

how to Prescribe



1 The approved prescriber (nurse advisors, registered nurses, general practitioners, urologists and, for some items, physiotherapists and occupational therapists) assesses the beneficiary's eligibility; that is their possession of either Gold or White card.



2 The prescriber determines the continence or thickened fluid products required. To view the full product range either: **1)** Visit www.independenceaustralia.com.au/dva or **2)** Log in to the RAP Prescriber Portal to download a DVA RAP product catalogue (details below).



3 An initial prescription can be completed by submitting the Direct Order Form via:

Independence Australia's RAP Prescriber Portal

Visit www.iarap.com.au to create a new prescriber account (if not registered) or to login (if registered)

Once logged in select '**Create New Prescription**'

When the fields have been entered and the products have been selected complete the process by selecting '**Create Prescription**'

Email, Fax or Mail

The prescriber completes the Direct Order Form which can be downloaded by visiting www.iarap.com.au under Resources

Submit the completed Direct Order Form to Independence Australia

✉ dvaportal@iagroup.org.au

☎ 1300 788 811

✉ Independence Australia
Reply Paid 9910
MELBOURNE VIC 8060
(No stamp required)



4 Upon receiving the prescription, Independence Australia will deliver the order directly to the beneficiary's place of residence. DVA orders will be delivered within 2 working days in metropolitan areas or 5-10 working days for rural areas.



5 The prescriber is required to provide the beneficiary with a copy of the Direct Order Form for re-ordering purposes.



6 The initial prescription is valid for up to two years. Subsequent orders can be made by a prescriber, the beneficiary or their nominated representative. Orders can be placed via phone, fax, email or by prescribers using the RAP Prescriber Portal.