

e.quip Specialist Equipment Services

How to Order using the e.quip Catalogue:

1. Ensure the veteran is eligible:

- Gold Card Holder – YES
- White Card Holder – MAYBE (contact DVA to confirm)
- DVA Aids & Equipment Ph: 1300 550 458

2. Identify the equipment required for the veteran in the e.quip catalogue:

- Due to the wide variety of equipment we supply, it is important to specify products accurately when ordering.
- The first part of each product's code refers to the RAP Item Number as stipulated by DVA in the National Schedule of Equipment (e.g. AP12 – Mobility Appliances – Walking Frames)
The second part of the e.quip code identifies the particular product (e.g. AP12-2003: 4-wheel A-frame Walking Frame with Hand-Brakes)
Sizing is usually specified by the addition of a letter after the product's code (e.g. AP12-2003a: 4-wheel A-frame Walking Frame with Hand-Brakes; Standard Size)
- If you're unsure about which piece of equipment is required, or the correct code or product description, please contact e.quip for assistance.

3. Check the product information in the e.quip catalogue for DVA Rules:

Prescriber Status

- Which health professionals are approved to prescribe the equipment?

Conditions

- Many products have a 'condition' imposed by DVA on their supply
- The condition generally relates to a limit per person, for example:
 - Recliner chairs have a limit of one per person
 - Compression garments have a limit of 3 pairs in a 6 month period
- The limit may be for the life of the item or for a particular time frame.

Prior Approval (Yes required / No not required)

- Generally low cost items don't require prior approval, high cost items do.
- The ordering process is slightly different when prior approval is required.

4. When Prior Approval IS NOT required:

- Complete the 'RAP Direct Order Form', including brief clinical justification
- Fax to [e.quip Services](mailto:e.quip@yooralla.gov.au) on **03 9325 1788**

5. When Prior Approval IS required:

Is the item a Hospital Bed, Air Mattress, Hoist/Lifting Machine, Recliner Chair, Customised Manual Wheelchair, Electric Wheelchair, or Electric Scooter?:

(These high cost items require additional detailed assessment and comprehensive clinical justification)

NO: Complete the 'RAP Direct Order Form', including brief clinical justification
Fax to [e.quip Services](mailto:e.quip@yooralla.gov.au) on **03 9325 1788**

YES: Complete the 'RAP Direct Order Form'
Complete the relevant 'Additional Assessment Form'
Fax to [e.quip Services](mailto:e.quip@yooralla.gov.au) on **03 9325 1788**

There are four relevant DVA Additional Assessment Forms, available from DVA:

- 'Electric Wheelchair/Scooter Form'
- 'Manual/Electric Recliner Chair Assessment Form'
- 'Manual Wheelchair Assessment Form' (only used for manual wheelchairs that need prior approval)
- 'Home Assessment Form' (this form covers electric beds, high level pressure care mattresses and cushions, lifting machines, and home modifications exceeding the allowed limit)