

DVA Community Nursing Program

Document date	June 2009
Program	External program.
Program code	DVAPR (non-financial program). VET - financial class still applies.
Definition	A Commonwealth funded program to deliver clinically necessary community nursing services to entitled war veterans, their widows and dependents.
Responsibility	RDNS general.
Referrals	<p><i>To</i> RDNS Customer Service Centre.</p> <p><i>From</i> Initial referral may be made from any source but must be accompanied by or followed up within seven days by a written referral by one of the following authorised referral sources:</p> <ul style="list-style-type: none"> • an LMO or GP • a treating doctor in hospital • a hospital discharge planner, or • a Veterans' Home Care (VHC) assessment agency. <p>For example, in the case of a referral from a family member or friend, a written LMO eReferral including the LMO's DVA provider number is required within seven days.</p>
Type of service	Clinical nursing care and/or personal care.

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Eligibility/criteria for accepting referral

Client must have a DVA file number and entitlement card.

Gold Card – automatic eligibility for all RDNS services.

White Card – conditions apply (refer to the DVA State Office (VIC) to check eligibility. Phone 1300 550 457).

RDNS require the DVA provider number of the referral source.

Type of care required:

Clinical nursing need – RDNS General.

Personal care only:

- total of < 1.5 hours/week - client's choice of Veteran's Home Care (VHC, RALLY Healthcare) or Local Council
- total of > 1.5 hours per week – RDNS General

Clinical nursing need and new or existing personal care need – RDNS General. However, when the clinical nursing need has resolved, the client is referred back to VHC/Local Council for support and maintenance personal care if total required is less than 1.5 hours per week.

Overseas visitors

Prior to accepting referrals for people who are overseas residents visiting Australia, contact the DVA State Office (VIC) for confirmation of eligibility. Phone 1300 550 457.

Health insurance

Not applicable

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Fees	<p>a) Refer to the <i>DVA Guidelines for the Provision of Community Nursing Services</i> (the DVA guidelines) for information about the client classification, item codes and business rules that relate to fee structure for DVA clients.</p> <p>Although a hard copy of the DVA guidelines is available at all support sites, the most current version is available at:</p> <p>www.dva.gov.au/health/community_nurses/guidelines</p> <p>RDNS-specific DVA information can be found on the RDNS intranet at:</p> <p>RDNS Pulse>My Clients>DVA</p> <p>You can also contact the RDNS DVA Project Officer (phone 9536 5298 or email DVA Project Officer).</p> <p>b) Higher funding levels are available for complex and/or resource intensive clients. See the DVA guidelines for information related to the identification of exceptional case clients and application for additional DVA funding.</p> <p>c) Shared Palliative Care clients – where RDNS is sharing care with a palliative care organisation, the provider contributing the greater degree of service to the client claims DVA funding. This is negotiated at commencement of the episode of care.</p> <p>d) Clients referred to RDNS from another community nursing provider (eg. Client visiting from the country). Contact the RDNS DVA Project Officer to clarify funding arrangements. Phone 9536 5298 or email DVA Project Officer.</p>
Liaison charge	No charge.
Consumables	<p>All of the consumables required by a DVA client are to be accessed through one of the following DVA programs:</p> <ul style="list-style-type: none"> • the Rehabilitation Appliances Program (RAP) for non-pharmaceutical supplies, equipment and equipment-based on consumables; and • the Repatriation Pharmaceutical Benefits Scheme (RPBS) for medication and wound dressing supplies. <p>RDNS organises wound and RAP consumables as per RDNS policies CP-D03 Obtaining equipment for client care and CP-D06 Obtaining medical supplies for clients.</p> <p>More detailed information about ordering specific wound and RAP equipment can be found on the RDNS intranet at:</p> <p>RDNS Pulse>My Clients>DVA>Personal Care and the DVA CNP – a guide</p> <p>You can also contact the RDNS DVA Project Officer (phone 9536 5298 or email DVA Project Officer).</p>
Continuity of care/Core	Not applicable.

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Access responsiveness	<p>For clients with no previous RDNS episode or more than a 28 day period since the last episode was discharged – assess and prioritise the admission date according to individual client needs.</p> <p>Request for readmission to RDNS within 28 days of the discharge date of the last episode – client must be accepted/admitted immediately.</p>
RDNS policy reference	CP-B09 Admitting a DVA client
Contract/agreement	Special conditions: DVA has the right to access and/or audit the client care record at any time.
<i>Contract responsibility</i>	CEO
<i>Contact responsibility</i>	General Manager/Director of Nursing North and West Regions.
<i>Expiry date</i>	30 June 2008
Other programs permitted	<p>DVA 24 Hour Response Program.</p> <p>Veterans' Home Care.</p> <p>Veterans are eligible for PAC/HITH/EACH and other FFS programs. However, they should be registered on the FFS program while the FFS episode of care is current, not on the DVA program.</p> <p>For more information about FFS or CAPs/Linkages veteran clients, contact the DVA Project Officer (phone 9536 5298 or email DVA Project Officer).</p>
Comments	<p>For further information related to this program, contact the RDNS DVA Project Officer (phone 9536 5298 or email DVA Project Officer), or check the RDNS intranet at:</p> <p>RDNS Pulse>My Clients>DVA</p>
Reference/source of information	<p><i>DVA Guidelines for the Provision of Community Nursing Care - May 2006</i> (amended 1 May 2008).</p> <p>The most current version is located at:</p> <p>www.dva.gov.au/health/community_nurses/guidelines</p>

Reviewer:	HACC Non-HACC Committee	Last review date:	June 2009
Authoriser:	GM/DON	Next review date:	July 2011