



Australian Government
Department of Veterans' Affairs

HEALTH PROVIDERS

ASSESSMENT GUIDANCE FOR REQUESTING CONTINENCE PRODUCTS

January 2010

INTRODUCTION

The Department of Veterans' Affairs (DVA) has implemented contract arrangements for the delivery of continence products. Under these arrangements DVA allows health providers and, where appropriate, DVA beneficiaries to order continence products directly from DVA contracted suppliers.

This simplified ordering process enables the veteran community to receive a better service in the supply of continence products. DVA, health providers and suppliers benefit from simplified administration and a reduction in phone calls. The arrangement for direct ordering of continence products ensures these benefits are delivered.

THE FORM

The Direct Order Form for Continence Products (Order Form), is a standing order form that enables health providers and DVA beneficiaries to reorder items within a two (2) year period unless another assessment and standing order is made. Reassessments must be made using the Order Form. The form can be accessed and downloaded from the DVA website at www.dva.gov.au/service_providers/rap/Pages/index.aspx

HEALTH PROVIDERS

Health Providers of continence products are Continence Nurse Advisers (RN's or Physiotherapists), Registered Nurses (Div 1) and Urologists. Occupational Therapists are able to prescribe certain items. Local Medical Officers and GPs may also prescribe, although DVA's preference is for them to refer to continence nurses/clinics for a full assessment and prescription of specific items. Please refer to the DVA RAP Schedule to determine appropriate health providers for the various items. The Schedule is available at www.dva.gov.au/service_providers/rap/Pages/index.aspx

CONTRACTED SUPPLIERS

DVA undertook a tender process to contract suppliers who can provide a cost effective and timely delivery service of continence products. All health providers should order directly from one of these suppliers. If there are reasons for not using one of these suppliers they should contact the DVA National Continence Contract Team (contact details below) for approval before requesting products from other suppliers.

USE OF THE FORM

First Orders – The prescriber will need to determine the beneficiary's eligibility that is their possession of either Gold or a White card. To determine eligibility for white card holders please contact the Aids and Appliances team in the DVA state office in which the beneficiary resides. After assessing a beneficiary's continence needs a prescriber will complete and then fax or post the Order Form to a chosen supplier. The supplier, upon receiving the form, will complete and deliver the order. Suppliers will not supply items unless they have physically received a properly completed Order Form that meets the RAP Schedule requirements.

Health providers are required to provide the beneficiary with a copy of the Order Form for re-ordering purposes.

Subsequent Orders – Once the original order has been completed by using the Order Form, subsequent orders can be made, either verbally or in writing by a prescriber, a DVA beneficiary or their nominated representative. Suppliers will not supply items without receiving an order, either in writing or verbally, from one of the above.

Normal deliveries will be made within 2 working days for metropolitan areas and between 3 and 5 working days for regional to remote areas. Beneficiaries should be advised to order their products 2 weeks before their supplies run out to avoid the need for urgent delivery.

CONDITIONS FOR ORDERING CONTINENCE PRODUCTS

RAP provides products according to clinically assessed need in a cost-effective manner and health providers should prescribe/order the simplest and most effective products that will suffice (in terms of health needs and cost) in the fewest number that will suffice.

Health providers and DVA beneficiaries can only order or re-order a maximum of three (3) months supply of items or as determined by the special conditions listed in the DVA RAP Schedule.

If an order is placed that differs from the existing Order Form, a new Order Form from the prescriber will be required. New forms should indicate whether the order is a request for items in addition to the current order, or whether this is a result of a new assessment. If it is the result of a reassessment it will replace all previous order forms and begin a new two (2) year period.

When requests for supplies outside the two (2) year period are made, prescriber will be required to reassess the beneficiary and complete a new Order Form. This assessment may be conducted by telephone if the beneficiary is unable/unwilling to attend the clinic and/or the condition is long term and stable.

Requests through the direct ordering arrangements will not be subject to prior approval and/or order numbers unless the order exceeds the specified limits, or is for items not on the RAP Schedule and supplier list.

Orders for items outside the prescribed limits are to be referred to the RAP Continence Contract Team and must include clinical information to support provision. Requests for items not on the RAP Schedule and supplier list must also include details of any products trialed and why they are considered inappropriate to meet the beneficiary's clinical needs. A prior approval number will be provided, if appropriate. When a prescriber wishes to place an order with a supplier who is not included on the contracted supplier list, prior approval must be obtained from the Contract Team. Orders for continence products that are not listed on the DVA RAP Schedule are to be requested through the Contract Team.

RESTRICTIONS TO SUPPLY OF CONTINENCE PRODUCTS AND CONSUMABLES

Residents receiving High Level aged care – Orders are not to be placed for DVA beneficiaries who are in residential care and are assessed and receiving High Level care. The residential care facility is responsible for the provision of continence products to this class of resident.

ORDERS

Health providers should order products that are on the supplier list. If there is a clinical need for an item/product that is not included on the supplier list, health providers should contact the Contract Team for prior approval, providing clinical information to support the request.

To aid beneficiaries in the direct ordering of continence products, suppliers will be responsible for notifying them that an order has been placed with their organisation, and that they can re-order the prescribed products by contacting the organisation directly instead of the prescriber or DVA.

The standing order is to be reviewed every two (2) years and the beneficiary reassessed to determine that appropriate products are being used. A new Order Form is to be completed and forwarded to the supplier and will be valid for a further two (2) years. The beneficiary may need to be referred to the prescriber by their Local Medical Officer.

ENQUIRIES

Health Providers can contact the Rehabilitation Appliances Program teams for any enquiries regarding continence products and supply arrangements by calling the Provider Hotline:

(Please press option 1 when prompted)

Telephone:	1300 550 457
Regional callers:	1800 550 457
Fax:	08 8290 0379