

Description of “Påkobla Hjelpemiddel”

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Background for Påkobla hjelpemiddel

Digital Working Group

Our department, Development and Digital Innovation (AUDI) received a request to participate in a digital working group to assist in streamlining the assistive device services in Kristiansund municipality. The first working group meeting was conducted in March 2021.

In the working group, we were tasked with creating a digital system for assistive device management, focusing on inventory and logistics but also capable of tracking an assistive device throughout the entire process, from inception to cessation of need.

Mapping, Analysis, and Development

Mapping and analysis are crucial aspects of our work when developing new systems. Understanding the needs of system users is essential, and their involvement throughout the development process is vital. Together with users, we conducted quantitative surveys, interviews with stakeholders, workshops, and authored a report on behalf of KS, in which 18 municipalities participated. We collected data in multiple swim lane diagrams, which were later utilized in drawings, technical descriptions, and, finally, in the development and rigorous testing before launch.

We adopted an agile approach in our development. In our initial release, it was only possible to establish an inventory, register short-term assistive devices, and lend out an assistive device. Throughout the development period, we collaboratively agreed on milestones and what makes sense to work on as the next phase. In all these steps, users closely collaborated with us in AUDI.

Collaboration with NAV

Through the mapping process, we discovered the necessity of integrating with NAV to develop a system where we can share data to avoid manual registrations. This collaboration with NAV is crucial, holding many benefits for a much more efficient daily routine for warehouse staff.

The collaboration so far has resulted in:

- Retrieving data from the Assistive Device Database (NAV)
- Retrieving data about weekly deliveries of permanent loans from NAV (pilot for Kristiansund)
- Automatically creating receiving orders in the receiving department for permanent loans (pilot for Kristiansund)
- Access to data from digital applications to NAV (pilot for Kristiansund)

While much has been achieved, there are still several exciting features we will collaborate on in the future, including:

- Making data available for all municipalities once regulations are in place
- Returns to NAV, including lost assistive devices

- Partial orders (the ability to order parts directly in the system, and only parts that fit the selected assistive device)
- Automatically importing historical data from NAV into the system
- Reporting deviations to NAV digitally
- Exchanging/taking over assistive devices digitally
- Mapping and application module

Collaboration with other municipalities

It is crucial for us to develop a system that can work for all municipalities. Despite differences in population size, the service to be delivered is the same. To develop a service that suits everyone, regardless of size, we have entered collaboration with several municipalities as part of an innovation partnership. Currently, this collaboration includes:

- Kristiansund municipality
- Molde municipality
- Hustadvika municipality
- Nordre Follo municipality

The municipalities are actively shaping Påkobla Hjelpemiddel and are essential contributors to the mapping, analysis, and development carried out on all new modules.

«Påkobla Hjelpemiddel» in general

ID-porten

We use ID-porten at the highest security level for logging into the solution.

Microsoft Azure Cloud Service

The solution is hosted in Microsoft Azure at data centers in Norway.

Treatment-oriented health register

Påkobla Hjelpemiddel is developed and assessed as a treatment-oriented health register, allowing for the fulfillment of the journal duty related to assistive device management in this system (Patient Journal Act Section 7).

Population Register and Contact and Reservation Register

We retrieve data from the Population Register and the Contact and Reservation Register.

We obtain data about deaths (MORS) from the Population Register. 21 days after a person is registered as deceased, a planned return is created for all borrowed assistive devices (the return date can be changed in the system).

We retrieve information about the "Contact person for the estate" from the Population Register if a person is registered as deceased. This is updated by a job that runs overnight.

eMessages, Norwegian Health Network

As of now, we do not use eMessages in the system, but we have infrastructure in place to utilize this feature.

Integrations We Have

- We have integration with the Population Register via "FIKS".
- Integration with the Contact and Reservation Register via "FIKS".
- Kristiansund municipality has login options via AzureAD in addition to ID-porten.
- Integration with Tenor Testdata on test versions of the solution.
- Integrations with NAV:
 - Retrieving information about goods delivered
 - Receipt confirmation for submitted assistive device applications, allowing linking of NAV user numbers to personal numbers (only for Kristiansund currently).
- We have technically resolved this for other municipalities, where Kristiansund municipality, as a supplier, retrieves information from NAV through "Maskinporten" on behalf of other municipalities/customers (tested with Molde municipality). We are awaiting legal clarification from NAV to proceed in this manner.
- Ability to send SMS via Link Mobility.
- Ability to send emails via SendGrid.

Integrations We Are Working On

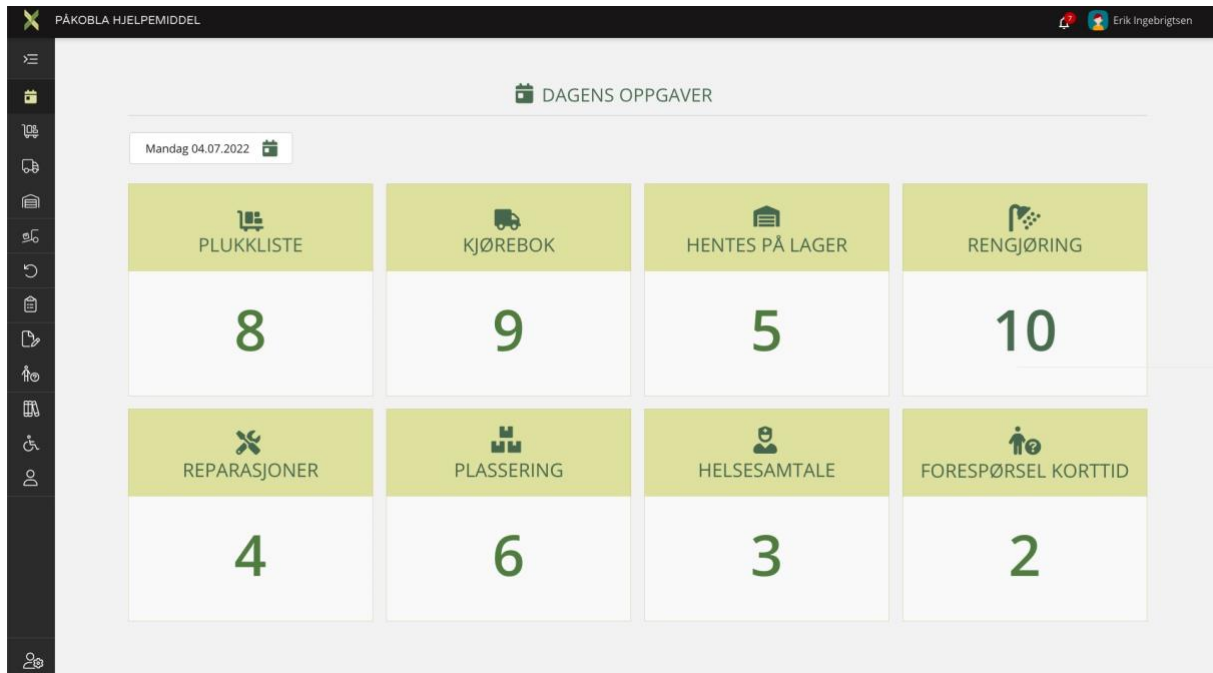
- Helseplattformen (a health care system for hospitals and municipalities in Mid-Norway)
- Other Electronic Patient Record (EPJ) systems such as Profil, Gerica, etc., are integrations that we need to develop specifically based on the municipalities that join.

Data Protection Impact Assessment (DPIA) and Risk Analysis (ROS)

DPIA has been reviewed in collaboration with the data protection officer, and we plan to have a new review after the new year. DPIA has been conducted based on the systems used by Kristiansund municipality, and there will be a need for a review and possible minor adjustments for the various municipalities that join. The department head, project manager, developers, and UX-designer have collaborated on the Risk Analysis for Påkobla Hjelpemiddel, and it will also be updated next year.

Modules

Task of today



- Displays an overview of "Today's tasks."
- Example: "Today, there are 8 orders to be picked and completed on the picking list, 9 deliveries in the driving log, 5 residents picking up assistive devices in the warehouse, and 10 devices to be cleaned."
- The accesses shown in today's tasks can be role-managed after December 13th, showing what is relevant for each employee with access to the system.

Picklist

PAKOBLA HJELPEMIDDEL - PLUKKLISTE

Søk 31.10.2023 Filter + Legg til ordre

Ordrenr 258
Bruker: [Tore Torsen](#)
Brukernr: 2522212
Adresse: Gateadresse 100
Telefon: 48102030
Utlån: Korttid

Endre Ferdigstill for levering

13.07.23 13.10.23

Serienr	HMS-nr	Artikkelnavn	Produktgruppe	Lagerplassering	Plukket	Plukket av
	278333	Cross 6 allround	Manuelle armdrevne rullestoler	Sone A - R5		-
	214810	Gemino 30	Rullatorer	Sone B-R2-H0		-
	267912	Classic	Krykker	Sone B-R1-H2		-

0/3 + Legg til artikkel

Ordrenr 259
Bruker: [Jan Johansen](#)

Endre Ferdigstill for levering

- All orders destined for users are displayed in the picklist. This includes short-term loans, permanent loans, and advance provisioning. In the future, this will also apply to assistive technology.
- Each order contains information about the user, delivery time, (return date for short-term loans if applicable), where the delivery should take place, prioritization, and other information registered in the order. The order also provides an overview of the assistive devices the individual will receive, with one line per assistive device.
- The assistive devices the user is set to receive are picked, and the serial number of the picked device and the person who picked it are registered.
- The order can either be picked up at the warehouse by the resident or delivered by drivers from the assistive device warehouse.

The screenshot displays a web application interface for managing orders. The interface is divided into three main sections:

- Left Sidebar:** Contains navigation icons and a search bar. A list of orders is visible with columns for 'Serienr' and 'Hø'. A red box indicates '0/3' items.
- Central Form:** Titled 'Informasjon om bruker', it contains the following fields:
 - Fødselsnummer til bruker: 22022212345 (with a 'Søk i folkeregisteret' button)
 - Navn (fra Folkeregisteret): Navn Navnesen
 - Adresse (fra Folkeregisteret): Gateadresse 02
 - Postnummer (fra Folkeregisteret): 6501
 - Sted (fra Folkeregisteret): Kristiansund
 - Telefon (Fra kontakto- og res.reg): 900 00 000
 - E-post (Fra kontakto- og reservasjonsregisteret): epost@epostadresse.no
 - Checkbox: Endre kontaktinformasjon for denne ordren
- Right Sidebar:** Contains a '+ Legg til ordre' button and a 'Ferdigstill for levering' button.
- Bottom Section:** Shows 'Utlevering' options:
 - Ordren skal leveres på registrert adresse (Kjørebok)
 - Ordren blir hentet på hjelpemiddellageret (Hentes på lager)
 - Date for utlevering: 01.07.2023
 - Date for innlevering: 01.07.2023
 - Prioritet på ordre: Høy

(The image shows an excerpt from an order that has been created and is ready to be finalized for delivery)

Driving log

Seriernr	HMS-nr	Artikkelnavn	Produktgruppe	Tilvalg
000000500	278333	Cross 6 allround	Manuelle armdrevne rullestoler	

Navn	Brukernr.	Telefonnr.	Adresse
Bjarne Bjarnesen	8046932	48102030	Amundbergan 300 6518 Kristiansund

Seriernr	Artikkelnavn	Produktgruppe	HMS-nr	Hjelpemiddel levert?
000000500	Cross 6 allround	Manuelle armdrevne rullestoler	278333	<input checked="" type="radio"/> Levert <input type="radio"/> Ikke levert
000000123	Gemino 30	Rullatorer	214810	<input checked="" type="radio"/> Levert <input type="radio"/> Ikke levert
000000344	Classic	Krykker	267912	<input checked="" type="radio"/> Levert <input type="radio"/> Ikke levert

Informasjon om levering

- Bruker ønsker kopi av ordrebekreftelsen (sendt via SvarUt)
- Bruker ønsker tilsendt brukerveiledning (kun digitalt via e-post)
- Ordre blir levert utenfor brukers bolig, etter avtale

Fullfør

- Each driver has an overview of their assigned deliveries in the driving log, including the number of orders and the quantity of assistive devices. It also includes details of any assistance tasks.
- Order overview of deliveries for short-term assistive devices, permanent loans, and returns (eventually also assistive technology and tasks).
- Displays addresses in Google Maps, suggesting a driving route.
- Confirms delivery, optionally selects a new delivery date, or marks for return if the user no longer needs the assistive devices.
- Drivers can also pick assistive devices from the driving log for orders that are not yet finalized.

- Note: Delivery information has not been implemented yet.

Pick up from the warehouse

The screenshot shows a web application interface for 'PÅKOBLA HJELPEMIDDEL'. The top navigation bar includes a search bar with 'Søk', a dropdown for 'Navn på lager', and a notification for '5 ordrer, 13 hjelpemidler'. The user profile 'Erik Ingebrigtsen' is visible in the top right.

The main content area displays two order cards:

- Ordre 240 Skytterveien 222:** Bruker: [Isak Isaksen](#), Telefon: 000 00 000, Uttån: Korttidsuttån. Status: Høyt prioritert. Buttons: 'Endre' and 'Bekreft levering'.
- Ordre 264 Freiveien 666:** Bruker: [Toril Torsen](#), Telefon: 000 00 000, Uttån: Varig uttån. Status: 13.07.23. Buttons: 'Endre' and 'Bekreft levering'.

Below the first order card is a table of items:

Serienr	HMS-nr	Artikkelnavn	Produktgruppe	Tilvalg
000000500	278333	Cross 6 allround	Manuelle armdrevne rullestoler	☰ ☰ ☰
000000123	214810	Gemino 30	Rullatorer	☰
000000344	267912	Classic	Krykker	

- Overview of assistive devices to be picked up from the warehouse by the user.
- Displays the pick-up date and any potential delay in pick-up days.
- Overview of the type of loan and prioritization.
- Clicking on the user's name provides information about the user in the user profile.
- Clicks on "Confirm Delivery" when the order has been delivered to the user.

Reception of permanent loan (NAV)

Weekly delivery

The screenshot shows the 'MOTTAK VARIG UTLÅN' (Reception of permanent loan) interface. It features a search bar, a 'Like 40' button, and a 'Uke 34: 20 artikler' (Week 34: 20 items) indicator. The main content is a table with the following columns: Navn bruker, Brukernr., Ordrenr., Linjenr., HMS Art., Type, Artikkelnavn/beskrivelse, Serienr. NAV, and Sendt.

Navn bruker	Brukernr.	Ordrenr.	Linjenr.	HMS Art.	Type	Artikkelnavn/beskrivelse	Serienr. NAV	Sendt
Alf Alfseth	4434432	8000000	1	278331	Hjelpemiddel	Toalettforhøyer fast Aquatex 90000		6.februar 2023
Bjarne Bjarnesen	4738333	8000001	1	278331	Hjelpemiddel	Tidstjym Memo Timer 68 minutter		6.februar 2023
Bjarne Bjarnesen	4738333	8000001	2	278331	Del	Sender Earis Premium		6.februar 2023
Lise Larsen	4329993	8000002	1	278331	Hjelpemiddel	Mottaker Earis Premium lyttebøyde		6.februar 2023
Lise Larsen	4329993	8000002	2	278331	Del	Trekks inko madrass Puls NAV		6.februar 2023
Toril Torbjørnsen	5849584	8000003	1	278331	Individstyrt	Armsenepute Mobil stol arbeid Beal 5000 Plus/BealDEBS	000000424	6.februar 2023
Ole Olsen	5905905	8000004	1	278331	Hjelpemiddel	DEBS KOMFYRVAKT 1201 / LEVERES I ESKE SAMMEN MED VA...		6.februar 2023

"Overview of upcoming deliveries from NAV

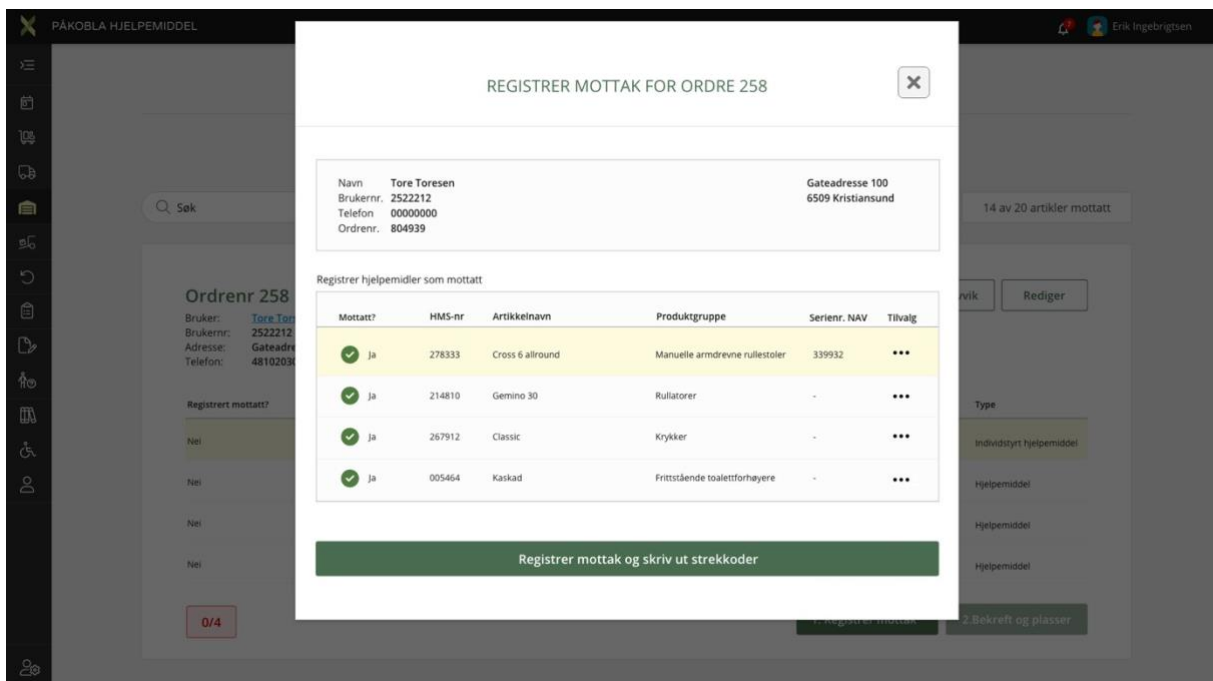
Receiving and Placement

The screenshot shows the 'MOTTAK VARIG UTLÅN' interface for a receiving order. It displays the order number 'Ordrenr 258' and the user 'Tora Torsen'. The order details include the address 'Gateadresse 100' and telephone number '48102030'. The main content is a table with the following columns: Registrert mottatt?, HMS-nr, Artikkelnavn/beskrivelse, Produktgruppe, Serienr, Serienr NAV, and Type.

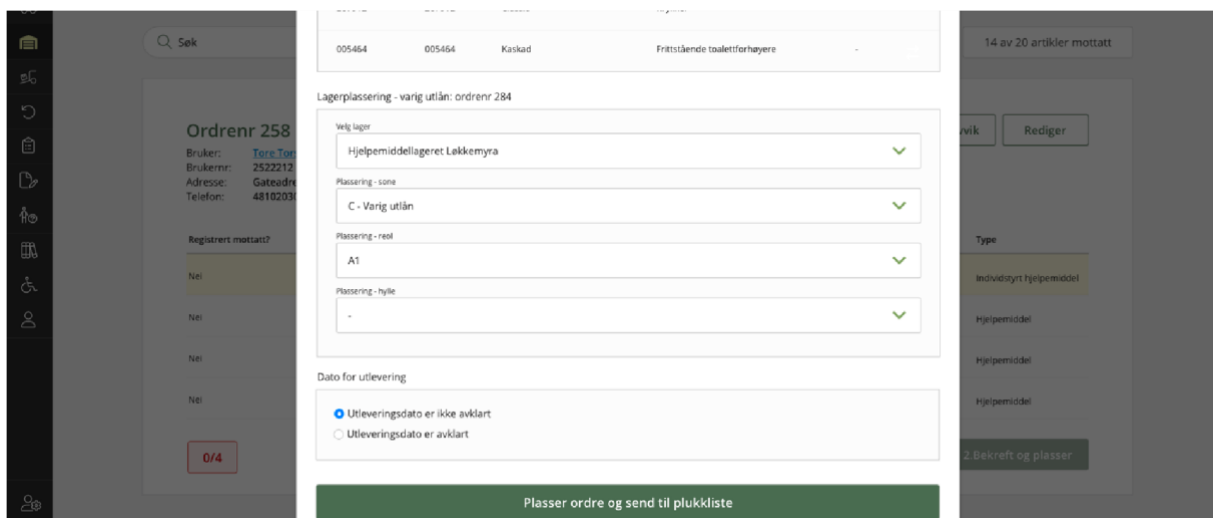
Registrert mottatt?	HMS-nr	Artikkelnavn/beskrivelse	Produktgruppe	Serienr	Serienr NAV	Type
Nei	278333	Cross 6 allround	Manuelle armdrevne rullestoler	-	339932	Individstyrt hjelpemiddel
Nei	214810	Gemino 30	Rullatorer	-	-	Hjelpemiddel
Nei	267912	Classic	Krykker	-	-	Hjelpemiddel
Nei	005464	Kaskad	Frittstående toalettforhøyer	-	-	Hjelpemiddel

Buttons: Meld avvik, Rediger, 0/4, 1. Registrer mottak, 2. Bekreft og plassier.

- The system automatically converts weekly deliveries into receiving orders.
- Each receiving order contains information about the user and the quantity of items the individual is set to receive.
- Items are sorted in the following order: user-specific assistive devices, assistive devices, and parts.
- Each receiving order is recorded and placed in the warehouse before being delivered to the user (transferred to the picklist).



In 'register receipt,' you register received items, and labels for assistive devices (not parts) are automatically printed.



In 'confirm and place,' the warehouse location is assigned for the order. If the receiving order contains parts, these are linked to the main assistive device. When the receiving order is completed, it is automatically moved to the picklist.

Return to warehouse

Planned returns

Retur 345: 2 dager forsinket

Bruker: [Hans Hansen](#)
Brukernr: 263452
Adresse: Gateadresse 100
Telefon: 41102030
Utlån: Varig

LEVERES PÅ LAGER 11.07.23

Serienr	HMS-nr	Artikkelnavn	Produktgruppe	Utlånsdato	Innleveringsdato
00000001321	278333	Cross 6 allround	Manuelle armdrevne rullestoler	14.01.2021	11.07.2023
00000001322	214810	Gemino 30	Rullatorer	14.01.2021	11.07.2023

Retur 346

Bruker: [Jan Jansen](#)
Brukernr: 263452
Adresse: Gateadresse 200
Telefon: 41102030


- Overview of planned returns, either to be picked up from the user or delivered by the user to the warehouse.
- Short-term assistive devices are automatically listed in planned returns, with the return date chosen in the picklist.
- Permanent loans are automatically listed in planned returns 21 days after the date of death (MORS) or when a need ceases.
- Process return: Register the assistive devices picked up or delivered by the user. Record whether the assistive devices were returned or not.
- Modify return: Change the return date, specify whether the return should be picked up or delivered by the user, update contact information about the return, and add any necessary comments.

Receipt of returns

Planlagte returer								Mottak av returer		Rengjøre returer		Ferdigstille returer	
Skann				Søk				Navn på lager					
HMS Art.	Serienr	Artikkelnavn	Navn bruker	Type utlån	Type retur	Returdato	Registrer inn						
278331	000000500	Cross 6 allround	Lise Larsen	Korttid	Hentet hos bruker	6.februar 2023	Registrer						
214812	000000422	Gemino 60 Walker	Bjarne Bjarnesen	Varig	Levert på lager	6.februar 2023	Registrer						
278331	000000423	Sender Earis Premium	Bjarne Bjarnesen	Varig	Hentet hos bruker	6.februar 2023	Registrer						
278331	000000424	Mottaker Earis Premium lyttebøyle	Lise Larsen	Varig	Hentet hos bruker	6.februar 2023	Registrer						
278331	000000425	Trekk inko madrass Puls NAV	Lise Larsen	Korttid	Hentet hos bruker	7.februar 2023	Registrer						
278331	000000426	Gemino 20	Toril Torbjørnsen	Varig	Hentet hos bruker	7.februar 2023	Registrer						
278331	000000427	Tidshjrn Memo Timer 08 minutter	Ole Olsen	Korttid	Levert på lager	8.februar 2023	Registrer						

Telefonnr. 00000000

Serienummer: 00000422
 Type utlån: Varig utlån
 HMS-artnr: 214812
 Artikkelnavn: Gemino 60 Walker
 Produktgruppe: Gåbord med underarmstøtte
 Klassifisering: 12 06 12
 Leverandør: Sunrise Medical AS



Deler som er knyttet til artikkelen

HMS-nr.	Artikkelnavn	Mottatt fra NAV
016124	Armlene mrs Crisoy Swing Away/Cross 6 hemi ha...	12.11.2022
229526	Benstøtte Mod1 mrs Crisoy Swing Away/Cross 6 ureg sort	15.04.2022
021245	Bremse Mod3 mrs Cross 6 mod3 vinkel håndtak sort,ve...	15.04.2022

Hva skal gjøres med hjelpemiddelet?

Retur til NAV
 Retur til bruker
 Overføres til kommunalt lager
 Overføres direkte til annen bruker
 Kastes ved kommunalt lager

Registrer

Hva skal gjøres med hjelpemiddelet?

Returneres til lager
 Kastes

Hva skal gjøres før hjelpemiddelet plasseres tilbake til lager?

Rengjøres
 Reparerer

Informasjon om reparasjonen

Beskrivelse av reparasjonen

Prisen: - Høy

Dato for gjennomføring av reparasjon: 01.07.2023

Registrer

- Displays an overview of assistive devices that have arrived at the warehouse and are ready to be registered as returned.
- Depending on the type of loan, one selects the next steps for each individual assistive device.
- Example of a return for permanent loan: Responds to whether the assistive device should be returned to NAV, the user, transferred to the municipal warehouse, given to another user, or disposed of.
- Example of a return for short-term loan: Responds to whether the assistive device should be returned to the warehouse or disposed of. If marked with "Return to warehouse," register whether it should be repaired in addition to being cleaned.

Cleaning

HMS Art.	Serienr.	Artikkelnavn	Navn bruker	Type utlån	Type retur	Returdato	Vask utført
278331	0000000500	Cross 6 allround	Lise Larsen	Korttid	Hentet hos bruker	6.februar 2023	Vask utført
214812	0000000422	Gemino 60 Walker	Bjarne Bjarnesen	Varig	Levert på lager	6.februar 2023	Vask utført
278331	0000000423	Sender Earis Premium	Bjarne Bjarnesen	Varig	Hentet hos bruker	6.februar 2023	Vask utført
278331	0000000424	Mottaker Earis Premium lyttebøyle	Lise Larsen	Varig	Hentet hos bruker	6.februar 2023	Vask utført
278331	0000000425	Trekk inko madrass Puls NAV	Lise Larsen	Korttid	Hentet hos bruker	7.februar 2023	Vask utført
278331	0000000426	Gemino 20	Toril Torbjørnsen	Varig	Hentet hos bruker	7.februar 2023	Vask utført

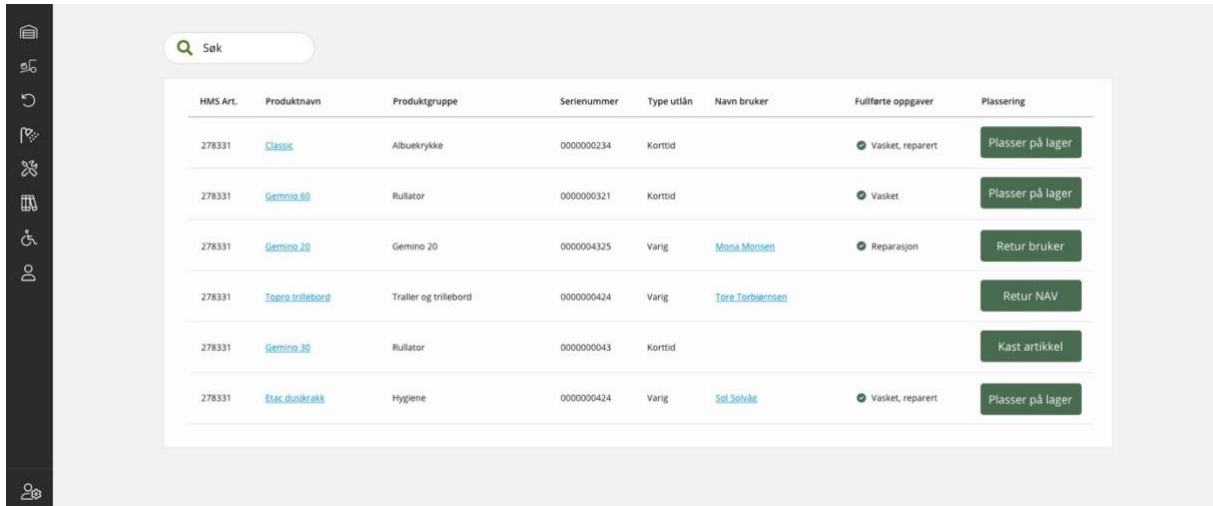
Overview of assistive devices that need to be cleaned before being returned to the warehouse.

Repairs

HMS Art.	Produktnavn	Produktgruppe	Serienummer	Type utlån	Navn bruker	Frist	Oppgave	Reparasjon utført
278331	Classic	Albuekrykke	0000000234	Korttid		10.07.2022		Utfør oppdrag
278331	Gemino 60	Rullator	0000000321	Korttid		11.07.2022		Utfør oppdrag
278331	Gemino 20	Rullator	0000004325	Varig	Mona Monsen	15.07.2022		Utfør oppdrag
278331	Toero trillebord	Trailer og trillebord	0000000424	Varig	Tore Torbjørnsen	14.09.2022		Utfør oppdrag
278331	Gemino 30	Rullator	0000000043	Korttid		Ikke satt		Utfør oppdrag
278331	Etac dusjkrakk	Hygiene	00000000424	Varig	Sol Solvik	Ikke satt		Utfør oppdrag

"Overview of repairs, either for assistive devices on their way back to the warehouse or as a task for the user.

Placement

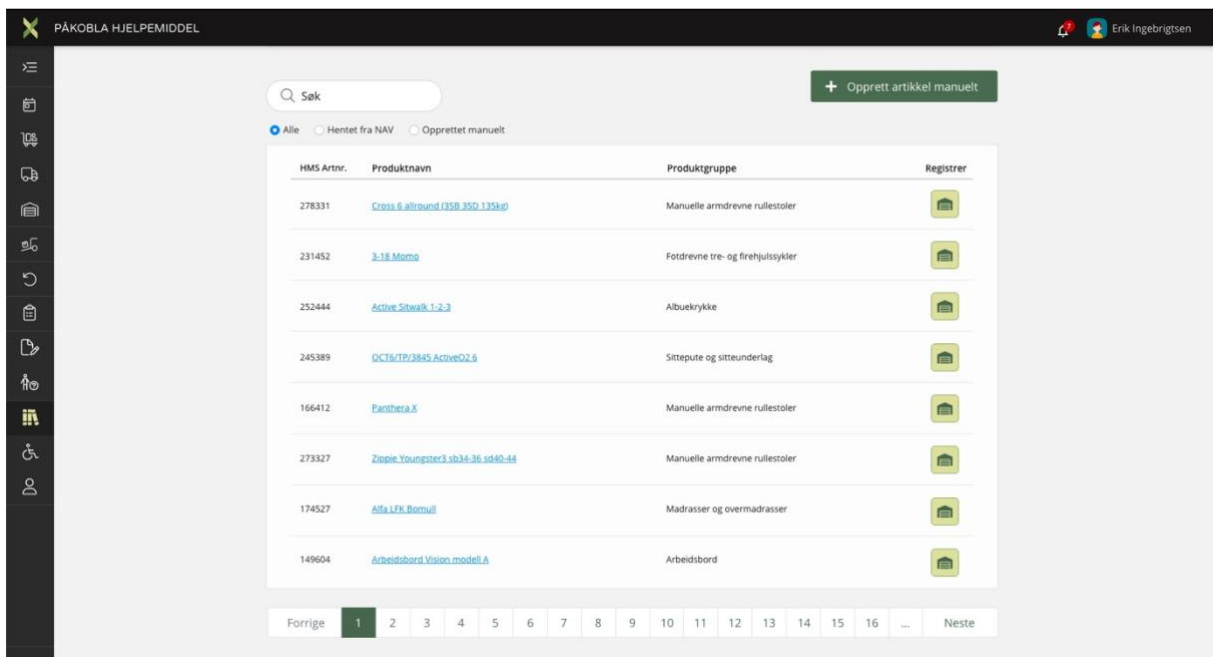


The screenshot shows a table with columns: HMS Art., Produktnavn, Produktgruppe, Serienummer, Type utlån, Navn bruker, Fullførte oppgaver, and Plassering. The table lists six items with their respective statuses and actions.

HMS Art.	Produktnavn	Produktgruppe	Serienummer	Type utlån	Navn bruker	Fullførte oppgaver	Plassering
278331	Classic	Albuekrykke	0000000234	Korttid		● Vasket, reparert	Plasser på lager
278331	Gemino 60	Rullator	0000000321	Korttid		● Vasket	Plasser på lager
278331	Gemino 20	Gemino 20	0000004325	Varig	Mona Morsen	● Reparasjon	Retur bruker
278331	Tjere trillebord	Trailer og trillebord	0000000424	Varig	Tore Torbjørssen		Retur NAV
278331	Gemino 30	Rullator	0000000043	Korttid			Kast artikkel
278331	Etac duskrakk	Hygiene	0000000424	Varig	Sol Solbakk	● Vasket, reparert	Plasser på lager

Overview of what has been done in the return process and what will happen next with the assistive device.

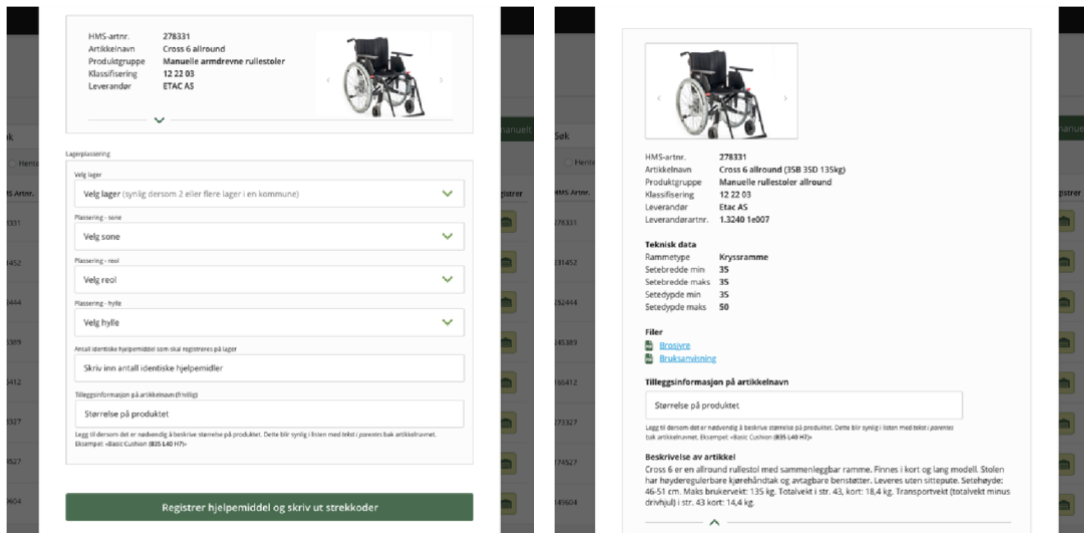
Articles



The screenshot shows a list of articles with columns: HMS Artnr., Produktnavn, Produktgruppe, and Registrer. The list includes various assistive devices and their registration status.

HMS Artnr.	Produktnavn	Produktgruppe	Registrer
278331	Cross 6 allround (35B, 35D, 135k-p)	Manuelle armdrevne rullestoler	
231452	3-18 Momo	Fotdrevne tre- og firehjulssykler	
252444	Active Sitewalk 1-2-3	Albuekrykke	
245389	DCTs/TP/3845 ActiveO2 6	Sittepute og sitteunderlag	
166412	Panthera X	Manuelle armdrevne rullestoler	
273327	Zippie Youngster3 sb34-36 sd40-44	Manuelle armdrevne rullestoler	
174527	Alfa LFK Botmilj	Madresser og overmadresser	
149604	Arbeidsbord Vision modell A	Arbeidsbord	

Forrige 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 ... Neste



- Overview of all NAV articles.
- Can also manually create new articles if the article is not in the database.
- Can register one or more assistive devices of a specific article in the warehouse and automatically print barcodes (used to register short-term assistive devices in the warehouse).

Assistive devices

HMS Art.	Produktnavn	Produktgruppe	Serienummer	Status	Plassering	Mer
278331	Classic	Albuekrykke	000000234	På lager	Lagernavn A1-H2	...
278331	Classic	Albuekrykke	000000235	På lager	Lagernavn A1-H2	...
278331	Classic	Albuekrykke	000000236	På lager	Lagernavn A1-H2	...
278331	Classic	Albuekrykke	000000237	Reparasjon	Lagernavn C2	...
278331	Classic	Albuekrykke	000000238	Rengjøring	Lagernavn D1	...
278331	Classic	Albuekrykke	000000239	Reservert	Lagernavn A1-H2	...
278331	Classic	Albuekrykke	000000240	Utlevert	-	...
278331	Classic	Albuekrykke	000000455	Utlevert	-	...

- List of all registered assistive devices.
- View the status of devices in the warehouse: Discarded, Lost, In stock, Issued, Returned, Reserved, Returned to NAV, Not placed.
- View information about each individual assistive device, including warehouse location, number of repairs, details of repairs, number of issuances, etc.

- Possible to change warehouse location, print a new barcode, move devices for cleaning, register as lost/discarded, or delete. In 2024: possible to register a new task for an assistive device, order parts and accessories for the assistive device.

Users

Navn	Telefon	Postnr.	Adresse	Utlån korttid	Utlån varig	Mer
Ola Olsen	48000001	6500	Gateadresse 01	2 utlevert	0 utlevert	***
Ola Osborg	-	6500	Gateadresse 02	3 utlevert	0 utlevert	***
Ola Ovesen	48000003	6500	Gateadresse 03	2 utlevert	6 utlevert	***
Ola Olufsen	48000004	6500	Gateadresse 04	1 utlevert	7 utlevert	***
Ola Olden	48000005	6500	Gateadresse 05	0 utlevert	3 utlevert	***
Ola Olovik	48000006	6500	Gateadresse 06	0 utlevert	0 utlevert	***
Ola Otterlei	48000007	6500	Gateadresse 07	1 utlevert	2 utlevert	***
Ola Olsen	48000008	6500	Gateadresse 08	1 utlevert	0 utlevert	***

Ola Olsen
 Fødselsnr.: 01014012345
 Brukernr.: 01010
 Telefon: 48000001
 Epost: ola.olsen@eepost.no
 Adresse: Gateadresse 01, 6500 Kristiansund

Opprett ny ordre på bruker

NOTATER (2) MELDINGER (2) KONTAKTPERSON (0) KONTAKT DØDSBO (0)

UTLÅNTE HJELPEMIDLER - VARIG UTLÅN (3)

Serienummer	HMS Art-nr	Artikkelnavn	Serienummer NAV	Utleveringsdato	Mer
000000500	278333	Cross 6 allround	298833	23.06.2022	
Mangler s.nr	214810	Gemino 30	-	23.06.2022	
Mangler s.nr	267912	Classic	-	11.05.2023	

MOTTATT PÅ KOMMUNALT LAGER (3)

Serienummer	HMS Art-nr	Artikkelnavn	Beskrivelse	Mottatt	Antall
000000500	278333	Cross 6 allround	Beskrivelse av hjelpemiddel, hentet fra NAV	23.04.2023	1
000000600	214810	Gemino 30	Beskrivelse av hjelpemiddel, hentet fra NAV	23.04.2023	1
000000700	267912	Classic	Beskrivelse av hjelpemiddel, hentet fra NAV	23.04.2023	1

SØKNADER OM VARIG UTLÅN (2)

Registrer retur
 Registrer oppdrag
 Registrer som mistet
 Registrer reparasjon hos bruker
 Registrer med serienummer

- Overview of registered users with contact information, contact person, contact person for estate, and date of death (MORS).
- Overview of issued assistive devices, including permanent loan, short-term loan, and returned devices (eventually also welfare technology).

- Can create a return for permanent loans from the user profile.
- Can register a lost assistive device.
- Eventually, can register repairs and tasks from the user profile.
- In the future, view the status of applications for permanent loans.

Administration

Plan deliveries

The screenshot displays a web application interface for planning deliveries. The interface is divided into two main sections.

Top Section: Overview and Task Assignment

- Calendar:** Shows a grid for August 31st with time slots from 07:00 to 18:00. Staff members listed are Morten Mortensen, Anne Andersen, Knut Knutsen, and Navn Navnesen.
- Task Assignment Forms:** Three forms allow assigning tasks to staff. Each form includes:
 - A search bar for staff (e.g., Morten Mortensen).
 - A time slot selector (e.g., 09:00, 11:00, 12:30, 15:30).
 - A vehicle type selector (e.g., ED 60000, UX 72000, ED 24000).
 - A list of tasks for the selected staff member and time slot.

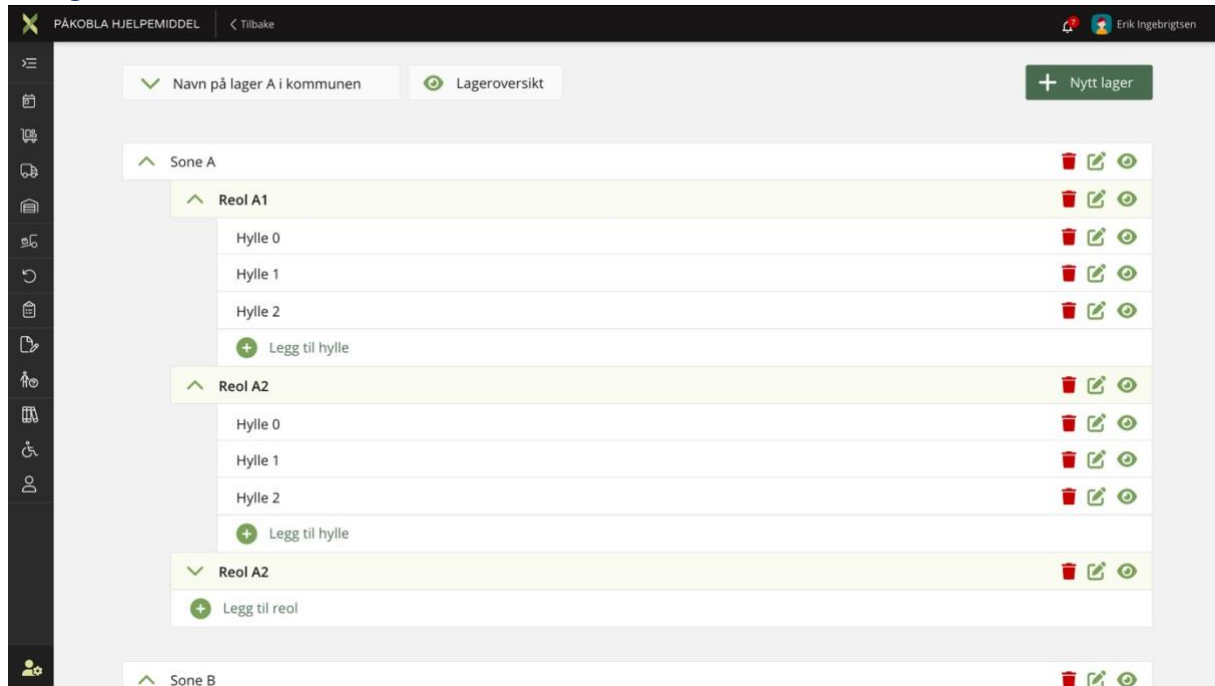
Bottom Section: Detailed Task View

- Orders:** A list of orders (Ord. 531 - 3/3) for Anne Andersen at 6512 - Gomagata 200.
- Tasks:** A list of tasks (Opp. 121-124) with their respective descriptions and status.
 - Opp. 121: Reparasjon
 - Opp. 122: Tilpassing
 - Opp. 123: Opplæring
 - Opp. 124: Montering

- Overview of planned deliveries
- A delivery may consist of orders, returns, and eventually tasks.

- You can add assistance related to an order where more than one person is needed.
- Orders that are delayed will be marked in a different color.
- Orders can be sorted by priority, date, or order number (eventually more filtering options such as postal code).

Configure warehouse



- Set up a virtual digital twin of the warehouse
- Can have one or more warehouses depending on what is available in your municipality
- The top level is zones, then shelves, and finally, racks.
- Shelf 0 is ground level
- In the Configure Warehouse section, there is an overall warehouse view, either for the entire warehouse, a specific zone, a rack, or a shelf
- You can delete zones, racks, and shelves, but not if assistive devices are registered on them

Returns for NAV

- Overview of assistive devices returned to NAV
- Shows Påkobla Assistive Device serial number, date it was registered as returned to NAV, product name, product group, and HMS article number.

User settings

- Define favorite warehouse (if you have more than 1)
- Define the size of the sidebar: maximize or minimize the sidebar

Vehicles

Register vehicles

Lost

- Overview of assistive devices registered as lost
- Information on who registered the assistive device as lost and where (on the warehouse or with the user)
- Can be marked as found again, and then either returned to the warehouse or marked as discarded

Discarded

- Overview of assistive devices registered as discarded and the date of registration
- Can be re-registered back into inventory, with an overview of associated parts if applicable

Deleted

Overview of all assistive devices registered as deleted in the system

Ongoing and future development

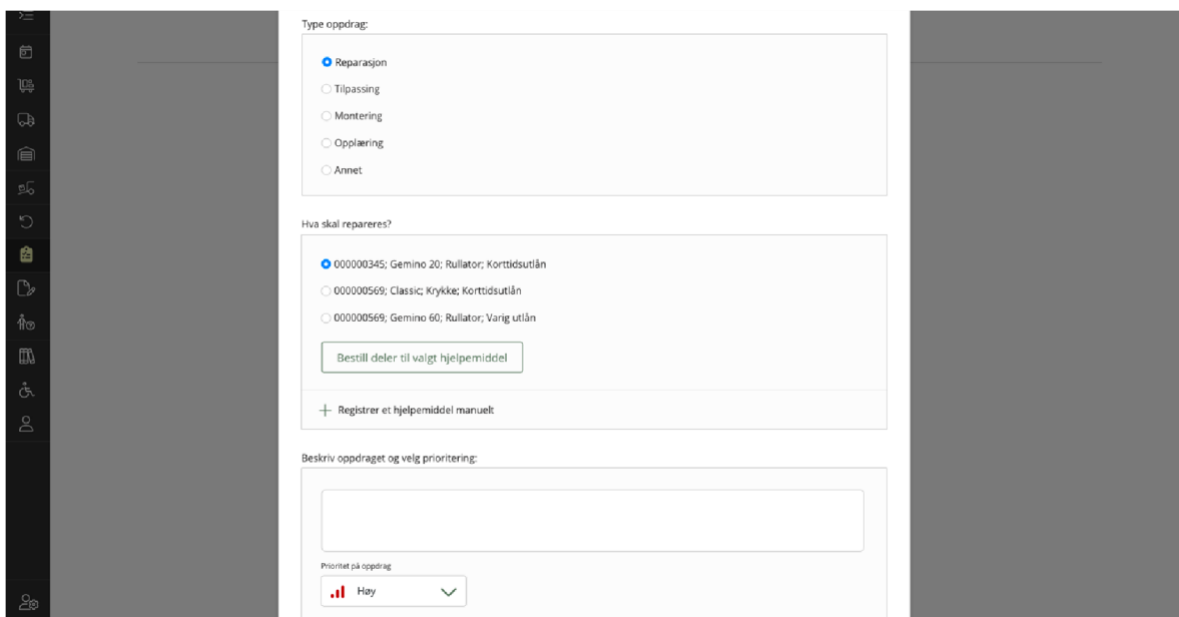
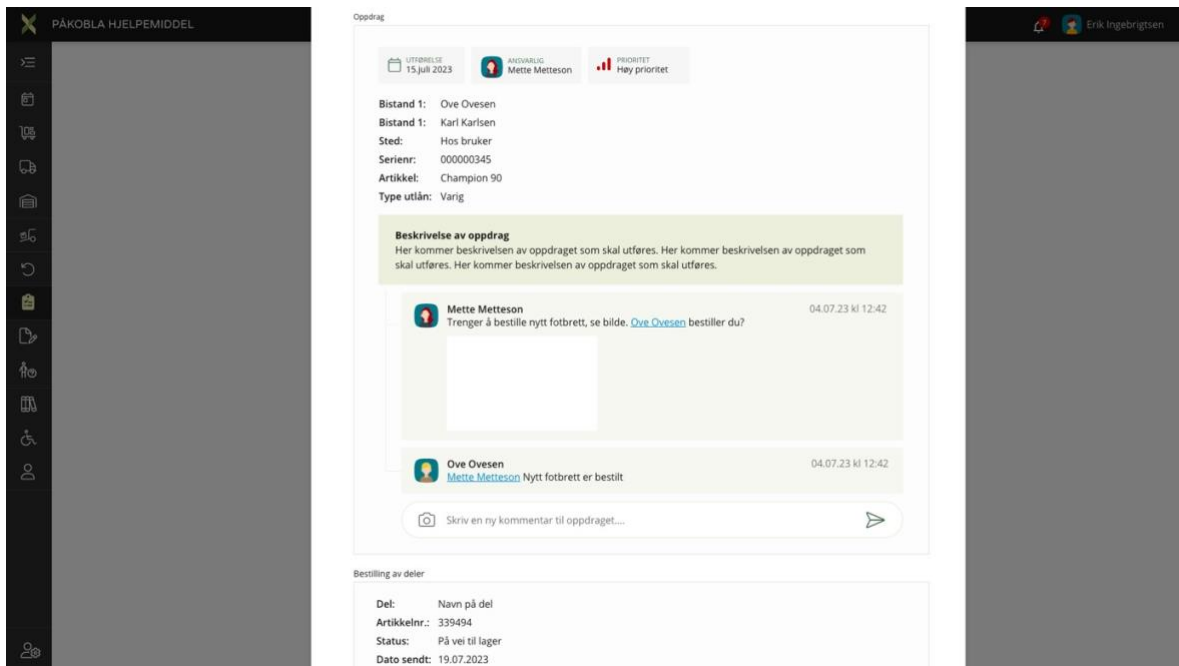
At the current moment, there are still modules/tasks to be developed in Påkobla Hjelpemiddel. Some of these have been started, while others are in the ideation stage. A complete list is provided as subheadings here.

In the innovation collaboration, municipalities have the opportunity to contribute their expertise. This way, we can collaborate to further develop Påkobla Hjelpemiddel by tailoring the solution to the needs reported by those who will use the solution and work in the service today

Missions

The screenshot displays the 'PÅKOBLA HJELPEMIDDEL' web application interface. The header includes a search bar, a 'Nytt oppdrag' button, and filters for 'ANSVARLIG' (Alle, Mine), 'STED FOR UTFØRELSE' (Adresse, Lager), and 'TYPE OPPDRAG' (Alle, Reparasjon, Montering, Opplæring, Tilpassing, Annet). The main content area lists four missions, each with a title, ID, date, responsible person, and priority level. A 'NB! UTKAST' badge is visible in the bottom right corner.

Mission ID	Description	Date	Responsible	Priority
127	REPARASJON HOS BRUKER: NILE NILSEN 00000345 - Champion 90	14 juli 2023	Mette Metteson	Hey prioritert
128	OPPLÆRING HOS BRUKER: OVE ØVENSEN 000001034 - Skeno sykkel 29	14 juli 2023	Daniel Danielson	Hey prioritert
127	MONTERING PÅ LAGER 000003111 - Seng OPUS 90EW	15 juli 2023	Hege Hegesdotir	
128	TILPASSING HOS BRUKER: IVE IVERSEN 000005432 - Dusjkrakk Etac Easy rund	17 juli 2023	Mette Metteson	Medium prioritert



- With the mission module you can filter tasks based on your own and others' tasks and the location of execution.
- It will also be possible to filter tasks such as repair, assembly, training, adaptation, and others.
- Tasks will consist of a main task with x-number of subtasks that must be completed before the task is finished.
- Tasks can be assigned to employees, including subtasks.
- Deadlines and priorities can be set.
- Municipalities in the innovation collaboration will contribute expertise to develop the task module.
- We aim to collaborate with NAV to streamline repairs and ordering of new parts that fit the specific assistive device.

- We want parts to be orderable directly within the system

Requests

The screenshot shows a web application interface for 'PÅKOBLA HJELPEMIDDEL'. The main content area displays a 'Retur til lager' (Return to warehouse) form. The form includes a search bar, status filters (Alle, Ikke startet, Påbegynt, Avslutt), and type filters (Alle, Meldt feil, Kommunalt utlån, Helsesamtale, Retur, Opplæring, Tilpassing, Forskuttering). The form details include: Status (Ikke påbegynt), Forespørsel mottatt (23.09.2023, klokken 10:45), Forespørsel gjelder (Eivind Knudsen, 000 00 000, Gateadresse 01), Ønsker for retur (Dato: 25.09.2023, Leveres av innbygger på lager), and a table of items to be returned.

Serienr	HMS-nr	Artikkelnavn	Type utlån	Utlånsdato
00000001321	278333	Cross 6 allround	Varig	20.12.2022
00000001322	214810	Gemino 30	Varig	20.12.2022

- There should be a module where all requests come into the system.
- If they are approved, they will automatically be placed in the right location in the system.
- Example: If a resident has submitted a request for the return of an assistive device, this will automatically be placed under "Scheduled Returns."

Role Management

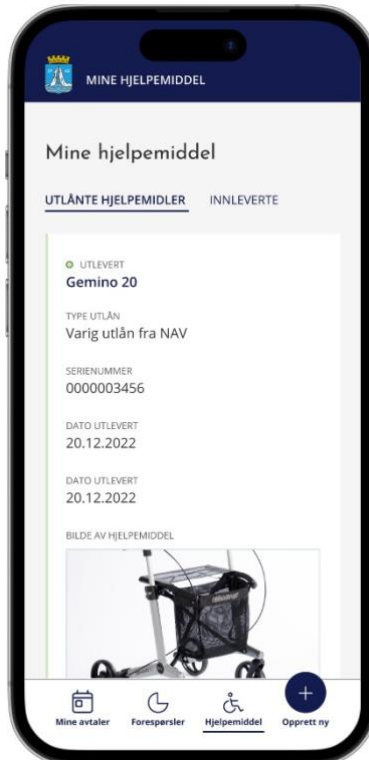
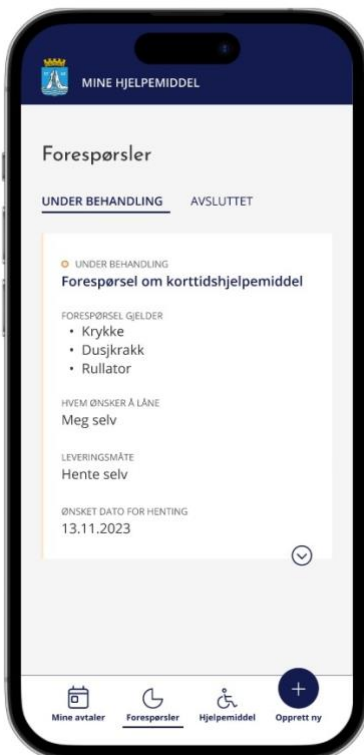
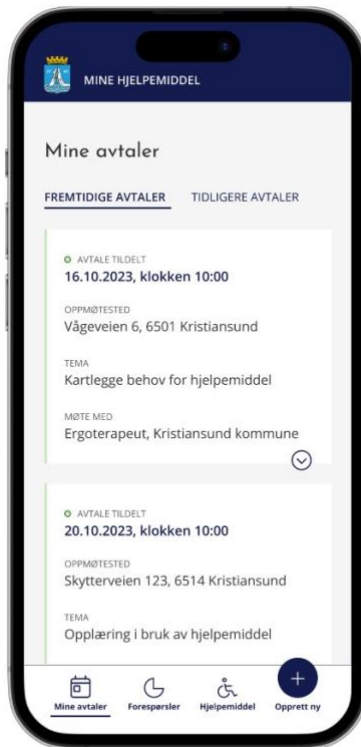
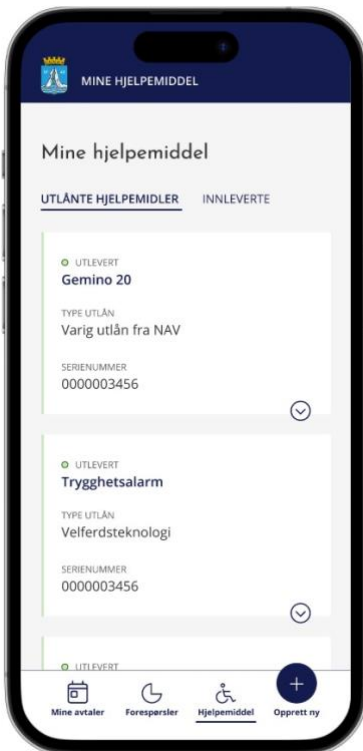
Employees should be able to have different access levels to Påkoble Hjelpemiddel based on their needs. Role management provides the ability to choose which modules employees have access to and whether they have editing or read-only access.

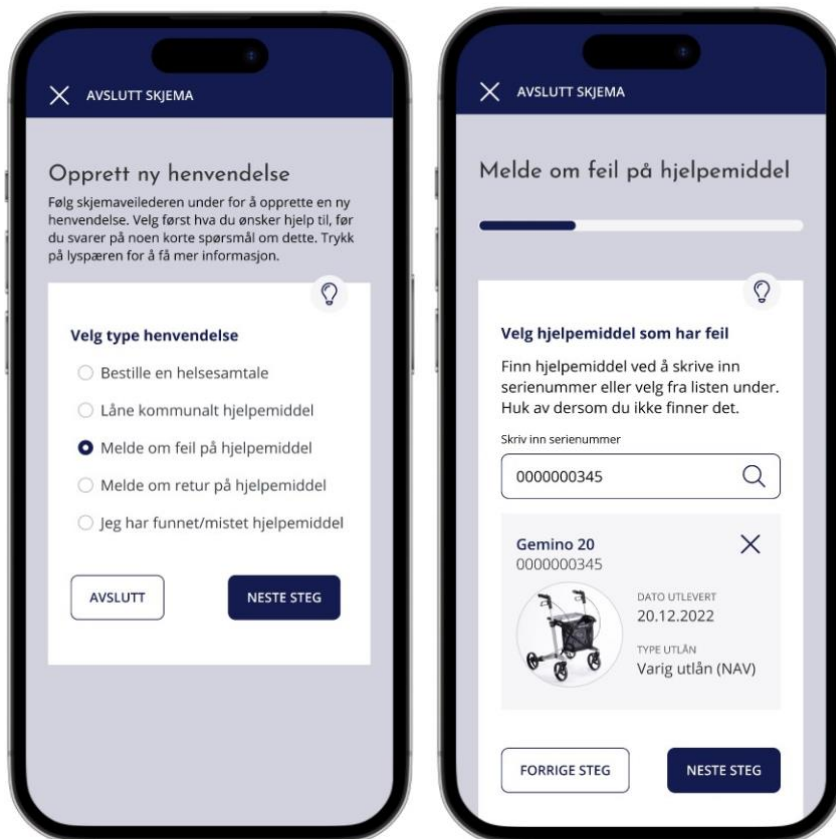
Mapping and Applications

The Mapping and Applications module should include:

- New mapping with justification
- New application
- Submitted applications
- Completed applications
- Tasks related to the delivery of new assistive devices

«Påkoba Hjelpemiddel» for inhabitants





- Users log in with "ID-porten" through the municipality's website
- Can view an overview of appointments (possible to book a health conversation)
- Has their own "Assistive Devices" page with an overview of current and past assistive devices
- o Can create new inquiries
- o Can request a new assistive device
- o Can report an issue with an assistive device
- o Can report the need for a return
- o Can report a found assistive device or register their own as lost
- o Can book a health conversation if there is a need for an assessment for permanent loan