

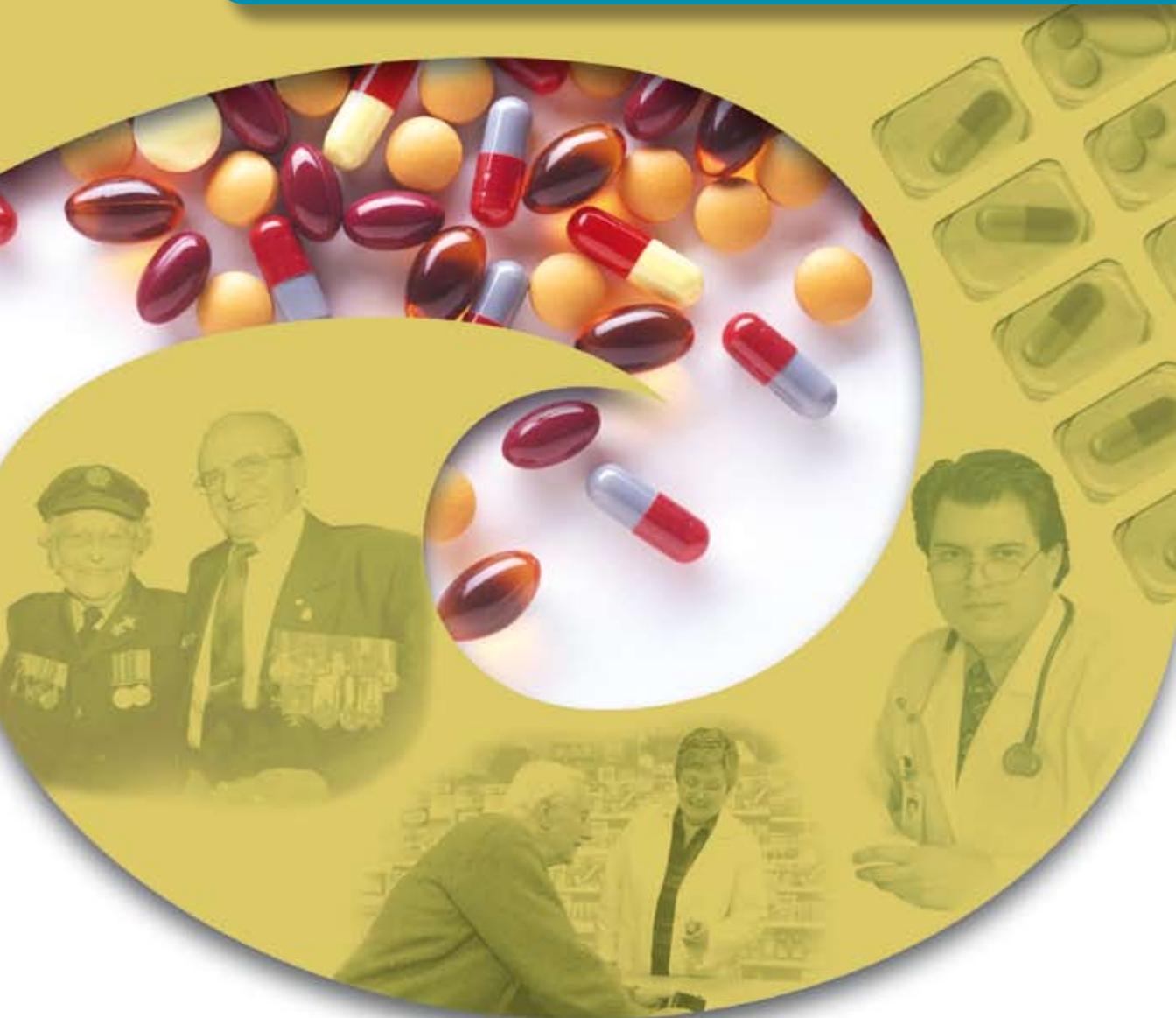


**Australian Government**  
**Department of Veterans' Affairs**

# DOSE ADMINISTRATION AID SERVICE

*the right dose*

**Local Medical Officers and General Practitioners  
Information Booklet**





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*The information in this booklet is correct as at July 2009.*

*For current information please see the DVA website [www.dva.gov.au](http://www.dva.gov.au) .*

## Overview of the Dose Administration Aid Service

The Dose Administration Aid (DAA) Service builds on DVA's Quality Use of Medicines programs, which include the Veterans' Medicines Advice and Therapeutics Education Services (Veterans' MATES) program, and aims to assist the veteran community to get the most out of their medicines and to reduce medication mismanagement.

The benefits from the DAA Service are far greater when provided in conjunction with a Home Medicines Review (HMR), Medicare Benefits Schedule Item 900. DVA therefore strongly recommends that veterans be referred by their GP for an HMR in regions where this service is available.

The DAA Service provides veterans, war widows and other eligible DVA clients a DAA at no cost, in conjunction with the ongoing care of their doctor and pharmacist. The need for a DAA may be identified by the veteran, carer, community nurse, GP or pharmacist.

The Pharmaceutical Society of Australia's Guidelines and Standards (July 2007), refer to a Dose Administration Aid (DAA) as a tamper-evident, adherence device developed to assist medication management for a consumer by having medicines divided into individual doses and arranged according to the dose schedule throughout the day. It can be either a unit-dose pack (one single type of medicine per compartment) or a multi-dose pack (different types of medicines per compartment). The term medicine includes prescription, non-prescription and complementary medicines.

The DAA is packed by the pharmacist who is required to comply with the Guidelines and Standards for pharmacists outlined by the Pharmaceutical Society of Australia.

The veteran receives the DAA Service on prescription from the GP for six months and is assessed near the end of this period by the pharmacist, who provides a report of the assessment to the GP.

For further information on Home Medicines Reviews, Medicare Benefits Schedule Item 900, go to the following websites:

The Australian General Practice Network

[www.agpn.com.au/site/index.cfm?display=348](http://www.agpn.com.au/site/index.cfm?display=348)

Medicare Australia

[www.medicareaustralia.gov.au/provider/pbs/fourth-agreement/hmr.jsp](http://www.medicareaustralia.gov.au/provider/pbs/fourth-agreement/hmr.jsp)

The Pharmacy Guild of Australia

[www.guild.org.au/mmr/content.asp?id=421](http://www.guild.org.au/mmr/content.asp?id=421)

The term 'veterans' when used throughout this booklet refers to all eligible DVA clients.

## Aims

To improve veterans' health outcomes through better, safer use of medication.

## Objectives

- better health
- lower mortality
- improved medication adherence
- reduction of solid medicines in veterans' homes
- better health records, and
- a cost effective service.



# Clinical evidence brief

Commencing in 2000, the University of Queensland carried out a 12-month randomised controlled trial of DAA usage involving 1010 veterans and war widow(ers) living in the community. The study recommended implementation of a DAA program for veterans residing in the community.

## Key Findings

- Most users and health professionals found DAAs beneficial. The benefits included:
  - better health
  - lower mortality
  - improved medication adherence
  - reduction of solid medicines in veterans' homes, and
  - improved accuracy of doctors' records.

The benefits of DAA usage may also be attributed to the additional focus of medical professionals during the administration of the DAA Service.

- Those who benefited most from the DAA Service were:
  - severely ill veterans
  - non-adherent veterans
  - veterans who struggled to handle their medicines
  - veterans who required assistance with activities related to daily living, and
  - veterans with a carer and a complex medication routine.
- Those who may not benefit from the DAA Service:
  - have fewer than five solid oral medications
  - may stop taking a medicine if they feel better, and
  - are on medicines not appropriate to be packed into a DAA such as liquids, suppositories, inhalers, or medicines that need to be refrigerated.

## DAA Service – important information

- GPs must obtain oral consent from the veteran according to the eligibility criteria before they contact the Veterans' Affairs Pharmaceutical Advisory Centre (VAPAC) to obtain an Authority Prescription for the veteran to commence the DAA Service.
- The term 'LMO' and 'GP' are used interchangeably within this document.
- The DAA Program to be implemented under the Australian Government's 4th Community Pharmacy Agreement with the Pharmacy Guild of Australia provides for all patients. The DVA DAA Service provides a different service for veterans through a coordinated approach linking the DAA to a recommended Home Medicines Review (Medicare Benefits Schedule Item 900) with regular ongoing assessment by the Pharmacist and GP.
- Only Accredited Pharmacists can conduct a Home Medicines Review in accordance with the Medicare Benefits Schedule Item 900.
- Section 90 (National Health Act 1953) states pharmacies can provide a DAA Service, and conduct a Veteran's Six Month Review (VSMR).
- Section 92 and 94 (National Health Act 1953) states pharmacists are unauthorised to provide the DAA Service.
- The Pharmaceutical Society of Australia's professional standards underpin the provision of DAAs in Australia, including the DVA DAA Service.
- Gold, White and Orange card holders are eligible for the DAA Service.

## Veteran's eligibility criteria for the DAA Service

1. Veterans must hold either a **Gold, White** or an **Orange** Repatriation Card.
2. Veterans must be living in the community and not residing in a residential care facility (either low level or high level care), hostel or hospital.
3. Veterans must meet the criteria for a Home Medicines Review, Medicare Benefits Schedule Item 900. For more information on Home Medicines Review criteria, see <http://www.medicareaustralia.gov.au/provider/pbs/fourth-agreement/hmr.shtml>
4. Veterans must be **likely to benefit** from the DAA Service. Doctors and pharmacists should consider whether:
  - \* veterans are confused about which medicines to take, when to take them, or what they are for
  - \* veterans have a lot of medications or a complex regime
  - \* veterans have reported non-adherence, or
  - \* veterans require help with activities of daily living.
5. Veterans must provide oral consent to:
  - \* having a Home Medicines Review, (if it is possible to receive this service), and the Veteran's Six Monthly Review involving the community pharmacy, registered pharmacists, and other health professionals involved in their care
  - \* communication between their health care professionals, especially pharmacists and GPs
  - \* providing their DVA file number or card to the pharmacist and Medicare Australia for payment purposes
  - \* meeting any additional costs not covered by DVA including additional GP consultations (especially Orange Card holders)
  - \* providing all solid oral medicines (including relevant non-prescription medicines) to their community pharmacy for packing
  - \* receiving the DAA weekly or fortnightly from the community pharmacist
  - \* informing the pharmacist of any changes to their medicines in a timely manner, and
  - \* having the community pharmacy provide information to DVA to enable DVA to monitor and assess the veterans' needs and the effectiveness of the intervention.

# Steps for the veteran in using the DAA Service

The DAA Service is provided to the veteran in four steps during a six-month cycle.

Ongoing care is provided by the GP and pharmacist so that a service is provided rather than simply a device.

You, a carer, relative, nurse, pharmacist or GP identify that a DAA may help you to manage your medicine, or you might already be using a DAA

## Step 1

You have a consultation with your GP who prescribes a DAA Service for six months

It is possible that your GP may refer you to a pharmacist for a Home Medicines Review to assess your suitability

## Step 2

Your pharmacist packs your DAA weekly and provides information on how to use it

## Step 4

Your pharmacist will conduct a six-month review to assess if you need extra help or information in using your DAA and to make sure that you are managing safely

## Step 3

You collect your DAA from the pharmacy each week.

If you are unable to collect your DAA someone else may collect it for you, or your pharmacy may deliver it to you.

## How to be involved

### The GP's role

The GP's role is to identify veterans who would benefit from the DAA Service, and to provide the Authority Prescriptions to allow the veteran to receive this service.

GPs will continue to be involved by monitoring the veteran's progress, and discussing the outcome of the Veteran's Six Monthly Review with the pharmacist.



# Providing DAA prescriptions to veterans

## Authority Approval

Prescriptions for the DVA DAA Service are provided to veterans through the normal Repatriation Pharmaceutical Benefits Scheme (RPBS) Authority approval process. GPs need Veterans' Affairs Pharmaceutical Advisory Centre (VAPAC) Authority approval, which can be given over the phone (Free call 1800 552 580). Authority approval is required to prescribe the DVA DAA Service six-month cycle and for the Veteran's Six Month Review.

## Structure of the prescription

A prescription should be provided to the veteran for one weekly DAA with 25 repeats. Another prescription should be provided for the Veteran's Six Month Review.

## The pharmacist's role

Pharmacists will provide DAA packs to veterans weekly and continually monitor the veteran's progress. The pharmacist should check on the veteran's progress each time a new DAA is collected, and is required to conduct a formal review towards the end of the six-month cycle (the Veteran's Six Month Review).

In order to maintain continuity of supply to those veterans who are using their DAA successfully, this review must be provided to the GP towards the end of the six month period.

# The Dose Administration Aid Service outline and summary of fees for LMOs

The DVA DAA Service provides a Dose Administration Aid (DAA) at no cost to eligible veterans.

To be eligible, veterans must hold either a Gold, White or Orange Repatriation Card. Veterans who reside in a residential care facility, hostel or are in hospital are not eligible.

A DAA is a compartmentalised box or blister pack type device used to aid the administration of solid, oral medications in accordance with requirements set out by the Pharmaceutical Society of Australia.

## STEP

# 1

The **Veteran** has a consultation with the **GP** to discuss the need and benefit of the DAA Service.

*GP claims MBS Consultation*

It is strongly recommended that a Home Medicines Review (MBS 900) be conducted prior to the DAA Service as part of the ongoing care for the **Veteran**.

*GP claims MBS 900*

## STEP

# 2

The **GP** is required to ring the Veterans' Affairs Pharmaceutical Advisory Centre (VAPAC) 1800 552 580 for two Authority Prescriptions for the six month DAA Service. This is repeated every six months while the **Veteran** remains on the program.

One Authority Prescription is required for the DAA Service for six months (original with 25 repeats)

One Authority Prescription is required for the Veteran's Six Month Review (VSMR)

Both Authorities can be provided by VAPAC at the beginning of the six month cycle.

The **GP** provides an Authority Prescription to the **Veteran** for six months (one week with 25 repeats).

STEP

3

The **Veteran** receives the DAA weekly from the **Pharmacist** for 26 weeks. The **Pharmacist** provides information on how to use the DAA and assists the **Veteran**.

STEP

4

After Week 20, the **Pharmacist** conducts a Veteran's Six Month Review (VSMR) using a DVA form. The assessment is to ensure that the **Veteran** is managing with the DAA and to make a recommendation to the **GP** for continuing use. The assessment is faxed to the referring **GP**.

STEP

5

The **Veteran** returns to the **GP** for a consultation and if the continued use of a DAA is recommended and agreed to by the **Veteran**, the **GP** is able to prescribe, on Authority, the DAA Service for a further six months by returning to Step 2.

*GP claims MBS consultation and CP42 \$50 for assessing and reviewing the VSMR via case conference with Registered Pharmacist*

**Please note:**

It is strongly recommended that the veteran receive a Home Medicines Review in conjunction with the DAA Service. However, if the veteran lives in an area where it is not possible to obtain an HMR, it is at the GP's discretion to prescribe the DAA Service.

VAPAC is the Veterans' Affairs Pharmaceutical Advisory Centre – Tel: 1800 552 580 and is responsible for the provision of advice regarding the Repatriation Pharmaceutical Benefits Scheme (RPBS) providing a prior approvals service for medication needing prior financial approval before being supplied to eligible beneficiaries.

## Claiming: Summary of fees for GPs and LMOs (Current at 1 January 2008)

Description	Item No.	Fee
Home Medicines Review* <sup>1</sup>	MBS 900* <sup>2</sup>	140.20* <sup>4</sup>
VAPAC authorisation	MBS Consult* <sup>3</sup>	
Prescribe six months DAA		
VAPAC authorisation	MBS Consult* <sup>3</sup>	
Refers to community pharmacist for VSMR		
Assess and review VSMR via case conference with Registered Pharmacist	CP42	50.00

- \*1 Home Medicines Review (also known as a Domiciliary Medication Management Review) can be claimed once in a 12-month period except where there is significant change in the patient's condition—new diagnosis, discharge from hospital.
- \*2 Only a Community Pharmacy registered with Medicare to provide a Home Medicines Review (HMR) can provide this service.
- \*3 The relevant consultation item number from the Medicare Benefits Schedule will need to be claimed.
- \*4 GPs registered as Local Medical Officers with Medicare Australia will receive a higher fee (115% MBS)



## Claiming process for LMOs and GPs for DAA items

DVA will pay for the assessment and review of the Veteran's Six Monthly Review (VSMR) under item CP42. Item CP42 is \$50 remuneration for the GP/LMO to case conference with the Community Pharmacist to discuss the recommendations of the VSMR, the veteran's performance in managing their medication regimen while using a DAA, and the veteran's suitability for a further six months use of the DVA DAA Service. GPs and LMOs may claim Item CP42 when the veteran returns to the GP for a consultation and the outcomes of the case conference have been discussed with the veteran in this follow up consultation. The GP may claim a MBS consultation item at the same time as Item CP42.

### **When can I start providing a DAA to eligible veterans?**

The DVA DAA Service commenced on 1 March 2008. The service was revised from 1 July 2008 to make the service more accessible to veterans

### **Do I need to refer the veteran for a Home Medicines Review?**

Since most veterans are elderly and often suffer from a number of chronic medical conditions that require multiple medications, it is strongly recommended that they be referred for a Home Medicines Review (HMR) in accordance with the Medicare Benefits Schedule Item 900. The HMR report will be able to identify if the veteran will benefit potentially from the DAA Service.

## Questions frequently asked by GPs/LMOs

If the veteran has had an HMR in the last six months and wants to receive the DAA Service, you must assess whether the veteran requires another HMR or can begin the DAA Service without it.

If there are no qualified pharmacists in your region to provide a HMR, DVA will accept the GP's recommendation that the veteran will benefit from the DAA Service.

### **Can the patient still have a Home Medicines Review?**

The DAA Service does not prevent a veteran from receiving an annual HMR. The HMR should be ordered separately to the DAA Service.

### **Does the patient need to consent to the DAA Service?**

Yes. Patients will need to provide oral consent to the DAA Service, consent to the GP and pharmacist sharing the patient's medication records, and consent to the DAA Service Veteran's Six Month Review.

### **Where can I access more information about the DVA DAA Service?**

Contact the Veterans' Affairs Pharmaceutical Advisory Centre (VAPAC) on 1800 552 580 or go to DVA's website <http://www.dva.gov.au/health/daa>. Enquires may also be sent to [DAA@DVA.gov.au](mailto:DAA@DVA.gov.au)

### **Who can I contact to obtain an Authority Prescription?**

Contact the Veterans' Affairs Pharmaceutical Advisory Centre (VAPAC) on 1800 552 580.

### **How often will I need to visit the GP?**

You will need to visit your GP to:

- \* discuss the need for the DAA Service
- \* obtain a referral to your pharmacist for a Home Medicines Review if this service is available for you in your community
- \* obtain a prescription for a DAA Service for six months
- \* obtain a prescription for a Veteran's Six Month Review
- \* obtain prescriptions from your doctor for medicines which your pharmacist will pack into a DAA for you

# Questions frequently asked by veterans

- discuss your regular six month review.

## How do I use the DAA?

DAA's have special compartments that hold each of your solid medicines (tablets and capsules) labeled with the day and when in the day you should take them. Your DAA is packed to your requirements by your community pharmacist who will be able to answer any questions that you might have about it. Your doctor and pharmacist as a team monitor your use of the DAA.

## How much does it cost?

Eligible veterans are provided the DAA Service free of charge, but please note that DAA prescriptions do not count towards the safety net. Veterans will still make the co-payment for the Medicines used to fill the DAA. DVA pays the doctor and pharmacist for providing your DAA Service.

## What do I need to tell the pharmacist?

Your community pharmacy needs to know about all of the medicines (including non-prescription medicines) that you are taking so that they can be considered for the DAA Service. If possible, choose just one pharmacy to dispense all your prescriptions. This will help you and your pharmacist to keep track of your medicines. If you use more than one pharmacy, ensure that you hand the new medicines to the pharmacy supplying your DAA.

## Does the DAA count towards the Safety Net?

No.

## How often will I need to visit the pharmacy?

Since DAAs will usually contain enough medicine for seven days, you will need to have your DAA prescription filled weekly at your community pharmacy. Discuss a different routine with your pharmacist if this is not suitable. If you are not able to collect the DAA yourself every week, a carer may be able to collect it for you or your community pharmacy may have a delivery service.

## What consent is required?

You will be asked to provide oral consent to the DAA Service, your GP and pharmacist sharing your health records, and to the six-month review.

**Do I need to register for the DVA DAA Service?**

No.



## Contacts

	Contact	Who can use the contact?	What is it for?
<b>VAPAC</b> Veterans' Affairs Pharmaceutical Advisory Centre	<b>1800 552 580</b>  <b>Fax 07 3223 8651</b>	GPs/LMOs and health professionals ONLY.	For DVA DAA Service enquiries.
<b>DVA</b>	<b>133 254</b>	Health professionals and veterans.	For enquiries relating to DVA Services and benefits.
<b>DVA</b>	<b>DVA DAA mailbox</b> <b>DAA@dva.gov.au</b>	Pharmacists, health professionals and veterans.	To re-order veteran booklets which can be provided to veterans when they first receive a DAA.
<b>The Pharmacy Guild of Australia</b>	<b>www.guild.org.au/pps/pps_search.asp</b>	GPs/LMOs and health professionals.	To search for pharmacies by postcode which provide Professional Pharmacy Services, including DAAs.

