



Helping veterans manage their medicines



At a glance for Community Nurses

“Dose Administration Aids (DAAs) are compartmentalised boxes or blister pack type devices used to aid the administration of solid or oral medications. Their use can improve patient compliance”

(Pharmaceutical Society of Australia, Professional Practice Standards (Version 2) October 2002).

The DAA is packed by the pharmacist who is required to comply with the Guidelines and Standards for pharmacists outlined by the Pharmaceutical Society of Australia.

What is DVA's DAA Service?

The DAA Service provides veterans, war widows/ers and other eligible DVA clients a DAA at no cost, in conjunction with the ongoing care of their doctor, pharmacist and community nurse. This service aims to assist the veteran community to get the most out of their medicines and to reduce medication mismanagement.

Community Nurses and the DAA Service

As a Community Nurse you can play an important role by:

- Identifying the need for a DAA to help the veteran manage their medicine
- Providing additional monitoring and support to the veteran using a DAA Service.

This falls within the scope of existing Community Nursing Guidelines – that a nurse can PROMPT a veteran to take their medicine.

You can also provide valuable feedback on the veteran's progress to the GP, pharmacist or carer.

At no time does the DVA DAA Service require you to act outside the scope of existing Community Nursing Guidelines or the specific legislative requirements of your State/Territory.



Important information for Community Nurses

How to help veterans access the DVA DAA Service

1. Identify the need for a DAA

A veteran, their carer, community nurse, pharmacist or GP may identify that the veteran is not managing their medication well or the veteran may already be using a DAA and would like to utilise the DVA DAA Service.

2. The Veteran visits the GP

The veteran has a consultation with the GP to discuss the need and benefit of the DAA Service. The GP provides an Authority Prescription to the Veteran for a DAA Service for six months (one week with 25 repeats) and an Authority Prescription for a Veterans Six Month Review that will be conducted by an accredited pharmacist or the community pharmacist. The GP may also refer the veteran for a Home Medicines Review.

3. The Veteran receives the DAA from the Pharmacy

The veteran receives their DAA weekly from the Pharmacist. The veteran may collect the DAA, it may be collected on their behalf or delivered to them by the pharmacy. The Pharmacist provides information on how to use the DAA and assists the veteran.

4. The Veteran has a six-month review

After Week 20, the pharmacist conducts a Veterans Six Month Review (VSMR) using a DVA form. The assessment is to ensure that the veteran is managing with the DAA and to make a recommendation to the GP for continuing use for another six months.

The Community Nurse visits the Veteran

The DAA Service is provided to the veteran in a six month-cycle of care and assessment. If the veteran is receiving care from the Community Nurse, the nurse may be able to identify the need for a DVA DAA Service and to also monitor the veteran's use of the DAA while providing feedback to the GP and pharmacist.

Veteran's Eligibility Criteria

1. Veterans must hold either a **Gold, White** or **Orange Repatriation Card**.
2. Veterans must live in the community and not in a Residential Care Facility (either low level or high level care), hostel or hospital.
3. Veterans must meet the criteria for a Home Medicines Review. For criteria, see www.medicareaustralia.gov.au/provider/pbs/fourthagreement/hmr.shtml
4. Veterans must be **likely to benefit** from the Service.

Doctors and pharmacists will consider whether:

- Veterans are confused about which medicines to take, when to take them or what they are for;
- Veterans have a lot of medications or a complex regime,
- Veterans have reported non-adherence; or
- Veterans require help with activities of daily living.