

Qi Tracking

Qi Tracking involves the establishment of a BOC plant at a hospital which utilises BOC's PartnerNet Software to order and manage cylinder holdings through an online system.

At BOC our vision for the Qi Tracking Cylinder Management Service is to deliver continuous quality improvement and productivity gains within your organisation. BOC aims to provide significant savings via managed and reduced cylinder holdings and rental costs, while reducing the hospitals effort of Medical Gases Management.

Qi Tracking will be offered to selected hospitals.

MyAccount & WA Govt Healthcare Portal

MyAccount: If your hospital is not being managed under the Qi Tracking system, My Account access will provide you with the ability to manage the entire hospital (or just your own department) from our website. Self-service options allow you to place and track orders, view/pay invoices and manage your cylinder holdings.

WA Govt Portal: BOC understands the importance of the timely resolution of issues that come up throughout our trading relationship. BOC has implemented a customised web page specifically for WA Govt Healthcare employees to formally raise issues with BOC and view the current contracted pricing.

You can view the Portal at www.boc.com.au/WAGOVt

Cylinder Audit Overview

Throughout the course of the contract, hospitals will have access to bi-annual cylinder holdings reports as well as options to conduct annual cylinder audits ensuring that large cylinder disputes will be a thing of the past. BOC will provide reports showing the number of cylinders currently being held on site and for how long each has been held and compare this with the cylinder audits. Each hospital will have the choice to write off any aged cylinder for a fee, or keep it on their account.

Cylinder Audit Types & Process

To ensure effective management and planning of customer cylinder audit processes a preferred option needs to be advised to BOC before 30th April (each year).

Option A - On-site Audits by BOC

BOC conduct annual on-site audits at a rate of \$45.68 per hour which includes a detailed report and analysis of the results

Option B - Stock Agreement Form

BOC will provide a current cylinder holding report on an annual basis. On-site audit to be conducted by a hospital representative to identify any cylinder anomalies

Option C - Portable Scanners/Mobile Phone App – Coming Soon

BOC is in the final stages of developing a portable scanner and a mobile app for conducting on-site audits. The technology allows a hospital to complete their own audits and the data is sent to BOC in real time for analysis.

The following process will commence:

1. Customer advises preferred option before 30th April (each year)
2. Audit completed using the preferred option to determine the cylinder count and identify any anomalies
3. The completed audit result will be returned to the BOC Account Manager
4. Query is generated to investigate the cylinder anomalies
5. BOC to investigate and determine the life cycle of the cylinder (returned or lost)
 - a. If returned to BOC, cylinder holding to be corrected
 - b. If lost or missing, BOC to provide the cylinder information like the Proof of Delivery and Barcodes for customer to locate the cylinder
 - c. If confirmed lost and unable to locate the missing cylinder by the customer the Lost Cylinder process will apply

Lost Cylinder Process

1. Customers that identify lost or missing items as a result of on-site audits, holdings reports or any other means will request BOC to write off those items.
2. The replacement fee will be a 50% discount off the replacement value that would normally be charged to a non-CUA customer. The discounted replacement fees are listed in Schedule 5 – Pricing of CUA GAS2016.
3. If a written-off cylinder is subsequently returned to the contractor then no refunds will be provided and no additional rental payments will be requested.

For more detailed information around Qi Tracking, Cylinder Audits and My Account please contact your BOC Territory Manager.