

BOC Delivery and Installation Services

To complete and submit an on-line Home Oxygen Ordering Form (HOOF) 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 which contains useful information, handbooks and documents for clinicians' use. These may be accessed without a login.

The screenshot shows a web browser window displaying the BOC Home Oxygen Service UK website. The page is titled "Clinician's Section" and provides information for healthcare professionals. The main content includes a welcome message, contact information (0845 609 4345), and a section on the Initial Home Oxygen Risk Mitigation form (IHORM). A sidebar on the right lists "Useful Downloads" such as the Clinician Handbook, Paediatric Handbook, and IHORM form. The website is a member of The Linde Group.

A standard delivery service is 3 working days

- Where a 3-day HOOF 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 for if booked before 5pm

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