BOC delivery and installation services available

- **To complete and submit on-line HOOFs clinicians must register with BOC.**

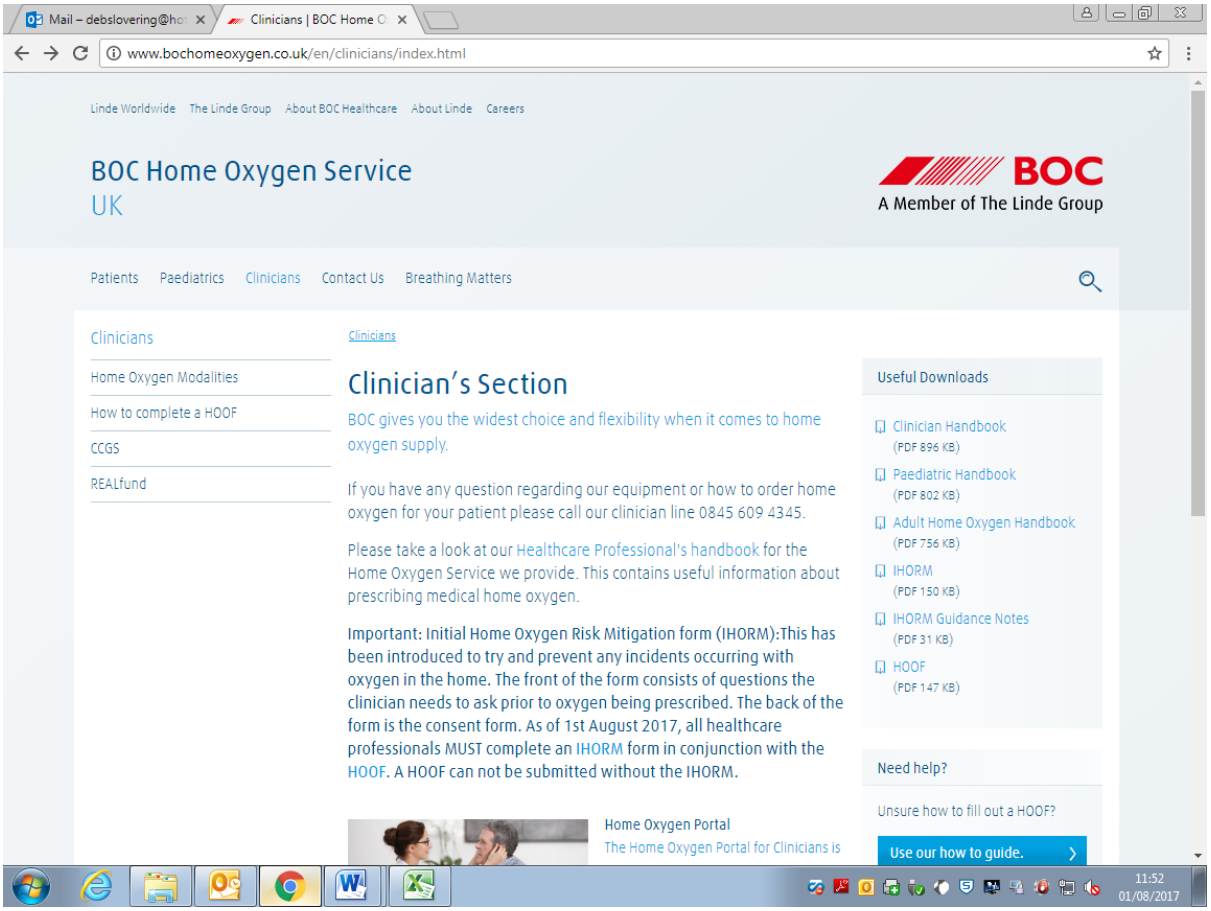
BOC Portal - www.bochop.co.uk

BOC Portal

Once your patient's oxygen order has been entered into the BOC computer system confirmation will be sent which contains the installation date.

BOC Healthcare will provide an installation within three working days from receipt of order.

Below is a screen shot of the portal home page and contains useful information, handbooks and documents for clinicians' use. These may be accessed without a login.



- **A standard delivery service is 3 working days.**
    - Where a 3 day HOOF (Home Oxygen Ordering Form) is received in the days prior to a public holiday, BOC Healthcare will use all reasonable endeavours to provide and complete the supply, in order to avoid the patient having a lengthy delay which would otherwise occur

- **Next working day deliveries are available** for discharge or assessment/follow-up patients
    - To aid discharge planning BOC will also specify AM or PM installation
        - please liaise with BOC to ensure discharged patients are able to receive training
    - ***N.B. cut off for receipt of HOOF for next day delivery is 5pm***

- ***Urgent* supply requests** will be completed within *4 hours of receipt of the request*.

Important note:

There is a next working day delivery service available

(if booked before 4pm)

Please consider this as an alternative to the 4 hour Urgent supply service.

The 4 hour HOOF should be reserved *for emergencies only.*

- ***Please ensure that the most appropriate service is selected***

Contact details for BOC

If you have any questions regarding BOC equipment or how to order home oxygen for your patients:

- **Clinician line 0845 609 4345.**
- **BOC Portal** - www.bochop.co.uk

Compiled by Medicines Management Team Suffolk and North East Essex ICB July 2022