

VA Remote Order Entry System (ROES) for DoD Audiology Staff

presented by

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Senior Software Developer

Denver Acquisition & Logistics Center



What we do...

The Denver Acquisition & Logistics Center (DALC) serves eligible veterans worldwide by distributing hearing aids, accessories, and batteries; prosthetic items; aids for the visually impaired; and orthopedic items to their homes and VA clinics, as well as providing them with hearing aid repair service. The DALC is also a premier purchasing and logistics provider to VA clinics and to Department of Defense medical facilities.

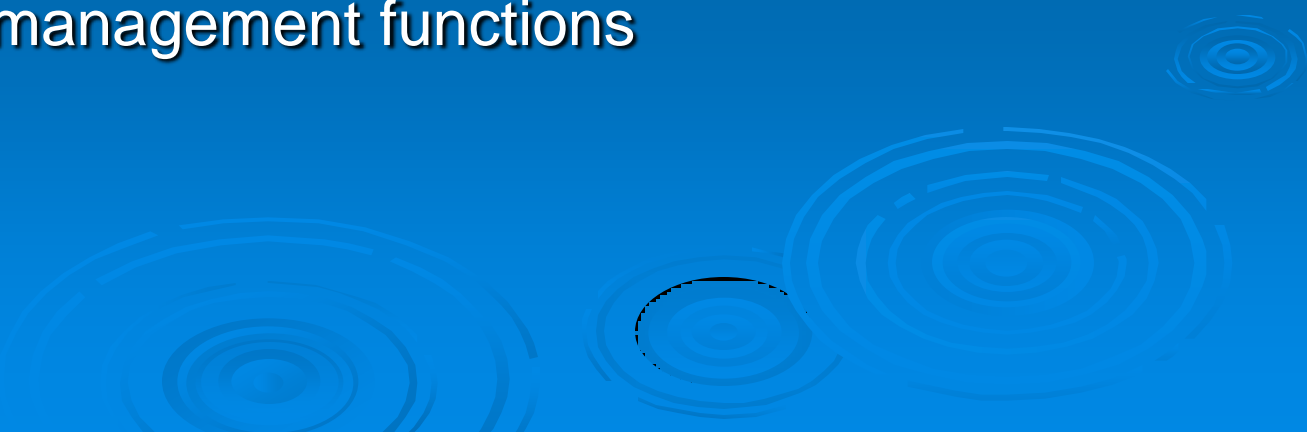
DALC Systems

The cornerstone of the DALC information management and automated systems is the Remote Order Entry System (ROES), developed at the DALC to streamline access to products and services. ROES optimizes functions including order placement, order fulfillment, inventory management and distribution, payment processing and financials, and data analysis and reporting.

History of ROES

- The VA has been using ROES since the early 1990's with major version upgrades every 5-6 years
- Early versions were maintenance intensive but a huge improvement over the manual processes in place
- The web-based version was piloted in 2003
- It is more robust and user friendly, and includes enhanced features
- Orders are processed fast, with fewer errors, providing better service to our Veterans, active duty service members and stakeholders
- DoD began ordering from the DALC in 1997 to benefit from our national contracts

ROES Functions

- Order placement for hearing aids and FM devices
 - Simplified model changes and component adjustments during the 180 day trial period
 - Registration of devices for specific patients
 - Clinic stock orders for batteries, ALDs, hearing aid accessories and other commodities
 - Access to a patient's order history and hearing aid repair record
 - Access to sales reports
 - User and site management functions
- 
- The bottom of the slide features several decorative concentric circles in a lighter shade of blue, resembling ripples in water, positioned in the lower right and bottom center areas.

Benefits

- Web-based, intuitive point and click interface that is user friendly
- Orders are automatically processed upon submission
- Error checks performed during order entry reduce follow up phone calls
- System generated order forms
- On-line access to sales reports, hearing aid technical specifications and more

Benefits

- Reduces provider time spent on administrative tasks allowing more time for patient care
- Allows sharing of healthcare information between DoD and VA
- Provides a seamless transition from active duty to veteran status
- Software upgrades and enhancements are performed at the DALC
- Problem resolution is timely and suggestions for improvement are always welcomed!

Let's take a look!





UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

DENVER ACQUISITION AND LOGISTICS CENTER

Patient Actions

Station Actions

Reports

What's New in ROES?

FAQ's

Customer Survey

Quit

Welcome to the ROES Desktop Entry Page

Select the "Patient Actions" link to perform follow-up actions for patients, such as the placement of battery orders, certifying and issuing devices and entering service requests. You may also view the detail for, or track the status of, previously placed orders. This entry point does not require a transfer of patient information from your medical center's computer, so multiple patients may be accessed with one session log-on. Only batteries and accessories may be ordered for the patient through this link.

Select the "Station Actions" link to place station stock orders for all available commodities. View the detail for, or track the status of, previously placed orders, search the ROES database for a serial number, or view a patient's audiogram.

Select the "Pending Actions" link to view orders awaiting supervisory approval, certification and issue.

Select the "Reports" link to print, display or e-mail various reports provided by the DALC. You may also print selected DALC forms, such as the "Security Agreement Form".

[Click here](#) for a detailed list of available functionality provided by these links.

Important Links

[Contact Us!](#)
[Get Current Verify Code](#)
[Edit User Characteristics](#)

Catalog

[Accessories](#)
[Aids for the Visually Impaired](#)
[Assistive Devices](#)
[Assistive Listening Devices](#)
[Batteries](#)
[Orthotic Softgoods](#)
[Prosthetic Socks](#)

[Hearing Aid Order Template](#)
[Employee Setup Checklist](#)
[Print Security Agreement Form](#)

ROES TIP

Please do not use the 'back' button on your mouse to navigate within ROES 3! This is a Windows feature and not recognized by the ROES 3 application. There is a good chance that you will receive an error if you do this.

ROES

Patient Lookup

Enter Patient or Purchase Order Number

[Lookup Help](#)

Search

Add New Patient

Home

Enter New Patient Information

Fields marked with an "*" are required

*Patient: (Last,First M. 1-30 char.)

*DOB:

*Eligibility: ACTIVE DUTY

*Eligibility Clinic: LACKLAND AFB

Address 1:

Address 2:

Address 3:

City:

State: Select from list

Zip:

Home Phone:

Other Phone:

Email Address:

*SSN:

*Disability: HEAR/IMP

*Hearing Aid Use: Binaural

Temp Address 1:

Temp Address 2:

Temp Address 3:

Temp City:

Temp State: Select from list

Temp Zip:

Temp Phone:

Temp Start Date:

Temp End Date:

Save

Exit

Enter New Patient Information

Fields marked with an "*" are required

Patient:** SMITH,JOHN (Last,First M. 1-30 char.)SSN:** 102-46-7733***DOB:*****Eligibility:** ACTIVE DUTY***Eligibility Clinic:** LACKLAND AFB**Address 1:****Address 2:****Address 3:****City:****State:** Select from list**Zip:****Home Phone:****Other Phone:****Email Address:*****Disability:** HEAR/IMP***Hearing Aid Use:** Binaural**Temp Address 1:****Temp Address 2:****Temp Address 3:****Temp City:****Temp State:** Select from list**Temp Zip:****Temp Phone:****Temp Start Date:****Temp End Date:**

Save

Exit

ROES

Patient Lookup

Enter Patient or Purchase Order Number

[Lookup Help](#)

ROES

Patient Lookup

Enter Patient or Purchase Order Number

[Lookup Help](#)

Select a patient

Select a patient

TEST,ARMY3, 134343222

TEST,PATIENT, 443223322

TESTING,THIS, 645377847

ROES

Patient Lookup

Enter Patient or Purchase Order Number

[Lookup Help](#)

ROES

Patient Information

Patient: TEST,PATIENT

SSN: 443-22-3322

Primary Eligibility: SERVICE CONNECTED 50% to 100%

Date of Birth: FEB 22, 1922

Date of Death:

Permanent Address

Address 1: 123 S ELM

Address 2:

Address 3:

City: MUSKOGEE

State: OK

Zip: 73477

Phone: (918) 423-5950

Temporary Address

Address 1: 552 WEST BLVD

Address 2:

Address 3:

City: PHOENIX

State: AZ

Zip: 90221

Phone: (602) 513-5998

Temp Start Date:

Temp End Date:

Disability	Eligibility	Eligibility Date	Eligibility Station	Remarks
DEAF/B	SC FOR DISABILITY	12/27/93	DENVER	
HEAR/IMP	ACTIVE DUTY	10/06/98	WALTER REED	

[Order History](#)

View Order History

ROES Patient Orders - Processed

Ordering Station: LAFB - LACKLAND AFB

Patient: TEST,PATIENT

SSN: 443-22-3322

DOB: FEB 22, 1922

Tran Date	Order Number	Order Type	By	Status	Serial #	Item
11/27/98	G79837-0002	CUSTOM HEARING AIDS	DDS	COMPLETE	8765	CE 9
02/06/98	G58690-0015	CUSTOM HEARING AIDS	KAW	COMPLETE	CE81234	CE 9
01/28/98	G98012-0010	CUSTOM HEARING AIDS	KAW	COMPLETE	ST98005	CE L9
01/08/96	G99008-0013	CUSTOM HEARING AIDS	KAW	COMPLETE	K88889	CE 9
				COMPLETE	K88890	CE 9

<< BACK

FORWARD>>

Unprocessed Orders

Processed Orders

[Select an Action:](#)[Exit Roes](#)[Digital Hearing Aids](#)[FMs/Remotes/CI Processors](#)[Other Commodities](#)[Service Request](#)[Device Registration](#)[Cochlear Implants](#)[CI Registry](#)[Record Updates](#)[Select Another Patient](#)[Station Parameters](#)[Pending Actions](#)[Authorized Aids](#)[Audiogram Search](#)

ROES

Digital Hearing Aid Order Form - page 1
Hearing Aid Information

closes in 20 min

Patient: TEST,PATIENT

SSN: 443-22-3322

Disability: HEAR/IMP ▾

Expected Cosigner: None Selected ▾

Requested By: BLUMENTHAL,MARY ANN ▾

Requester's Service: AUDIOLOGY AND SPEECH PATHOLOGY ▾

Fitting: ☐ Right
☐ Left
☒ Both

Select a Make ▾

RIGHT SIDE

Model: ▾

[technical specifications](#)☒ All ☐ BTE ☐ Full ☐ Half ☐ Canal ☐ CIC ☐ RIC

LEFT SIDE

Model: ▾

[technical specifications](#)☒ All ☐ BTE ☐ Full ☐ Half ☐ Canal ☐ CIC ☐ RIC

Click for Search feature



Select a remote: ▾

Exit

Reset

Forward>>

Help with this page

ROES

Digital Hearing Aid Order Form - page 1 Hearing Aid Information

closes in 20 min

Patient: TEST,PATIENT

SSN: 443-22-3322

Disability: HEAR/IMP

Expected Cosigner: None Selected

Requested By: BLUMENTHAL,MARY ANN

Requester's Service: AUDIOLOGY AND SPEECH PATHOLOGY

Fitting: ☐ Right
☐ Left
☒ Both

RIGHT SIDE

Model:

[technical specifications](#)

☒ All ☐ BTE ☐ Full ☐ Half ☐ Canal ☐ CIC

[Click for Search feature](#)

Exit

Reset

Forward>>

- Select a Make
- Select a Make
 - BERNAFON
 - GN RESOUND
 - INTERTON (WIRELESS)
 - MICRO-TECH
 - OTICON
 - PHONAK
 - PHONAK (R&D)
 - PHONAK (WIRELESS)
 - SIEMENS
 - SONIC INNOVATIONS
 - STARKEY
 - UNITRON

LEFT SIDE

Model:

[technical specifications](#)

☐ BTE ☐ Full ☐ Half ☐ Canal ☐ CIC ☐ RIC

Select a remote:

[Help with this page](#)

ROES

Digital Hearing Aid Order Form - page 1
Hearing Aid Information

closes in 20 min

Patient: TEST,PATIENT

SSN: 443-22-3322

Disability: HEAR/IMP ▾

Expected Cosigner: None Selected ▾

Requested By: BLUMENTHAL,MARY ANN ▾

Requester's Service: AUDIOLOGY AND SPEECH PATHOLOGY ▾

Fitting: ☐ Right☐ Left☒ Both

SONIC INNOVATIONS ▾

RIGHT SIDE

Model:

Select a Model ▾

Select a Model

ION 200 BTE

ION 400 BTE

TOUCH 12 RIC

TOUCH 24 RIC

TOUCH 6 RIC

VELOCITY 12 CIC

VELOCITY 12 HS

VELOCITY 12 ITC

VELOCITY 12 ITE

VELOCITY 12 MINI BTE

VELOCITY 12 POWER ITE

VELOCITY 12 STANDARD P BTE

VELOCITY 24 CIC

VELOCITY 24 HS

VELOCITY 24 ITC

VELOCITY 24 ITE

VELOCITY 24 MINI BTE

VELOCITY 24 POWER ITE

VELOCITY 24 STANDARD P BTE

VELOCITY 6 CIC

VELOCITY 6 HS

VELOCITY 6 ITC

VELOCITY 6 ITE

VELOCITY 6 MINI BTE

VELOCITY 6 POWER ITE

VELOCITY 6 STANDARD P BTE

☒ All ☐ BTE

Click for Search fea

Exit

al ☐ CIC ☐ RIC

>> <<

Forward>>

LEFT SIDE

Model:

Select a Model ▾

[technical specifications](#)☒ All☐ BTE☐ Full☐ Half☐ Canal☐ CIC☐ RIC

Select a remote: ▾

Help with this page

ROES

Digital Hearing Aid Order Form - page 1
Hearing Aid Information

closes in 20 min

Patient: TEST,PATIENT

SSN: 443-22-3322

Disability: HEAR/IMP ▾

Expected Cosigner: None Selected ▾

Requested By: BLUMENTHAL,MARY ANN ▾

Requester's Service: AUDIOLOGY AND SPEECH PATHOLOGY ▾

Fitting: ☐ Right☐ Left☒ Both

SONIC INNOVATIONS ▾

RIGHT SIDE

Model:

Select a Model ▾

Select a Model ▾

TOUCH 12 RIC

TOUCH 24 RIC

TOUCH 6 RIC

☐ All☐ BTE☐ Half☐ Canal☐ CIC☒ RIC

Click for Search feature



LEFT SIDE

Model:

Select a Model ▾

[technical specifications](#)☒ All☐ BTE☐ Full☐ Half☐ Canal☐ CIC☐ RIC

Select a remote: ▾

Exit

Reset

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Help with this page

ROES 3 Digital Hearing Aid Search Form

Select one or more groups:

☐ All groups
 ☐ Custom ITE
 ☒ Standard BTE
 ☐ Open Fit BTE
 ☐ RIC
 ☐ CROS/BICROS/Multi-CROS

☐ All styles
☐ Full Shell
☐ Half Shell
☐ Canal
☐ CIC

Telephone Response: ☐ Telecoil

☐ Automatic

☐ Automatic telecoil

☐ Automatic telephone response

☐ Both

Gain: All

Features: ☒ Remote Control

☐ Memory Button

☐ Binaural Synchronization

☐ Slim tube compatible

☐ Directional mic

☐ Volume Control

☐ Direct Audio Input

Search

Vendor	Model	Shell Style	Memories	Cost w/ 2 yr Warranty	Available Remotes	Order for side:
SIEMENS	MOTION 500 P BTE ?	BTE	5	\$ 275.00	Click to Select	<input type="radio"/> L <input type="radio"/> R <input type="radio"/> B
SIEMENS	NITRO 300 SP BTE ?	BTE	5	\$ 275.00	Click to Select	<input type="radio"/> L <input type="radio"/> R <input type="radio"/> B
PHONAK	VERSATA P WIRELESS VZ BTE ?	BTE	5	\$ 332.24	Click to Select	<input type="radio"/> L <input type="radio"/> R <input type="radio"/> B
PHONAK	NAIDA V UP WIRELESS DAZ BTE ?	BTE	5	\$ 332.24	Click to Select	<input type="radio"/> L <input type="radio"/> R <input type="radio"/> B
PHONAK	NAIDA V SP WIRELESS DAZ BTE ?	BTE	5	\$ 332.24	Click to Select	<input type="radio"/> L <input type="radio"/> R <input type="radio"/> B
UNITRON	360+ BTE ?	BTE	3	\$ 333.96	Click to Select	<input type="radio"/> L <input type="radio"/> R <input type="radio"/> B
UNITRON	LATITUDE 16 HP BTE ?	BTE	3	\$ 333.96	Click to Select	<input type="radio"/> L <input type="radio"/> R <input type="radio"/> B
UNITRON	PASSPORT HP BTE ?	BTE	3	\$ 357.97	Click to Select	<input type="radio"/> L <input type="radio"/> R <input type="radio"/> B
SIEMENS	MOTION 700 P BTE ?	BTE	5	\$ 365.00	Click to Select	<input type="radio"/> L <input type="radio"/> R <input type="radio"/> B
PHONAK	NAIDA IX SP WIRELESS VZ BTE ?	BTE	6	\$ 377.26	Click to Select	<input type="radio"/> L <input type="radio"/> R <input type="radio"/> B
PHONAK	NAIDA IX UP WIRELESS VZ BTE ?	BTE	6	\$ 377.26	Click to Select	<input type="radio"/> L <input type="radio"/> R <input type="radio"/> B
PHONAK	EXELIA ART P WIRELESS VZ BTE ?	BTE	6	\$ 377.26	Click to Select	<input type="radio"/> L <input type="radio"/> R <input type="radio"/> B

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Add to Order

Forward>>

ROES

Digital Hearing Aid Order Form - page 3
Circuits/Components/Secondary Features

closes in 20 min

SONIC INNOVATIONS INC
Right Aid: TOUCH 24 RIC

Left Aid: TOUCH 24 RIC

RIGHT

LEFT

Circuit/Components

Circuit: TOUCH 24

Components: None Selected
ADAPTIVE FEEDBACK CANCELLER [STD] AFEED ANOISE

Interfaces: None Selected

D-Mic: NULL STEERING [STD]

Circuit: TOUCH 24

Components: None Selected
ADAPTIVE FEEDBACK CANCELLER [STD] AFEED ANOISE

Interfaces: None Selected

D-Mic: NULL STEERING [STD]

Secondary Features
(* denotes the vendor's factory default)

Shell Color: *BEIGE

Shell Options: None Selected

Faceplate Color: None Selected

Volume Control: None Selected

Venting: None Selected

Dexterity Options: None Selected

Battery Options: None Selected

Wax Prevention: None Selected

Canal Length: None Selected

Shell Retention: None Selected

Comfort Seal: None Selected

Shell Color: *BEIGE

Shell Options: None Selected

Faceplate Color: None Selected

Volume Control: None Selected

Venting: None Selected

Dexterity Options: None Selected

Battery Options: None Selected

Wax Prevention: None Selected

Canal Length: None Selected

Shell Retention: None Selected

Comfort Seal: None Selected

Mic Protection: None Selected

Open Fit Items: None Selected

RIC Options: CLIP, STERLING
CLIP, SLATEEarmold Options: SILICON
LIGHT BROWN *PINK

Miscellaneous: None Selected

Mic Protection: None Selected

Open Fit Items: None Selected

RIC Options: None Selected
CLIP, PUREEarmold Options: *PINK
ACRYLIC *PINK

Miscellaneous: None Selected



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Help with this page

ROES

Digital Hearing Aid Order Form - page 4
Audiometric Data/Vendor Information

closes in 20 min

SONIC INNOVATIONS INC

RIGHT EAR

LEFT EAR

Air and Bone Conduction (KHz)

.25	.5	.75	1	1.5	2	3	4	6	8	.25	.5	.75	1	1.5	2	3	4	6	8
20	35	35	45	50	50	50	55	55	55	25	30	30	35	35	40	40	45	45	50
<- Bone ->																			

Speech Audiometry

MCL: UCL: SRT: dB SDS: % MCL: UCL: > SRT: dB SDS: %

Matrix Selection

Available Matrices: 108/47 Available Matrices: 108/47

2cc Coupler Gain (KHz)

.25	.5	1	2	3	4	6	.25	.5	1	2	3	4	6

Fitting Formula: NAL-NL1

None selected

NAL-R

NAL-NL1

Berger

POGO

POGO II

Libby

Cox

DSL

IHAF

Fig.6

Clinic Staff Comments

<-- What's This?

Special Instructions:

200 remaining

Please send:

Labels: ☐Earmold Order Forms: ☐Impression Boxes: ☐Overnight Labels: ☐

Patient Delivery Address for Batteries

[Click here to edit/check](#)

Station Delivery Address for Aids

[Click here to edit/check](#)

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Billing Information

Billing Method: Purchase card: ☐

Tracking number:

Bill account: ☒

Purchase Card Information (all fields are required)

Card Holder Name:
(Exactly as shown on card)Purchase Card Number:
(Must be 16 numbers, with or without dashes)

Expiration Date: Select month month Select year year

Card Holder Phone:

Billing Street Address:
(Number and street name or PO box)

Billing Zip Code:

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Clear

Continue>>

ROES

Contract Hearing Aid Order Summary

SONIC INNOVATIONS INC

Item	Primary/Secondary Features	Ear	Cost of Item	Cost of Warranty	Total Cost
TOUCH 24 RIC HCPCS: V5050 PO#: Pending	TOUCH 24 NULL STEERING [STD] ADAPTIVE FEEDBACK CANCELLER [STD] AUTOMATIC NOISE REDUCTION [STD] CORFIG [STD] FIXED FEEDBACK CANCELLER [STD] PROGRAM BUTTON [STD] SONIC SOUND [STD] UNIVERSAL MODE [STD] VOICE MANAGER [STD] CANAL CLOSED EARMOLD RECEIVER SIZE 0 EO = PINK SC = BEIGE	Left	\$ 345.69	N/C	\$345.69
TOUCH 24 RIC HCPCS: V5050 PO#: Pending	TOUCH 24 NULL STEERING [STD] ADAPTIVE FEEDBACK CANCELLER [STD] AUTOMATIC NOISE REDUCTION [STD] CORFIG [STD] FIXED FEEDBACK CANCELLER [STD] PROGRAM BUTTON [STD] SONIC SOUND [STD] UNIVERSAL MODE [STD] VOICE MANAGER [STD] CANAL CLOSED EARMOLD RECEIVER SIZE 0 EO = PINK SC = BEIGE	Right	\$ 345.69	N/C	\$345.69

Delivery location: LAFB - LACKLAND AFB

Total cost:

\$691.38

Exit without Saving

<< Back

Submit

Contract Hearing Aid Order Summary

SONIC INNOVATIONS INC

Item	Primary/Secondary Features	Ear	Cost of Item	Cost of Warranty	Total Cost
TOUCH 24 RIC HCPCS: V5050 PO#: G02171-0001	TOUCH 24 NULL STEERING [STD] ADAPTIVE FEEDBACK CANCELLER [STD] AUTOMATIC NOISE REDUCTION [STD] CORFIG [STD] FIXED FEEDBACK CANCELLER [STD] PROGRAM BUTTON [STD] SONIC SOUND [STD] UNIVERSAL MODE [STD] VOICE MANAGER [STD] CANAL CLOSED EARMOLD RECEIVER SIZE 0 EO = PINK SC = BEIGE	Left	\$ 345.69	N/C	\$345.69
TOUCH 24 RIC HCPCS: V5050 PO#: G02171-0001	TOUCH 24 NULL STEERING [STD] ADAPTIVE FEEDBACK CANCELLER [STD] AUTOMATIC NOISE REDUCTION [STD] CORFIG [STD] FIXED FEEDBACK CANCELLER [STD] PROGRAM BUTTON [STD] SONIC SOUND [STD] UNIVERSAL MODE [STD] VOICE MANAGER [STD] CANAL CLOSED EARMOLD RECEIVER SIZE 0 EO = PINK SC = BEIGE	Right	\$ 345.69	N/C	\$345.69



Delivery location: LAFB - LACKLAND AFB

Total cost:	\$691.38
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[Print Order FORM](#)[Display Order FORM](#)[Exit](#)

SONIC INNOVATIONS

DEPARTMENT OF VETERANS AFFAIRS
HEARING AID ORDER FORM

Ordering Clinic:	Ship to:	Bill to:
LAFB - LACKLAND AFB	Lackland AFB (126)	VA DALC
Account #:	SUITE 1	
	2200 BERGQUIST DR	
	LACKLAND AFB,TX 78236	
	Account #:	

Contact Name: BLUMENTHAL,MARY ANN	Contact Phone: 303.914.5162
Contact e-mail address: mary.ann.blumenthal@va.gov	

Purchase Order #: 791G02171-0001	Vendor: SONIC INNOVATIONS
Patient: TEST,PATIENT-3322	Contract #: VA791-P-0074
Order Date: FEB 17, 2010	

New Order Information	
RIGHT EAR	LEFT EAR
Model: TOUCH 24 RIC Warranty: 2 yr Circuit: TOUCH 24 Options: NULL STEERING [STD], ADAPTIVE FEEDBACK CANCELLER [STD], AUTOMATIC NOISE REDUCTION [STD], CORFIG [STD], FIXED FEEDBACK CANCELLER [STD], PROGRAM BUTTON [STD], SONIC SOUND [STD], UNIVERSAL MODE [STD], VOICE MANAGER [STD], CANAL CLOSED EARMOLD, RECEIVER SIZE 0 SHELL COLOR: BEIGE	Model: TOUCH 24 RIC Warranty: 2 yr Circuit: TOUCH 24 Options: NULL STEERING [STD], ADAPTIVE FEEDBACK CANCELLER [STD], AUTOMATIC NOISE REDUCTION [STD], CORFIG [STD], FIXED FEEDBACK CANCELLER [STD], PROGRAM BUTTON [STD], SONIC SOUND [STD], UNIVERSAL MODE [STD], VOICE MANAGER [STD], CANAL CLOSED EARMOLD, RECEIVER SIZE 0 SHELL COLOR: BEIGE

Remote:	Remote Warranty:
---------	------------------

Audiometric Data (KHz)																			
.25	.5	.75	1	1.5	2	3	4	6	8	.25	.5	.75	1	1.5	2	3	4	6	8
20	35	35	45	50	50	50	55	55	55	25	30	30	35	35	40	40	45	45	50
<- Bone ->																			

Matrix Selection					
MPO	Gain	Slope	MPO	Gain	Slope
108	47		108	47	

Call before making changes? Yes Fitting Formula: **NAL-NL1**

Special Instructions:

Also Send:

View Order History

ROES Patient Orders - Processed

Ordering Station: LAFB - LACKLAND AFB

Patient: TEST,PATIENT

SSN: 443223322

DOB: FEB 22, 1922

Tran Date	Order Number	Order Type	By	Status	Serial #	Item
02/17/10	G02171-0001	CUSTOM HEARING AIDS	MAB	ISSUE PENDING ISSUE PENDING		TOUCH 24 RIC TOUCH 24 RIC
11/27/98	G79837-0002	CUSTOM HEARING AIDS	DDS	COMPLETE	8765	CE 9
02/06/98	G58690-0015	CUSTOM HEARING AIDS	KAW	COMPLETE	CE81234	CE 9
01/28/98	G98012-0010	CUSTOM HEARING AIDS	KAW	COMPLETE	ST98005	CE L9
01/08/96	G99008-0013	CUSTOM HEARING AIDS	KAW	COMPLETE	K88889	CE 9
				COMPLETE	K88890	CE 9

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FORWARD>>

Unprocessed Orders

Processed Orders

[Select an Action:](#)[Exit Roes](#)[Digital Hearing Aids](#)[FMs/Remotes/CI Processors](#)[Other Commodities](#)[Service Request](#)[Device Registration](#)[Cochlear Implants](#)[CI Registry](#)[Record Updates](#)[Select Another Patient](#)[Station Parameters](#)[Pending Actions](#)[Authorized Aids](#)[Audiogram Search](#)

ROES

Order Detail

Patient: TEST,PATIENT**SSN:** 443223322[Print Page](#)**Order Date:** FEB 17, 2010**Order Type:** CUSTOM HEARING AID ORDER**Ordered by:** BLUMENTHAL,MARY ANN**Status:** *ISSUE DATE PENDING***Approved by:** BLUMENTHAL,MARY ANN**Approval Date:** FEB 17, 2010**Eligibility:** AD**Disability Code:** HEAR/IMP**Date Vendor Shipped:****Clinic Staff Comment:****Purchase Order:** G02171-0001**Vendor:** SONIC INNOVATIONS INC**Requested Care On:** NA**Audiological Asmt.:** NA**Fitting:** BINAURAL**Issuing Station:** Issue Pending**Issuing Audiologist:** BLUMENTHAL,MARY ANN**Expected Cosigner:** Not Applicable**Cancel Reason:** Select a cancel reason

Model	Wrtty	Ear	Certify	Serial Number	Battery	Issue Date	Cancel	Status
TOUCH 24 RIC FEED,WDRC11,APP,MEM/S,AFEED,ANOISE,AUTO,OCL,REC,EM11,SPEECH,CRR2	2 yr	Left	<input type="checkbox"/>		Click to select	<input type="text"/> Calendar	<input type="checkbox"/>	Certification Pending
TOUCH 24 RIC FEED,WDRC11,APP,MEM/S,AFEED,ANOISE,AUTO,OCL,REC,EM11,SPEECH,CRR2	2 yr	Right	<input type="checkbox"/>		Click to select	<input type="text"/> Calendar	<input type="checkbox"/>	Certification Pending

Send Batteries for primary devices: Yes: ☐ No: ☒

Total Price: \$ 691.38

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Submit

Print 2477b

Print Order Förm

Display Order FORM

ROES

Order Detail

Patient: TEST,PATIENT**SSN:** 443223322[Print Page](#)**Order Date:** FEB 17, 2010**Order Type:** CUSTOM HEARING AID ORDER**Ordered by:** BLUMENTHAL,MARY ANN**Status:** *ISSUE DATE PENDING***Approved by:** BLUMENTHAL,MARY ANN**Approval Date:** FEB 17, 2010**Eligibility:** AD**Disability Code:** HEAR/IMP**Date Vendor Shipped:****Clinic Staff Comment:****Purchase Order:** G02171-0001**Vendor:** SONIC INNOVATIONS INC**Requested Care On:** NA**Audiological Asmt.:** NA**Fitting:** BINAURAL**Issuing Station:** Issue Pending**Issuing Audiologist:** BLUMENTHAL,MARY ANN**Expected Cosigner:** Not Applicable**Cancel Reason:** Select a cancel reason

Model	Wrtty	Ear	Certify	Serial Number	Battery	Issue Date	Cancel	Status
TOUCH 24 RIC FEED,WDR11,APP,MEM/S,AFEED,ANOISE,AUTO,OCL,REC,EM11,SPEECH,CRR2	2 yr	Left	<input type="checkbox"/>		Click to select	<input type="text"/> Calendar	<input type="checkbox"/>	Certification Pending Trial period expires AUG 26, 2010
TOUCH 24 RIC FEED,WDR11,APP,MEM/S,AFEED,ANOISE,AUTO,OCL,REC,EM11,SPEECH,CRR2	2 yr	Right	<input type="checkbox"/>		Click to select	<input type="text"/> Calendar	<input type="checkbox"/>	Certification Pending

Send Batteries for primary devices: Yes: ☐ No: ☒

Total Price: \$ 691.38

<< Back

Submit

Print 2477b

Print Order Form

Display Order FORM

View Order History

ROES Patient Orders - Processed

Ordering Station: LAFB - LACKLAND AFB

Patient: TEST,PATIENT

SSN: 443223322

DOB: FEB 22, 1922

Tran Date	Order Number	Order Type	By	Status	Serial #	Item
02/17/10	G02171-0001	CUSTOM HEARING AIDS	MAB	ISSUE PENDING ISSUE PENDING		TOUCH 24 RIC TOUCH 24 RIC
11/27/98	G79837-0002	CUSTOM HEARING AIDS	DDS	COMPLETE	8765	CE 9
02/06/98	G58690-0015	CUSTOM HEARING AIDS	KAW	COMPLETE	CE81234	CE 9
01/28/98	G98012-0010	CUSTOM HEARING AIDS	KAW	COMPLETE	ST98005	CE L9
01/08/96	G99008-0013	CUSTOM HEARING AIDS	KAW	COMPLETE COMPLETE	K88889 K88890	CE 9 CE 9

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FORWARD>>

Unprocessed Orders

Processed Orders

[Select an Action:](#)[Exit Roes](#)[Digital Hearing Aids](#)[FMs/Remotes/CI Processors](#)[Other Commodities](#)[Service Request](#)[Device Registration](#)[Cochlear Implants](#)[CI Registry](#)[Record Updates](#)[Select Another Patient](#)[Station Parameters](#)[Pending Actions](#)[Authorized Aids](#)[Audiogram Search](#)

ROES

Commodity Order Form

closes in 20 min

Patient: TEST,PATIENT

SSN: 443223322

Disability Code:

HEAR/IMP ▾

[Help with Disability Codes](#)

Patient's current disabilities:

DEAF/B, HEAR/IMP

Requested By:

BLUMENTHAL,MARY ANN ▾

Requestor's Service:

AUDIOLOGY AND SPEECH PATHOLOGY ▾

Select Commodity Group:

Batteries ▾

[Catalog: Batteries](#)

Select Vendor:

All ▾

Select Item:

ZA10 (8/pkg) ▾

[refresh](#)[Item NAME Search](#)[Keyword Search](#)

Quantity (each):

8 ▾

Type of Transaction:

Initial ▾

Current delivery address is patient's permanent address.

[Click to verify/edit the patient delivery address](#)[Click to ship patient order to facility](#)

Delivery Category:



Routine



Priority



Emergency

Enter a phone number for emergency orders:

DALC Quantity on Hand: 339

****Manual processing is required for orders with remarks****
This may delay the processing of your order.

Remarks:

[Exit](#)[Reset](#)[Help with this page](#)[Keyword List](#)[Add to Order](#)

ROES

Commodity Order Form

closes in 20 min

3223322

Patient: TEST,PATIENT

Disability Code:

Patient's current disabilities:

Requested By:

Requestor's Service:

Select Commodity Group:

Select Vendor:

Select Item:

ZA10 (8/pkg)
ZA13 (6/pkg)
ZA312 (6/pkg)
ZA41 (3/pkg)
ZA5
ZA675 (12/pkg)
ALK1604 (6/pkg)
ALKAA (4/pkg)
ALKAAA
ALKC (1/pkg)
ALKD (6/pkg)
ALKN (12/pkg)
C411 (6/pkg)
M12 (2/pkg)
M13 (2/pkg)
M132 (6/pkg)
M164 (6/pkg)
M312 (6/pkg)
M401 (2/pkg)
M401ROV (2/pkg)
M41 (6/pkg)
M675 (6/pkg)
MAA (4/pkg)
NICAD-ROMET
NICAD-SERVOX
NICAD1604
NIMH1604
S13 (6/pkg)
S312 (10/pkg)
S41 (6/pkg)
ZA10 (8/pkg)

[Help with Disability Codes](#)

Y ANN

PEECH PATHOLOGY

[Batteries](#)

refresh

Item NAME Search

Keyword Search

Quantity (each):

8

Type of Transaction:

Initial

Current delivery address is patient's permanent address.

Click to verify/edit the patient delivery address

Click to ship patient order to facility

Delivery Category:

☒ Routine ☐ Priority ☐ Emergency

Enter a phone number for emergency orders:

DALC Quantity on Hand: 339

****Manual processing is required for orders with remarks****
This may delay the processing of your order.

Remarks:

Exit

Reset

Help with this page

Keyword List

Add to Order

ROES

Commodity Order Form

closes in 20 min

Explorer User Prompt

Script Prompt:

Enter one or more characters of the item name you are searching for.

OK

Cancel

nid

Requested By: BLUMENTHAL,MARY ANN

Requestor's Service: AUDIOLOGY AND SPEECH PATHOLOGY

Select Commodity Group: Batteries [Catalog: Batteries](#)

Select Vendor: All

Select Item: ZA10 (8/pkg)

refresh

Item NAME Search

Keyword Search

Quantity (each): 8

Type of Transaction: Initial

Current delivery address is patient's permanent address.

Click to verify/edit the patient delivery address

Click to ship patient order to facility

Delivery Category:

☒ Routine ☐ Priority ☐ Emergency

Enter a phone number for emergency orders:

DALC Quantity on Hand: 339

****Manual processing is required for orders with remarks****
This may delay the processing of your order.

Remarks:

Exit

Reset

Help with this page

Keyword List

Add to Order

ROES

Commodity Order Form

closes in 20 min

Patient: TEST,PATIENT

SSN: 443223322

Disability Code:

HEAR/IMP ▾

[Help with Disability Codes](#)

Patient's current disabilities: DEAF/B, HEAR/IMP

Requested By:

BLUMENTHAL,MARY ANN ▾

Requestor's Service:

AUDIOLOGY AND SPEECH PATHOLOGY ▾

Select Commodity Group:

Batteries ▾

[Catalog: Batteries](#)

Select Vendor:

All ▾

Select Item:

NICAD-ROMET ▾

refresh

NICAD-ROMET

NICAD-SERVIX

NICAD1604

Item NAME Search

Keyword Search

Quantity (each):

6 ▾

Type of Transaction:

Initial ▾

Current delivery address is patient's permanent address.

[Click to verify/edit the patient delivery address](#)[Click to ship patient order to facility](#)

Delivery Category:

☒ Routine ☐ Priority ☐ Emergency

Enter a phone number for emergency orders:

DALC Quantity on Hand:

****Manual processing is required for orders with remarks****
This may delay the processing of your order.

Remarks:

Exit

Reset

Help with this page

Keyword List

Add to Order

ROES

Order Summary

Patient: TEST,PATIENT -

Commodity Group	Item	Delivery Category	Quantity	Unit Price	Total Price	
BATTERIES	ZA10 HCPCS:unknown Order #:Pending	Routine	8	0.57	\$4.56	<input type="button" value="delete"/> <input type="button" value="edit"/>

Totals:

8

\$4.56

ROES

Order Summary

Patient: TEST,PATIENT -

Commodity Group	Item	Delivery Category	Quantity	Unit Price	Total Price	
BATTERIES	ZA10 HCPCS:unknown Order #:6238	Routine	8	0.57	\$4.56	<input type="button" value="delete"/> <input type="button" value="edit"/>

Totals:

8

\$4.56

View Order History

ROES Patient Orders - Processed

Ordering Station: LAFB - LACKLAND AFB

Patient: TEST,PATIENT

SSN: 443223322

DOB: FEB 22, 1922

Tran Date	Order Number	Order Type	By	Status	Serial #	Item
02/17/10	G02171-0001	CUSTOM HEARING AIDS	MAB	ISSUE PENDING ISSUE PENDING		TOUCH 24 RIC TOUCH 24 RIC
02/17/10	10-2188735	BATTERIES	PM	PEND.SHIPMT	N/A	ZA10
11/27/98	G79837-0002	CUSTOM HEARING AIDS	DDS	COMPLETE	8765	CE 9
02/06/98	G58690-0015	CUSTOM HEARING AIDS	KAW	COMPLETE	CE81234	CE 9
01/28/98	G98012-0010	CUSTOM HEARING AIDS	KAW	COMPLETE	ST98005	CE L9
01/08/96	G99008-0013	CUSTOM HEARING AIDS	KAW	COMPLETE	K88889	CE 9
				COMPLETE	K88890	CE 9

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Unprocessed Orders

Processed Orders

[Select an Action:](#)[Exit Roes](#)[Digital Hearing Aids](#)[FMs/Remotes/CI Processors](#)[Other Commodities](#)[Service Request](#)[Device Registration](#)[Cochlear Implants](#)[CI Registry](#)[Record Updates](#)[Select Another Patient](#)[Station Parameters](#)[Pending Actions](#)[Authorized Aids](#)[Audiogram Search](#)

ROES

Battery Order Detail

Patient: TEST,PATIENT

SSN: 443223322

Order Date: FEB 17, 2010

Ordered By: BLUMENTHAL,MARY ANN

Order Type: BATTERIES

Status: PEND.SHIPMT

Status Date: FEB 17, 2010

Approved by: BLUMENTHAL,MARY ANN

Approval Date: FEB 17, 2010

Eligibility: AD

Disability Code: HEAR/IMP

Deliv. Cat.: ROUTINE

Ship Date: Pending

Delivery Address: 123 S ELM
MUSKOGEE, OK 73477

Reject Reason:

Item	Make	Quantity	Item Cost	Total Cost	Status
ZA10	RAY-O-VAC	8	0.57	4.56	PEND.SHIPMT

Total Price: \$ 4.56

<< Back

Cancel Order

Print Summary

View Order History

ROES Patient Orders - Processed

Ordering Station: LAFB - LACKLAND AFB

Patient: TEST,PATIENT

SSN: 443223322

DOB: FEB 22, 1922

Tran Date	Order Number	Order Type	By	Status	Serial #	Item
02/17/10	G02171-0001	CUSTOM HEARING AIDS	MAB	ISSUE PENDING ISSUE PENDING		TOUCH 24 RIC TOUCH 24 RIC
11/27/98	G79837-0002	CUSTOM HEARING AIDS	DDS	COMPLETE	8765	CE 9
02/06/98	G58690-0015	CUSTOM HEARING AIDS	KAW	COMPLETE	CE81234	CE 9
01/28/98	G98012-0010	CUSTOM HEARING AIDS	KAW	COMPLETE	ST98005	CE L9
01/08/96	G99008-0013	CUSTOM HEARING AIDS	KAW	COMPLETE COMPLETE	K88889 K88890	CE 9 CE 9

<< BACK

FORWARD>>

Unprocessed Orders

Processed Orders

[Select an Action:](#)[Exit Roes](#)[Digital Hearing Aids](#)[FMs/Remotes/CI Processors](#)[Other Commodities](#)[Service Request](#)[Device Registration](#)[Cochlear Implants](#)[CI Registry](#)[Record Updates](#)[Select Another Patient](#)[Station Parameters](#)[Pending Actions](#)[Authorized Aids](#)[Audiogram Search](#)

ROES

Service Request Form - page 1

Patient: TEST,PATIENT
SSN: 443223322

Disability: HEAR/IMP ▾

Requested By: BLUMENTHAL,MARY ANN ▾


Expected Cosigner: None Selected ▾

The 'Expected Cosigner' field is mandatory if the 'Requested By' person is a Student!

Requestor's Service: AUDIOLOGY AND SPEECH PATHOLOGY ▾

Make	Model	Ear	Serial Number	Warranty Type	Exp Date	Issuing Station	Eligibility Station	
STARKEY	CE 9	Left	7653	OUT OF WRNTY		791	LAFB	Select1
STARKEY	CE 9	Right	9854	OUT OF WRNTY		791	LAFB	Select2
STARKEY	CE 9	Left	13413444	OUT OF WRNTY		WRAMC	LAFB	Select3
STARKEY	CE 9	Left	987345875	OUT OF WRNTY		WRAMC	LAFB	Select4
SONIC INNOVATIONS	TOUCH 24 RIC	Left	PENDING				LAFB	Select5
SONIC INNOVATIONS	TOUCH 24 RIC	Right	PENDING				LAFB	Select6


Exit

Repair Vendor:  SONIC INNOVATIONS









Current Shell Type: BTE

Current Circuit/Components: AFEED, ANOISE, APP, AUTO, CRR2, EM11, FEED, MEM/S, OCL, REC, SPEECH, WDRC11



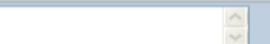


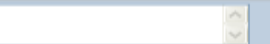






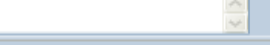















Model Change

Select Type:	<input type="radio"/> All	<input type="radio"/> Custom ITE	<input type="radio"/> All <input type="radio"/> Full Shell <input type="radio"/> Half Shell <input type="radio"/> Canal <input type="radio"/> CIC	<input type="radio"/> BTE <input type="checkbox"/> Standard Fit <input type="checkbox"/> Open Fit <input type="checkbox"/> Both	<input type="radio"/> CROS/BICROS/Multi-CROS <input checked="" type="radio"/> RIC
	<input type="button" value="Find Models"/>				
Select a New Model: 					

Add/Remove Circuit/Components (Charge Options)

Circuit:	 TOUCH 24	
Component:	ADAPTIVE FEEDBACK CANCELLER [STD]  AUTOMATIC NOISE REDUCTION [STD] 	AFEED  ANOISE 
Interface:	None Available  	
D-Mic:	NULL STEERING [STD] 	

Secondary Features (No Charge Options)

Shell Color:	 *BEIGE	
Shell Options:	None Selected  	
Faceplate Color:	 None Selected	
Volume Control:	None Selected  	
Venting:	 None Selected	
Dexterity Options:	None Selected  	
Battery Options:	None Selected  	
Wax Prevention:	None Selected  	
Canal length:	 None Selected	
Shell Retention:	 None Selected	
Comfort Seal:	 None Selected	
Mic Protection:	 None Selected	
Open Fit Items:	None Selected  	
RIC Options:	None Selected  CLIP, BLUSH  	
Earmold Options:	*PINK  ACRYLIC 	*PINK  
Miscellaneous:	None Selected  	

Lost/Damaged

Provide one time warranty replacement. ☐ NOTE: selecting L&D replacement negates all other Service Request actions selected on this page.

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Forward>>

Help

Click to Select
http://10.157.6.14/scripts/mgwms32

Patient: TEST,PATIENT
SSN: 443223322

Repair Vendor: ☒ SONIC IN

Current Shell Type: BTE
Current Circuit/Components

Select Type:

- 360+ BTE
- A0971-DVI BTE
- AVANTI 105 BTE
- AVANTI 106 BTE
- DESTINY 1200 POWER PLUS BTE
- DESTINY 1600 BTE
- EXELIA ART M WIRELESS VZ BTE
- EXELIA ART MICRO WRLESS VZ BTE
- EXELIA ART P WIRELESS VZ BTE
- ICOS 105 BTE
- ICOS 106 BTE
- ION 200 BTE
- ION 400 BTE
- LATITUDE 16 BTE
- LATITUDE 16 HP BTE
- LATITUDE 16 MODA 13 BTE
- LATITUDE 16 MODA II BTE
- LIFE 500 BTE
- LIFE 700 BTE
- LV61 DI BTE
- LV71 DVI BTE
- LV81 DVI BTE
- MOTION 500 M VC BTE
- MOTION 500 P BTE
- MOTION 500 S BTE
- MOTION 700 M BTE
- MOTION 700 M VC BTE
- MOTION 700 P BTE
- MOTION 700 S BTE

Select a New Model: Click to Select

ROES

Service Request Form - page 2 closes in 20 min

Make: SONIC INNOVATIONS
Model: TOUCH 24 RIC

SN: PENDING
Ear: Left

Warranty: PENDING SHIPMENT

FEED, MEM/S, OCL, REC, SPEECH, WDRC11

Model Change

<input checked="" type="radio"/> All	<input checked="" type="radio"/> BTE	<input type="checkbox"/> Standard Fit	<input type="radio"/> CROS/BICROS/Multi-CROS	<input type="radio"/> RIC
<input type="radio"/> Full Shell	<input type="checkbox"/> Open Fit			
<input type="radio"/> Half Shell	<input checked="" type="checkbox"/> Both			
<input type="radio"/> Canal				
<input type="radio"/> CIC				

Add/Remove Circuit/Components (Charge Options)

Circuit:	TOUCH 24	
Component:	ADAPTIVE FEEDBACK CANCELLER [STD] AUTOMATIC NOISE REDUCTION [STD]	AFEED ANOISE
Interface:	None Available	
D-Mic:	NULL STEERING [STD]	

Secondary Features (No Charge Options)

Shell Color:	*BEIGE
Shell Options:	None Selected
Faceplate Color:	None Selected
Volume Control:	None Selected
Venting:	None Selected

ROES

Service Request Form - page 2

closes in 20 min

Patient: TEST,PATIENT
SSN: 443223322**Make: SONIC INNOVATIONS**
Model: TOUCH 24 RIC**SN: PENDING**
Ear: Left**Warranty: PENDING SHIPMENT**Repair Vendor: ☒ SONIC INNOVATIONS

Current Shell Type: BTE

Current Circuit/Components: AFEED,ANOISE,APP,AUTO,CRR2,EM11,FEED,MEM/S,OCL,REC,SPEECH,WDRC11

Model Change

Select Type: ☐ All☐ BTE☐ CROS/BICROS/Multi-CROS☐ RIC

Find Models

Select a New Model: LATITUDE 16 BTE

Windows Internet Explorer



Please remember that when changing the model, you MUST select primary features (circuit and components) and secondary features for the new model. Primary features for the current device are listed at the top of this page, if known, or you can print off the original order form if unknown.

The system will not automatically select the existing features!!

OK

Component:

MULTIPLE MEMORIES W/SWITCH [STD]

MEM/S2

Interface:

DIRECT AUDIO INPUT [STD]

DAI

EASY T-COIL [STD]

TAP3

D-Mic:

ADAPTIVE POLAR PLOTS [STD]

Secondary Features (No Charge Options)

Shell Color:

*BEIGE 01

Shell Options:

None Selected

Faceplate Color:

None Selected

Volume Control:

*VOLUME CONTROL

TAMPERPROOF VC BEIGE

*VOLUME CONTROL

Venting:

None Selected

ROES

Service Request Form - page 3

closes in 20 min

Patient: TEST,PATIENT
SSN: 443223322

Make: SONIC INNOVATIONS
Model: TOUCH 24 RIC

SN: PENDING
Ear: Left

Warranty: PENDING SHIPMENT[Click here for the pot reading instructions](#)**Reset Potentiometer To:****Non-programmable aids:****POT 1****POT 2****POT 3****POT 4****POT 5****POT 6****Programmable/Digital aids:***There is no standard way of capturing parameters for programmable or digital aids at this time.***Select any items you are enclosing with the device:**

DOME
EARMOLD

HEARING AID

Clinic Staff Comment (internal use):[What's This?](#)**Additional Information for Vendor:**

200 remaining

Ship Repaired Device To:

☒ Clinic ☐ Patient via Denver ALC

<< Back

Forward >>

Exit

ROES

Service Request Summary

Patient: TEST,PATIENT

SSN: 443223322

Item	Serial Number	Ear	War. Type	Description	Repair Vendor	
SONIC INNOVATIONS TOUCH 24 RIC HCPCS: V5299 ORDER #: G02171-0001 ** Ship repaired aid to: Clinic	PENDING	Left	PENDING SHIPMENT	CHANGE MODEL TO: New Model: LATITUDE 16 BTE: 333.96 New Circuit/Components: DIGITAL CIRCUIT:0.00 MULTIPLE MEMORIES W/SWITCH [STD]:0.00 DIRECT AUDIO INPUT [STD]:0.00 EASY T-COIL [STD]:0.00 ADAPTIVE POLAR PLOTS [STD]:0.00 2ND YR WARRANTY:0.00 TOTAL: 333.96 Secondary features: SHELL COLOR-BEIGE 01 VOLUME CONTROL-VOLUME CONTROL BATTERY OPTIONS-ZA13 MISCELLANEOUS-UNFILTERED ADULT EARHOOK	SONIC INNOVATIONS	<div>Edit</div> <div>Delete</div>

Add Another Service Request

Submit

Exit without Saving

ROES

Service Request Form - page 1

Patient: TEST,PATIENT

SSN: 443223322

Disability: HEAR/IMP ▾

Requested By: BLUMENTHAL,MARY ANN ▾

Expected Cosigner: None Selected ▾

The 'Expected Cosigner' field is mandatory if the 'Requested By' person is a Student!

Requestor's Service: AUDIOLOGY AND SPEECH PATHOLOGY ▾

Make	Model	Ear	Serial Number	Warranty Type	Exp Date	Issuing Station	Eligibility Station	
STARKEY	CE 9	Left	7653	OUT OF WRNTY		791	LAFB	Select1
STARKEY	CE 9	Right	9854	OUT OF WRNTY		791	LAFB	Select2
STARKEY	CE 9	Left	13413444	OUT OF WRNTY		WRAMC	LAFB	Select3
STARKEY	CE 9	Left	987345875	OUT OF WRNTY		WRAMC	LAFB	Select4
SONIC INNOVATIONS	TOUCH 24 RIC	Left	PENDING				LAFB	Select5
SONIC INNOVATIONS	TOUCH 24 RIC	Right	PENDING				LAFB	Select6

Exit

Patient: TEST,PATIENT
SSN: 443223322

Make: SONIC INNOVATIONS
Model: TOUCH 24 RIC

SN: PENDING
Ear: Right

Warranty: PENDING SHIPMENT

Repair Vendor: ☒ SONIC INNOVATIONS

Current Shell Type: BTE

Current Circuit/Components: AFEED,ANOISE,APP,AUTO,CRR2,EM11,FEED,MEM/S,OCL,REC,SPEECH,WDRC11

Model Change

Select Type:

☐ All

☐ Custom ITE

☐ All

☐ Full Shell

☐ BTE

☐ Standard Fit

☐ Open Fit

☐ CROS/BICROS/Multi-CROS

☒ RIC

Find Models

Select a New Model:



Windows Internet Explorer



Duplicate last Service Request?

OK

Add/ (options)

Circuit: TOUCH 24

Component:

ADAPTIVE FEEDBACK CANCELLER [STD]
AUTOMATIC NOISE REDUCTION [STD]

AFEED

ANOISE

Interface:

None Available

D-Mic:

NULL STEERING [STD]

Secondary Features (No Charge Options)

Shell Color: *BEIGE

Shell Options:

None Selected

Faceplate Color:

None Selected

Volume Control:

None Selected

Venting:

None Selected

ROES

Service Request Summary

Patient: TEST,PATIENT

SSN: 443223322

Item	Serial Number	Ear	War. Type	Description	Repair Vendor	
SONIC INNOVATIONS TOUCH 24 RIC HCPCS: V5299 ORDER #: G02171-0001 ** Ship repaired aid to: Clinic	PENDING	Left	PENDING SHIPMENT	CHANGE MODEL TO: New Model: LATITUDE 16 BTE: 333.96 New Circuit/Components: DIGITAL CIRCUIT:0.00 MULTIPLE MEMORIES W/SWITCH [STD]:0.00 DIRECT AUDIO INPUT [STD]:0.00 EASY T-COIL [STD]:0.00 ADAPTIVE POLAR PLOTS [STD]:0.00 2ND YR WARRANTY:0.00 TOTAL: 333.96 Secondary features: SHELL COLOR-BEIGE 01 VOLUME CONTROL-VOLUME CONTROL BATTERY OPTIONS-ZA13 MISCELLANEOUS-UNFILTERED ADULT EARHOOK	SONIC INNOVATIONS	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
SONIC INNOVATIONS TOUCH 24 RIC HCPCS: V5299 ORDER #: G02171-0001 ** Ship repaired aid to: Clinic	PENDING	Right	PENDING SHIPMENT	CHANGE MODEL TO: New Model: LATITUDE 16 BTE: 333.96 New Circuit/Components: DIGITAL CIRCUIT:0.00 MULTIPLE MEMORIES W/SWITCH [STD]:0.00 DIRECT AUDIO INPUT [STD]:0.00 EASY T-COIL [STD]:0.00 ADAPTIVE POLAR PLOTS [STD]:0.00 2ND YR WARRANTY:0.00 TOTAL: 333.96 Secondary features: SHELL COLOR-BEIGE 01 VOLUME CONTROL-VOLUME CONTROL BATTERY OPTIONS-ZA13 MISCELLANEOUS-UNFILTERED ADULT EARHOOK	SONIC INNOVATIONS	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

View Order History

ROES Patient Orders - Processed

Ordering Station: LAFB - LACKLAND AFB

Patient: TEST,PATIENT

SSN: 443223322

DOB: FEB 22, 1922

Tran Date	Order Number	Order Type	By	Status	Serial #	Item
02/17/10	G02171-0001	CUSTOM HEARING AIDS	MAB	ISSUE PENDING ISSUE PENDING		TOUCH 24 RIC TOUCH 24 RIC
11/27/98	G79837-0002	CUSTOM HEARING AIDS	DDS	COMPLETE	8765	CE 9
02/06/98	G58690-0015	CUSTOM HEARING AIDS	KAW	COMPLETE	CE81234	CE 9
01/28/98	G98012-0010	CUSTOM HEARING AIDS	KAW	COMPLETE	ST98005	CE L9
01/08/96	G99008-0013	CUSTOM HEARING AIDS	KAW	COMPLETE COMPLETE	K88889 K88890	CE 9 CE 9

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FORWARD>>

Unprocessed Orders

Processed Orders

[Select an Action:](#)[Exit Roes](#)[Digital Hearing Aids](#)[FMs/Remotes/CI Processors](#)[Other Commodities](#)[Service Request](#)[Device Registration](#)[Cochlear Implants](#)[CI Registry](#)[Record Updates](#)[Select Another Patient](#)[Station Parameters](#)[Pending Actions](#)[Authorized Aids](#)[Audiogram Search](#)

ROES

System Parameters Enter/Edit

Select Station: LAFB - LACKLAND AFB ▼

Audiology

Delivery Routing:

Phone Number to print on 2477b: ☐ Audiologist ☒ ClinicPhone Number to print on Order Forms: ☒ Audiologist ☐ Clinic

Audiology Clinic Phone Number:

Notify if Audiometric Data Missing: ☐ Yes ☒ No [What's This?](#)Auto Certify of No-Charge Repairs: ☒ Yes ☐ No [What's This?](#)ROES Order Progress Note: ☐ On ☒ OffROES Issue Progress Note: ☐ On ☒ OffROES Model Change Progress Note: ☐ On ☒ OffROES Service Repair Progress Note: ☐ On ☒ Off

Block carbon copies (where applicable):

☐ Yes ☒ No

Prosthetics

Delivery Routing:

Prosthetics Clinic Phone Number:

Staff Member

Title

Supervisor

Approval
PrivilegesCertification
Privileges

Enter Stock Orders

Deactivate User
(delete DALC access)

BLUMENTHAL,MARY ANN

Audiologist ▼



Exit

Save

View Order History

ROES Patient Orders - Processed

Ordering Station: LAFB - LACKLAND AFB

Patient: TEST,PATIENT

SSN: 443223322

DOB: FEB 22, 1922

Tran Date	Order Number	Order Type	By	Status	Serial #	Item
02/17/10	G02171-0001	CUSTOM HEARING AIDS	MAB	ISSUE PENDING ISSUE PENDING		TOUCH 24 RIC TOUCH 24 RIC
11/27/98	G79837-0002	CUSTOM HEARING AIDS	DDS	COMPLETE	8765	CE 9
02/06/98	G58690-0015	CUSTOM HEARING AIDS	KAW	COMPLETE	CE81234	CE 9
01/28/98	G98012-0010	CUSTOM HEARING AIDS	KAW	COMPLETE	ST98005	CE L9
01/08/96	G99008-0013	CUSTOM HEARING AIDS	KAW	COMPLETE	K88889	CE 9
				COMPLETE	K88890	CE 9

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FORWARD>>

Unprocessed Orders

Processed Orders

[Select an Action:](#)[Exit Roes](#)[Digital Hearing Aids](#)[FMs/Remotes/CI Processors](#)[Other Commodities](#)[Service Request](#)[Device Registration](#)[Cochlear Implants](#)[CI Registry](#)[Record Updates](#)[Select Another Patient](#)[Station Parameters](#)[Pending Actions](#)[Authorized Aids](#)[Audiogram Search](#)

ROES

Device Registration Form

closes in 20 min

Patient: TEST,PATIENT

SSN: 443223322

Disability: HEAR/IMP ▾

Requested By: BLUMENTHAL,MARY ANN ▾

Requestor's Service: AUDIOLOGY AND SPEECH PATHOLOGY ▾

***** Devices replaced under the 'One Time Loss and Damage' warranty provision should never be registered *****

Make: Select from list or Press 'Search' ▾ Search

Model: ▾ Search

Issue Date: Calendar

Furnished by: Military Issue ▾

[Definitions](#)Serial Number: Enter for serialized devices only! [What's a valid serial number?](#)Replenish stock if available? ☒ Yes ☐ NoEar: ☒ N/A ☐ Right ☐ LeftSerial Number of Replaced Item: Click to Select ▾ [More information on this](#)

The status of the replaced item will be changed to UNAUTHORIZED! Do not select if keeping for a spare.

Battery type: Select from list ▾

Order Batteries? ☐ Yes ☒ No

Delivery address for batteries

Click here to edit/verify

Remarks:

Exit

Reset

Add to Order

View Stock and Loaner Aids

ROES

Device Registration Form

closes in 20 min

Patient: TEST,PATIENT

SSN: 443223322

Disability: HEAR/IMP ▾

Requested By: BLUMENTHAL,MARY ANN ▾

Requestor's Service: AUDIOLOGY AND SPEECH PATHOLOGY ▾

***** Devices replaced under the 'One Time Loss and Damage' warranty provision should never be registered *****

Make: Select from list or Press 'Search' ▾ Search

Model: LLOYD

Issue Date: MAGNATONE

Serial Number: MAICO

Ear: MARCON
MASTERCRAFT
MEDTRONIC
MENTOR
MICRO-EAR
MICRO-TECH
MICRONIC
MICROSON
MONARCH
MONTAPHON
MONTGOMERY WARD

Battery type: NATIONAL

Order Batteries? NORELCO

Remarks: NU-EAR
NUCLEUS
NUVOX
OMEGA
OMNI

OTARION

OTICON

OTO-DYNE

OTO-SONIC

PANASONIC

PARAVOX

PHILIPS

PHONAK

PHONAK (R&D)

Furnished by: Military Issue ▾

[Definitions](#)Replenish stock if available? ☒ Yes ☐ NoSerial Number of Replaced Item: Click to Select ▾ [More information on this](#)

The status of the replaced item will be changed to UNAUTHORIZED! Do not select if keeping for a spare.

Delivery address for batteries

Click here to edit/verify

Exit

Reset

Add to

Aids

ROES

Device Registration Form

closes in 20 min

Patient: TEST,PATIENT

SSN: 443223322

Disability: HEAR/IMP ▾

Requested By: BLUMENTHAL,MARY ANN ▾

Requestor's Service: AUDIOLOGY AND SPEECH PATHOLOGY ▾

***** Devices replaced under the 'One Time Loss and Damage' warranty provision should never be registered *****

Make: Select from list or Press 'Search' ▾ Search

Model: ▾ Search

Issue Date: ▾

Serial Number: ▾

Enter for serial

Ear: ☒ N/A ☐

Battery type: Select from list ▾

Order Batteries? ☐ Yes ☒ No

Delivery address for batteries

[Click here to edit/verify](#)

Remarks: ▾

Explorer User Prompt

Script Prompt:

Enter one or more characters of the model you are registering.

ot

OK

Cancel

Exit

Reset

Add to Order

View Stock and Loaner Aids

ROES

Device Registration Form

closes in 20 min

Patient: TEST,PATIENT

SSN: 443223322

Disability: HEAR/IMP ▾

Requested By: BLUMENTHAL,MARY ANN ▾

Requestor's Service: AUDIOLOGY AND SPEECH PATHOLOGY ▾

***** Devices replaced under the 'One Time Loss and Damage' warranty provision should never be registered *****

Make: OTICON ▾ Search

Model: OTICON CIC DE MS ▾ Search

Issue Date: None selected ▾

OTICON CIC DE MS

OTICON HS DE MS

OTICON ITC DE MS

OTICON ITE DE MS

Serial Number: Enter for serialized devices only! [What's a valid serial number?](#)Ear: ☒ N/A ☐ Right ☐ Left

Furnished by: Military Issue ▾

[Definitions](#)Replenish stock if available? ☒ Yes ☐ NoSerial Number of Replaced Item: Click to Select ▾ [More information on this](#)

The status of the replaced item will be changed to UNAUTHORIZED! Do not select if keeping for a spare.

Battery type: Select from list ▾

Order Batteries? ☐ Yes ☒ No

Delivery address for batteries

[Click here to edit/verify](#)Remarks:

Exit

Reset

Add to Order

View Stock and Loaner Aids

Patient: TEST,PATIENT

SSN: 44322

Disability: HEAR/IMP

Requested By: BLUMENTHAL,MARY ANN

Requestor's Service: AUDIOLOGY AND SPEECH PATHOLOGY

*** Devices replaced under the 'One'

Make: OTICON Search

Model: OTICON CIC DE MS Search

Issue Date: Calendar

Serial Number:

Enter for serialized devices only! What's a valid

Ear: ☒ N/A ☐ Right ☐ Left

Battery type: Select from list

Order Batteries? ☐ Yes ☒ No

Remarks:

Exit

Reset

Add to Order

View Stock and Loaner Aids

Calendar - Windows Int...

http://10.157.6.14/scripts/mgwms32.dll?M

2010 February

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

Internet 100%

closes in 20 min

ever be registered ***

ished by: Military Issue

Definitions

available? ☒ Yes ☐ No

Serial Number of Replaced Item: Click to Select More information on this

The status of the replaced item will be changed to UNAUTHORIZED! Do not select if keeping for a spare.

Delivery address for batteries

Click here to edit/verify

ROES

Device Registration Form

closes in 20 min

Patient: TEST,PATIENT

SSN: 443223322

Disability: HEAR/IMP ▾

Requested By: BLUMENTHAL,MARY ANN ▾

Requestor's Service: AUDIOLOGY AND SPEECH PATHOLOGY ▾

***** Devices replaced under the 'One Time Loss and Damage' warranty provision should never be registered *****

Make: OTICON ▾ Search

Model: OTICON CIC DE MS ▾ Search

Issue Date: 2/17/2010 Calendar

Furnished by: Military Issue ▾

[Definitions](#)

Serial Number: 100217L

Enter for serialized devices only! [What's a valid serial number?](#)Replenish stock if available? ☒ Yes ☐ NoEar: ☐ N/A ☒ Right ☐ LeftSerial Number of Replaced Item: Click to Select ▾ [More information on this](#)

The status of the replaced item will be changed to UNAUTHORIZED! Do not select if keeping for a spare.

Battery type: ALKAA (4/pkg) ▾

Order Batteries? ☐ Yes ☒ No

Delivery address for batteries

Click here to edit/verify

Remarks:

Exit

Reset

Add to Order

View Stock and Loaner Aids

ROES

Device Registration Summary

Commodity Group	Item	Disability	Issue Date	Serial Number	Ear	Battery		
CUSTOM HEARING AIDS	OTICON CIC DE MS (OTICON) Order #:Pending	HEAR/IMP	02/17/10	100217L	right	ALKAA	<input type="button" value="delete"/>	<input type="button" value="edit"/>

E-mail notification when registration complete. No: ☒ Yes ☐

View Order History

ROES Patient Orders - Processed

Ordering Station: LAFB - LACKLAND AFB

Patient: TEST,PATIENT

SSN: 443223322

DOB: FEB 22, 1922

Tran Date	Order Number	Order Type	By	Status	Serial #	Item
02/17/10	G02171-0001	CUSTOM HEARING AIDS	MAB	ISSUE PENDING ISSUE PENDING		TOUCH 24 RIC TOUCH 24 RIC
11/27/98	G79837-0002	CUSTOM HEARING AIDS	DDS	COMPLETE	8765	CE 9
02/06/98	G58690-0015	CUSTOM HEARING AIDS	KAW	COMPLETE	CE81234	CE 9
01/28/98	G98012-0010	CUSTOM HEARING AIDS	KAW	COMPLETE	ST98005	CE L9
01/08/96	G99008-0013	CUSTOM HEARING AIDS	KAW	COMPLETE COMPLETE	K88889 K88890	CE 9 CE 9

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Unprocessed Orders

Processed Orders

[Select an Action:](#)[Exit Roes](#)[Digital Hearing Aids](#)[FMs/Remotes/CI Processors](#)[Other Commodities](#)[Service Request](#)[Device Registration](#)[Cochlear Implants](#)[CI Registry](#)[Record Updates](#)[Select Another Patient](#)[Station Parameters](#)[Pending Actions](#)[Authorized Aids](#)[Audiogram Search](#)



UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

DENVER ACQUISITION AND LOGISTICS CENTER

Welcome to the ROES Desktop Entry Page

Select the "Patient Actions" link to perform follow-up actions for patients, such as the placement of battery orders, certifying and issuing devices and entering service requests. You may also view the detail for, or track the status of, previously placed orders. This entry point does not require a transfer of patient information from your medical center's computer, so multiple patients may be accessed with one session log-on. Only batteries and accessories may be ordered for the patient through this link.

Select the "Station Actions" link to place station stock orders for all available commodities. View the detail for, or track the status of, previously placed orders, search the ROES database for a serial number, or view a patient's audiogram.

Select the "Pending Actions" link to view orders awaiting supervisory approval, certification and issue.

Select the "Reports" link to print, display or e-mail various reports provided by the DALC. You may also print selected DALC forms, such as the "Security Agreement Form".

[Click here](#) for a detailed list of available functionality provided by these links.

Important Links

[Contact Us!](#)
[Get Current Verify Code](#)
[Edit User Characteristics](#)

Catalog

[Accessories](#)
[Aids for the Visually Impaired](#)
[Assistive Devices](#)
[Assistive Listening Devices](#)
[Batteries](#)
[Orthotic Softgoods](#)
[Prosthetic Socks](#)

[Hearing Aid Order Template](#)
[Employee Setup Checklist](#)
[Print Security Agreement Form](#)

ROES TIP

Please do not use the 'back' button on your mouse to navigate within ROES 3! This is a Windows feature and not recognized by the ROES 3 application. There is a good chance that you will receive an error if you do this.

[Patient Actions](#)[Station Actions](#)[Reports](#)[What's New in ROES?](#)[FAQ's](#)[Customer Survey](#)[Quit](#)

Select an Action:[Commodity Stock Orders](#)[Station Parameters](#)[Serial Number Search](#)[Audiogram Search](#)[Pending Actions](#)[Exit to Desk Top](#)**ROES****Station Stock Order History - Processed**[Exit to Desk Top](#)

LAFB - LACKLAND AFB ▼

Tran Date	Order Number	Order Type	By	Status	Item(s)
02/17/10	10-2188736	BATTERIES	POSTMASTER	PEND.SHIPMT	ZA10
02/17/10	10-2188737	BATTERIES	POSTMASTER	PEND.SHIPMT	ALKAA

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FORWARD >>

Unprocessed Orders

Processed Orders

ROES

Station Stock Order Form

closes in 20 min

Site: LAFB - LACKLAND AFB

Requested By:	BLUMENTHAL,MARY ANN	Current delivery address is:
Requestor's Service:	AUDIOLOGY AND SPEECH PATHOLOGY	Lackland AFB (126) SUITE 1 2200 BERGQUIST DR LACKLAND AFB, TX 78236
Commodity Group:	Batteries Catalog Batteries	Click here to edit/check address
Select Vendor:	All	
Select Item:	ZA10 (8/pkg) refresh	Delivery Category: <input checked="" type="radio"/> Routine <input type="radio"/> Priority <input type="radio"/> Emergency
	<input type="text"/> Item NAME Search <input type="text"/> Keyword Search	Enter a phone number for emergency orders: <input type="text"/>
Quantity (each):	<input type="text"/>	Routing Symbol: <input type="text"/>
	DALC Quantity on Hand: 331	Deliver To: (optional - 20 char. max) (Prints on label - No patient information!)
Remarks:	**Manual processing is required for orders with remarks** This may delay the processing of your order. <input type="text"/>	

ROES

Station Stock Order Form

closes in 20 min

Site: LAFB - LACKLAND AFB

Requested By:	BLUMENTHAL,MARY ANN	Current delivery address is:
Requestor's Service:	AUDIOLOGY AND SPEECH PATHOLOGY	Lackland AFB (126) SUITE 1 2200 BERGQUIST DR LACKLAND AFB, TX 78236
Commodity Group:	Batteries Catalog Batteries	Click here to edit/check address
Select Vendor:	All	
Select Item:	ALKAA (4/pkg) refresh	Delivery Category: <input checked="" type="radio"/> Routine <input type="radio"/> Priority <input type="radio"/> Emergency
	<input type="text" value="Item NAME Search"/> <input type="text" value="Keyword Search"/>	Enter a phone number for emergency orders: <input type="text"/>
Quantity (each):	<input type="text" value="100"/> DALC Quantity on Hand: <input type="text" value="3782"/>	Routing Symbol: <input type="text"/>
Remarks:	<div> <div> **Manual processing is required for orders with remarks** This may delay the processing of your order. </div> <input type="text"/> </div>	Deliver To: (optional - 20 char. max) (Prints on label - No patient information!) <input type="text"/>

ROES

Address Change

(Edit the Delivery Address to change the address that orders are shipped to.)

Delivery Address

Select Station: LAFB - LACKLAND AFB

Street Address 1: LAFB - LACKLAND AFB

Street Address 2: LAF - LACKLAND

Street Address 3: RAFH - FT GEORGIA

City: LACKLAND AFB

State: TX

Zip: 78236

Phone:

<< Back

Reset

ROES

Station Stock Order Form

closes in 20 min

Site: LAFB - LACKLAND AFB

Requested By: BLUMENTHAL,MARY ANN ▾

Current delivery address is:

Lackland AFB (126)
SUITE 1
2200 BERGQUIST DR
LACKLAND AFB, TX 78236

[Click here to edit/check address](#)

Requestor's Service: AUDIOLOGY AND SPEECH PATHOLOGY ▾

Commodity Group: Batteries ▾ [Catalog Batteries](#)

Select Vendor: All ▾

Select Item: ALKAA (4/pkg) ▾ [refresh](#)[Item NAME Search](#)[Keyword Search](#)

Quantity (each): 100 DALC Quantity on Hand: 3782

Delivery Category:

☒ Routine ☐ Priority ☐ Emergency

Enter a phone number for emergency orders:

Shipped within 24 hours

Routing Symbol:

Deliver To: (optional - 20 char. max)
(Prints on label - No patient information!)

Remarks:

****Manual processing is required for orders with remarks****
This may delay the processing of your order.

[Exit](#)[Reset](#)[Help](#)[View Stock Aids](#)[Keyword List](#)[Add to Order](#)

ROES

Order Summary

Commodity Group	Item	Delivery Category	Quantity	Unit Price	Total Price		
BATTERIES	ZA10 HCPCS: unknown Order #: Pending	Routine	56	0.57	\$31.92	<input type="button" value="delete"/>	<input type="button" value="edit"/>
BATTERIES	ALKAA HCPCS: A4611 Order #: Pending	Routine	100	0.53	\$53.00	<input type="button" value="delete"/>	<input type="button" value="edit"/>

Totals:	156		\$84.92
----------------	-----	--	---------

ROES

Order Summary

Commodity Group	Item	Delivery Category	Quantity	Unit Price	Total Price		
BATTERIES	ZA10 HCPCS: unknown Order #: 6239	Routine	56	0.57	\$31.92	delete	edit
BATTERIES	ALKAA HCPCS: A4611 Order #: 6239	Routine	100	0.53	\$53.00	delete	edit

Totals:	156		\$84.92
----------------	-----	--	---------

[Exit](#)[Print Summary](#)

Select an Action:[Commodity Stock Orders](#)[Station Parameters](#)[Serial Number Search](#)[Audiogram Search](#)[Pending Actions](#)[Exit to Desk Top](#)**ROES****Station Stock Order History - Processed**[Exit to Desk Top](#)

LAFB - LACKLAND AFB ▼

Tran Date	Order Number	Order Type	By	Status	Item(s)
02/17/10	10-2188736	BATTERIES	POSTMASTER	PEND.SHIPMT	ZA10
02/17/10	10-2188737	BATTERIES	POSTMASTER	PEND.SHIPMT	ALKAA

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Processed Orders

ROES

Serial Number Search

Enter Serial Number:

Select serial number ▼

Select serial number

ASDF89, CE 8

123, CE 9

123, 9100 OPT 3

View Device History

Patient: WHORTON,JONATHAN C

SSN: 441-56-6708

Serial #: DTP009997
 Make: SIEMENS
 Model: MUSIC PRO HS
 Battery Type: ZA312
 Second Battery Type:
 Aided Ear: Right
 Aid Type: ITE
 Warranty Type: Service
 Warranty Begin Date: 06/30/09

Issue Date: 03/02/05
 Issuing Station: 791 DENVER (DALC)
 Status: Authorized
 Status Date: 01/09/07
 Status Change Reason:
 How Acquired: Clinic Direct Purchase
 Replaces Serial #:
 Warranty Expiration Date: 12/30/09
 Repair Warranty Vendor: JOSEPH CANDELARIA

L&D Replacement: No
 L&D Replacement Date:
 Original Serial Number:
 Reason Flag Removed:

L&D Flag Removed By:
 Date Flag Removed:

Repair History

Tracking Dates	Repair Status	Vendor	Repair Details	Amount Billed
Received At DALC: 01/10/07 Entered: 01/11/07 Entered By: DALC Sent To Vendor: Received From: 01/10/07 Vendor: Certified: 01/11/07 Shipped To Patient: Paid: No Charge Canceled: 01/11/07 Canceled By: HASKINS,TERRY	Closed	SIEMENS	Defects: DEAD, Statement Of Work: REPAIR Remarks: Additional Cost: Requested By: Patient Ship To Address: 4943E APOLLO BAY AVE BROOMFIELD, CO 80228	0.00
Received At DALC: 02/13/07 Entered: 04/17/07 Entered By: DALC Sent To Vendor: Received From: 07/16/07 Vendor: Certified: 08/30/09 Shipped To Patient: Paid:	Closed	DALC	Defects: BATTERY DOOR BROKEN, Statement Of Work: REPAIR Remarks: Additional Cost: Requested By: Patient Ship To Address: 4943E APOLLO BAY AVE BROOMFIELD, CO 80228	68.65
Received At DALC: 06/05/09 Entered: 08/24/09 Entered By: DALC Sent To Vendor: Received From: Vendor: Certified: Shipped To Patient: Paid: No Charge	Open	DALC	Defects: BATTERY DOOR BROKEN, Statement Of Work: REPAIR Remarks: Additional Cost: Requested By: Patient Ship To Address: 7824 S MALAMUTE TR EVERGREEN, CO 80439	0.00

Total Repair Charges:

68.65

<<Back

Print Page

Create Service Request

Select an Action:[Commodity Stock Orders](#)[Station Parameters](#)[Serial Number Search](#)[Audiogram Search](#)[Pending Actions](#)[Exit to Desk Top](#)**ROES****Station Stock Order History - Processed**[Exit to Desk Top](#)

LAFB - LACKLAND AFB ▼

Tran Date	Order Number	Order Type	By	Status	Item(s)
02/17/10	10-2188736	BATTERIES	POSTMASTER	PEND.SHIPMT	ZA10
02/17/10	10-2188737	BATTERIES	POSTMASTER	PEND.SHIPMT	ALKAA

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UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

DENVER ACQUISITION AND LOGISTICS CENTER

Patient Actions

Station Actions

Reports

What's New in ROES?

FAQ's

Customer Survey

Quit

Welcome to the ROES Desktop Entry Page

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Select the "Reports" link to print, display or e-mail various reports provided by the DALC. You may also print selected DALC forms, such as the "Security Agreement Form".

[Click here](#) for a detailed list of available functionality provided by these links.

Important Links

[Contact Us!](#)
[Get Current Verify Code](#)
[Edit User Characteristics](#)

Catalog

[Accessories](#)
[Aids for the Visually Impaired](#)
[Assistive Devices](#)
[Assistive Listening Devices](#)
[Batteries](#)
[Orthotic Softgoods](#)
[Prosthetic Socks](#)

[Hearing Aid Order Template](#)
[Employee Setup Checklist](#)
[Print Security Agreement Form](#)

ROES TIP

Please do not use the 'back' button on your mouse to navigate within ROES 3! This is a Windows feature and not recognized by the ROES 3 application. There is a good chance that you will receive an error if you do this.

ROES

Edit User Characteristics

Initials: **Nick Name:** **E-mail (optional):** [Format](#) ☐ Check here if you do not want your email address displayed on order forms.**City of Birth:** (User's city of birth. Do not include state.) [What's This?](#)**Phone Number:** (User's 10 digit phone number plus extension)**Credentials:** (User's credentials)**Pending Actions Default:** ▼[Change code help](#)

ROES

Contact Us

Customer Support

Do you need help with entering an order for a product or reviewing a page, have a question regarding a veteran's record, have general questions regarding ROES, or need more information on products and services? Contact the DALC Customer Support Section at (303) 914-5145 or send an e-mail to [DALC CSS](#).

Hearing Aid Repairs

Do you have a question regarding hearing aid repair services, or need to trace a veteran's hearing aid sent in for repair? Contact the DALC Hearing Lab at (303) 914-5130 or send an e-mail to [DALC LAB](#)

Billing and Financial Issues

Do you have a question about your bill or other financial issues? Contact the DALC Finance Division at (303) 914-5170, or send an e-mail to [DALC Finance](#).

Information Resources Management

Do you need access to the Remote Order Entry System (ROES), need help in installing other DALC software, have a question regarding the Audiogram module, or have a question regarding an error message you received? Contact the DALC IRM Division at (303) 914-5160 or send an e-mail to [DALC IRM](#)

Office of the Director

To contact the Office of the Director, call (303) 914-5150 or send an e-mail to [DALC OOD](#)

Other Links

[What's New in ROES?](#)

[FAQs](#)

[Print Security Agreement Form](#)

[QUIT](#)

[QUIT](#)Archive links: [2004](#) [2005](#) [2006](#) [2007](#) [2008](#)

What's New in ROES?

Last updated on October 31st, 2009

October 31, 2009

Color Theme Change

The ROES web pages have been converted from the previous 'rose' color to a more VA standard blue template. Fonts and page formats have also been altered, however, a resolution of 820x1260 and a Windows 'Classic Style' appearance is still recommended.

CHANGES TO THE ROES DIGITAL HEARING AID MODULE

Page Timer

A page timer has been added to many of the ROES web pages to inform the user of system time outs. The counter initializes to 20 minutes and counts down until the user moves to another page. The page time can be found in the upper right hand corner of the page. A message will pop up when the timer expires to alert the user that the page has timed out.

Removal of "Audiological Assessment Date" and "Date Patient Requested Care"

The National Audiology Program Office is no longer requiring the collection of these dates so they have been removed from the Digital Hearing Aid order form and also the Timeliness Report.

No Selection for Second Year Warranty

With the new contracts effective on November 1, 2009, all vendors are including a no-charge 2nd year warranty for hearing aids and remote controls. The page that was used to select the warranty and remote control has been removed from ROES.

Selection of Remote Controls on Page 1

Available remote controls can be found on page 1 of the hearing aid order form. The drop down list will populate when a model is selected. If you choose a different model for the left and right sides, the drop down list will include remote controls for both models.

The ROES Search Feature

The search feature has been removed and will be replaced in the near future with an updated, more streamlined and robust search page.

Technical Specification Sheet PDF Link

The ROES order form now includes a link to the manufacturer's technical specification sheet in the form of a PDF file stored on the DALC server. You may click on the link "technical specification" after selecting a model on the first page of the Digital Hearing Aid order form.

New Secondary Features



UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

DENVER ACQUISITION AND LOGISTICS CENTER

Welcome to the ROES Desktop Entry Page

Select the "Patient Actions" link to perform follow-up actions for patients, such as the placement of battery orders, certifying and issuing devices and entering service requests. You may also view the detail for, or track the status of, previously placed orders. This entry point does not require a transfer of patient information from your medical center's computer, so multiple patients may be accessed with one session log-on. Only batteries and accessories may be ordered for the patient through this link.

Select the "Station Actions" link to place station stock orders for all available commodities. View the detail for, or track the status of, previously placed orders, search the ROES database for a serial number, or view a patient's audiogram.

Select the "Pending Actions" link to view orders awaiting supervisory approval, certification and issue.

Select the "Reports" link to print, display or e-mail various reports provided by the DALC. You may also print selected DALC forms, such as the "Security Agreement Form".

[Click here](#) for a detailed list of available functionality provided by these links.

Important Links

[Contact Us!](#)
[Get Current Verify Code](#)
[Edit User Characteristics](#)

Catalog

[Accessories](#)
[Aids for the Visually Impaired](#)
[Assistive Devices](#)
[Assistive Listening Devices](#)
[Batteries](#)
[Orthotic Softgoods](#)
[Prosthetic Socks](#)

[Hearing Aid Order Template](#)
[Employee Setup Checklist](#)
[Print Security Agreement Form](#)

ROES TIP

Please do not use the 'back' button on your mouse to navigate within ROES 3! This is a Windows feature and not recognized by the ROES 3 application. There is a good chance that you will receive an error if you do this.

- Patient Actions
- Station Actions
- Reports
- What's New in ROES?
- FAQ's
- Customer Survey
- Quit