



# Instructions

## on how to execute an e-order for medical devices

### What are medical devices

Medical devices include e.g., prostheses, orthopedic appliances and orthoses, wheelchairs, walking sticks, crutches, walkers, orthopedic shoes, infusion sets for personal insulin pumps, diaper pants, catheters, ostomy appliances (Regulations of the Minister of Health on the list of medical devices issued on order of May 29, 2017 (Journal of Laws 2019, item 1267, as amended)).

### Method of executing e-orders for medical devices

- E-orders for medical devices are usually issued by a doctor, as well as a nurse, midwife, physiotherapist or other authorized person (Article 2 (14) of the Act of 12 May 2011 on the reimbursement of medicines, foodstuffs for special nutritional uses and medical devices - Journal of Laws of 2019, item 784, as amended).
- An e-order for medical devices due monthly may be issued for a period not longer than:
  - 12 consecutive months if the order is issued and verified at the time of unsubscribing. You cannot complete the order in the months that have already passed
  - 6 consecutive months, when the order is written outside the IT system (on the old form) and confirmed for reimbursement by the National Health Fund
- Issuing an e-order for medical devices and confirming it by the e-ZWM system is made by a doctor or a person authorized to issue e-orders, and the patient receives a hard copy printout.
- If an order for medical devices is issued in a paper form outside the e-ZWM system (order verification system), the patient is obliged to confirm the order at the Provincial Department of the National Health Fund. The order can be submitted in person to any chosen IW NFZ or using ICT systems (e.g., scan/email/fax)
- In the case of a TELE-ADVICE, it is also possible to issue an e-order for medical devices to the patient. After positive verification of the order, the patient will be informed about the order number generated by the e-ZWM system (by phone, SMS, e-mail). In this case, the execution of the order in a medical store or pharmacy takes place on the basis of the patient providing the order number and the patient's PESEL number - without a printout of a paper order.
- On the basis of an issued and confirmed e-order printout, medical devices can be purchased at points that have a contract with the National Health Fund for the supply of medical devices. These are most often medical stores or pharmacies. There is no zoning. The patient decides where to shop. If the patient divides the e-order into purchasing parts, each part will have to be fulfilled at the point where the order is placed. Products may vary in price and quality. You can choose a product that is more expensive than the refund limit and pay the difference between the gross price of the product and the refund amount.