Care for Everyone

Personal Health Orthotic Service and Product Frequently Asked Questions (FAQ)

Last updated: 11 am, 22 September 2021

1. What's happening with our Personal Health Orthotic Services and Products?

Auckland, Counties Manukau and Waitemata DHB's went to market for Personal Health Orthotic Services and Products in March 2021. Following an official procurement process in July 2021 we:

- a. Developed direct supply relationships with manufacturers and distributors for the provision of the majority off-the-shelf orthotic products.
- b. Appointed Peke Waihanga as the provider of Personal Health Orthotic Services; and

MoveMe Health remain our DSS orthotic services provider, to refer patients for DSS services please visit www.moveme.health

2. What are we doing with orthotic products and how do I order them?

The DHBs are aiming to directly order from manufacturers and distributors 90-95% of all off-the-shelf orthotic products.

These can then be ordered on the DHB Oracle System and fitted by the clinician provided they are suitably competent. To find out more please go to:

WDHB: http://staffnet/edss/Allied_Health/content/Orthotics/Ordering.asp

ADHB: [Orthotics Referral Guidelines](#)

CMDHB: TBC

3. What direction are the DHBs moving for Person Health Orthotic Services?

The Peke Waihanga Orthotist can be utilised if:

- Complicated fitting/product/measuring/assessment needed
- Clinician unable to fit product themselves
- We don't have the product

The goal is for Peke Waihanga Orthotists to be providing services for more complicated assessments, fittings or product requests including custom made products where necessary.

4. Who are the DHB leads for this orthotic work?

Auckland DHB – Peter Liggins, Business Manager Orthopaedics 021 927 349
PLiggins@adhb.govt.nz

Counties Manukau DHB – Simon Kerr, Clinical Director of Allied Health, Scientific and Technical (Surgical Division) 0212430781 Simon.Kerr@middlemore.co.nz

Waitematā DHB – Wesley Pigg, Service Improvement Lead – Orthotics 021 627 238
wesley.pigg@waitematadhb.govt.nz

Your DHB Lead can help with training requirements, information on ordering and other related matters.

5. How do I refer a patient for Personal Health Orthotic Services?

Referrer completes paper based Peke Waihanga referral form and calls 0508 678 255 or completes the online referral form at www.orthoticservice.co.nz/for-referrers/, then emails it to aklorthreferrals@pw.co.nz.

Peke Waihanga will prioritise referrals according to the Ministry of Health Tier 2 Orthotic Service Specification.

6. When will Peke Waihanga orthotist be on DHB locations for services?

DHB Location	Inpatient service times	Outpatient service times
North Shore Hospital	Daily, Monday to Friday 10:30-13:30	
Waitakere	1 x week. Wed 10:30-13:30	
Auckland Hospital & Starship	Daily, Monday to Friday 8-4:30	Monday, 4 hours (fortnightly)
Greenlane Clinical Centre		Tuesday, 4 hours morning Tuesday, 4 hours afternoon
Middlemore Hospital	Monday to Thursday 8am-12 Friday 1-4:30	
Manukau Super Clinic and Manukau Surgery Centre		Monday 10-4:30 pm Tues to Thursday 1:30-4:30 Friday 10-12:30
Auckland Spinal Rehabilitation Unit	Monday 1.5 hours (PM)	

7. Where will community outpatient Personal Health Orthotic Services be provided?

For the first 12 months, Peke Waihanga will be providing a single/centralised Community Outpatient service model at 72 Dominion Road, Mt Eden.