

Novartis HEN Program

Document date	November 2005
Program	Novartis HEN Program
Program code	A program code is established for each participating hospital network.
Definition	Novartis Consumer Health is providing to participating hospital networks a home nursing service for clients on their Home Enteral Nutrition (HEN) program.
Responsibility	RALLY Healthcare
Referrals	<p><i>To</i> RALLY Healthcare</p> <p><i>From</i> Authorised Hospital networks</p>
Type of service	Nursing assessment specific to home enteral nutrition, on call telephone support service and a limited number of home visits (two per year).
Eligibility/criteria for accepting referral	As determined by purchaser (Hospital/Novartis)
<i>Overseas visitors</i>	Not applicable
Health insurance	Not applicable
Fees	Services provided on a FFS basis as per RALLY Healthcare fee schedule.
Liaison charge	Not applicable
Consumables	Provided by Hospital/Novartis
Continuity of care/Core	Not applicable
Access responsiveness	Within two business days or as negotiated at referral.
RDNS policy reference	TBA
Contract/agreement	Development of Service Agreement is the responsibility of RALLY Healthcare.
<i>Contract responsibility</i>	RALLY Healthcare General Manager/Director of Nursing (refer to <i>Appendix 3 – Name of Incumbent</i>).
<i>Contact responsibility</i>	RALLY Healthcare Operations Manager (refer to <i>Appendix 3 – Name of Incumbent</i>).
<i>Expiry date</i>	As per contract date
Other programs permitted	No other programs permitted

Comments

Reference/source of information

RALLY Healthcare Operations Manager (refer to *Appendix 3 – Name of Incumbent*).

Lisa Coleman (Sales Manager Victoria).

Susan Kevork (National Sales Manager).

Reviewer:	HACC Non-HACC Committee	Last review date:	November 2005
Authoriser:	GM/DON	Next review date:	September 2006