

# how to Prescribe



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.



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



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

### Independence Australia's RAP Prescriber Portal

Visit [www.iarap.com.au](http://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](http://www.iarap.com.au) under Resources

Submit the completed Direct Order Form to Independence Australia

@ [dvaportal@iagroup.org.au](mailto:dvaportal@iagroup.org.au)

📞 1300 788 811

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



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.



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



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.