

DVA 24 Hour Response Program

Document date	February 2008
Program	External program
Program code	PADVA
Definition	<p>The DVA 24 hour response service is a DVA funded initiative similar to the HACC Response Service.</p> <p>The program supports people who do not have more than one family member/informal carer/friend able to be registered with a monitoring service.</p>
Responsibility	RALLY Healthcare
Referrals	<p><i>To</i> RALLY Healthcare</p> <p><i>From</i> DVA. Must be accompanied by an assessment document from the relevant monitoring service.</p>
Type of service	<p>Visits will be made in response to a call from the monitoring service, usually related to the activation of the client's personal alarm.</p> <p>The type of assistance provided varies according to client's need. The service is available 24 hours a day.</p>
Eligibility/criteria for accepting referral	Eligibility is established by DVA prior to referral.
<i>Overseas visitors</i>	Not applicable.
Health insurance	Not applicable.
Fees	RALLY Healthcare is funded by DVA to provide the 24 Hour Response Service. Fees cover the provision of the keysafe, the access profile visit and call outs attended.
Liaison charge	No charge.
Consumables	RALLY Healthcare provides the keysafe for the client. The client is responsible for providing a second key.
Continuity of care/Core	Not applicable.
Access responsiveness	An access visit must be made to the client within 5 days of referral.
RDNS policy reference	CP-D11 <i>Providing the DVA Response Service.</i>

continued

Contract/agreement	Yes
<i>Contract responsibility</i>	RALLY Healthcare General Manager/Director of Nursing.
<i>Contact responsibility</i>	RALLY Healthcare Operations Manager.
<i>Expiry date</i>	As negotiated.
Other programs permitted	DVA Community Nursing Program. Veterans' Home Care.
Comments	
Reference/source of information	RALLY Healthcare.

Reviewer:	HACC Non-HACC Committee	Last review date:	February 2008
Authoriser:	GM/DON	Next review date:	July 2011