

Initial Omnipod® 5 & Omnipod DASH® Orders

Renewal Orders

Complete Order Form

Ensure when completing order forms, all the below information is included: (* = Optional field)

- QTY Starter Kit – prefilled with qty 1, on Omnipod® 5 order forms (not editable)
- QTY Pods, 1 Box (of 10)
- New to Omnipod® or Existing Omnipod® user – select applicable option
- Date of Order
- Proposed Pod Start Date
- Confirmation patient is on, or will be on Dexcom G6 App prior to Omnipod® 5 start date - Omnipod® 5 order form only
- Select Training Type – please select only 1 option
- Purchase Order No
- Patient ID, if required*
- Including NHS numbers*
- Hospital Name/Postcode
- Order Contact
- Payer Contact
- Select future Pod supply order method – please select only 1 option

- Patient Name (in full)** (** = Mandatory fields - Omnipod® 5 orders require these fields to be completed correctly)
- Date of Birth**
- If minor, Legal Guardian Name**
- Email address**
- Mobile No**
- Patient address**

This Information will be used to trigger the onboarding journey to be sent to the user. This is required to be completed prior to using the Omnipod® 5 system

Obtain Purchase Order/Funding Approval

- Insulet require a copy of both the **Complete Order Form** and the **Purchase Order/Funding Approval** for an order to be processed.
- **Direct to Hospital Stock/Bulk Orders for DASH ONLY – (Not Applicable for Omnipod® 5 Orders)**
- Insulet **only require the Purchase Order** with the QTY PDM Kits & QTY Pods. The PO should clearly state this is a stock/bulk order only.
- Upon **starting a patient on Pod therapy**, an **order form must be completed** to set the patient account up.
- When completing the Omnipod® DASH order form for bulk orders, **do not complete:** QTY PDM Kits, QTY Pods & Training Type, please add *'PDM already received – Patient set up only'*.

Send to UKPO@insulet.com

- Insulet provide a **dedicated ordering support for HCP team's only, not to patients**. To place orders, or for funding or delivery queries please email UKPO@insulet.com.
- HCP's **should not** call in to Customer Care or email Omnipod® GB for any order related queries.

Allow 5 working days

Please allow 5 working days for all orders received with complete information to be processed.

Additional Order Queries

email UKPO@insulet.com

UKPO@insulet.com should be contacted in the instances below:

Increased Pod usage requirements

Insulet requires written confirmation of increased Pod usage and authorisation for additional supplies above the standard amount

Paediatric to Adult transition patients

Insulet requires confirmation in writing from both paediatric and adult services of the patient transition, including confirmation of new funding details from the adult service

Transfer of patient care

For all patients leaving a service, Insulet require written confirmation of their discharge and account closure.
For all existing Omnipod® patients who are transferred into your service Insulet require an Insulet order form completing as a patient set up only. This should also include proof of funding (ie. PO/funding approval letter)