

# DVA Portal **User Guide**

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## The DVA portal home page

Go to [www.dvportal.com.au](http://www.dvportal.com.au)

### New prescribers

#### Sign up

Select the **Sign up** link to set up a new prescriber account. The below screen will appear once selected. All fields with an (\*) are to be completed.

#### Creating a password

When creating a password the following requirements must be met;

- Minimum of 8 characters
- Contains at least 1 uppercase letter
- Contains at least 1 lowercase letter
- Contains 1 number or special character

Once all fields have been completed, select the **Sign up** button and the request will be sent to Independence Australia for approval.

The screenshot shows a web form titled "Sign Up as a DVA Portal Prescriber". At the top, there is a teal banner with the text "Please enter your details below:". The form is divided into two columns: "Personal Details" on the left and "Account Details" on the right. The "Personal Details" column contains fields for: \* First name, \* Surname, \* Prescriber type (a dropdown menu), \* Employer, Provider number, and \* Phone. The "Account Details" column contains fields for: \* Email, \* Password, and \* Password confirmation. A teal "Sign up" button is located at the bottom right of the form.

## Logging in

### Login page

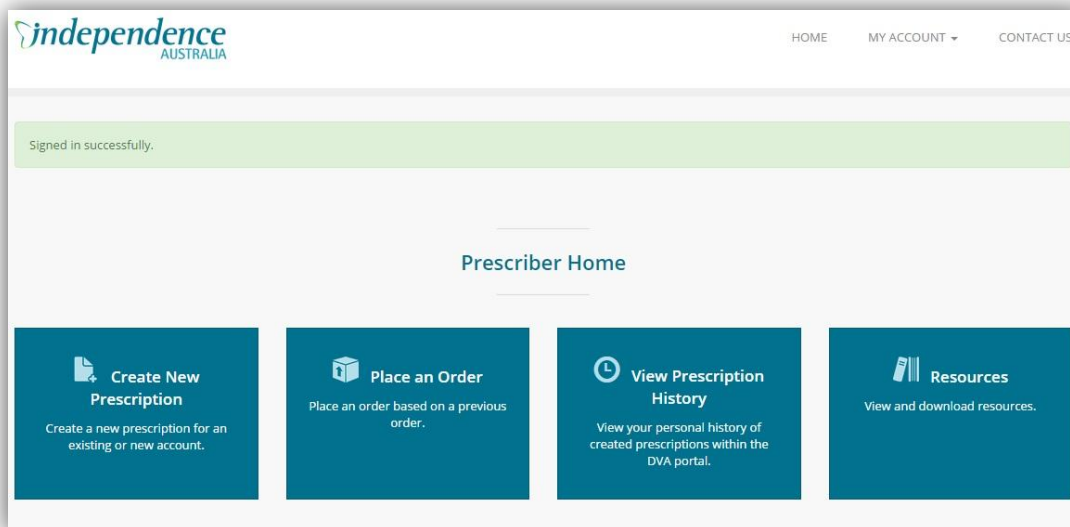
- **Email:** Enter the email address that was used to register the user.
- **Password:** Enter the password that was created by the prescriber.
- **Remember me:** Tick this box if the user is the only user on this computer. It will allow the user to skip the login screen.
- **Terms & Conditions:** Select this link to be taken to the terms and conditions of using the portal.

If you have forgotten your password, select **Forgot your password?** to reset your password. The below screen will appear once selected.

Once the password has been changed, it will automatically log in the user.

## Prescriber home page

This is the default home page that appears once logged into the DVA Portal.



1. **Create New Prescription:** Select this link to create a new prescription for either an existing or new DVA client.
2. **Place an Order:** Select this link to re-order using a previous prescription.
3. **View Prescription History:** Select this link to search through existing DVA prescriptions that have been created on the portal.  
*NB: Any non portal prescriptions will not be visible here.*
4. **Resources:** Select this link to view and download some useful DVA and urology and continence resources.
5. **My Account:** Click this tab at the top of the web page to:
  - View prescription history
  - Edit details
  - Logout

## Create a new prescription

This page consists of 2 sections. **Step 1** - to enter the details of the new client and **Step 2** - to add items to the prescription.

The screenshot shows the 'Create a New Prescription' page for Independence Australia. The header includes the logo and navigation links for HOME, MY ACCOUNT, and CONTACT US. The main heading is 'Create a New Prescription' with a sub-heading 'Create a new prescription for an existing or new account.' Below this is a teal banner for 'Step 1: Search for an account / Create a new account'. The 'Search for an Account' section features a 'DVA File Number' search box with a 'Search' button. The 'Entitled Person Details' section includes fields for Surname, Given name(s), Gender, Phone, Customer account number, DVA file number, Card type, and Prior approval number.

The screenshot shows the 'Step 2: Add items to Prescription' section. It features a 'Search for a Product' heading and a sub-heading 'To add items to your prescription please search in the fields below. To download a full list of products available through Independence Australia click on the "Resources" button on the Prescriber Home page.' The search form includes fields for DVA Item Number, Stock Code, Product Description, Supplier Item Number, and Category, along with a 'Search Products' button. Below the search form is a scrollable list of product descriptions, such as 'UNOMEDICAL CATHETER 001 6G MALE INTERMITTENT SILICONE 40cm 001.06.040 Qty: 1000'. A '+ Add Prescription Item' button is located at the bottom right.

## Create a new prescription for a new client

1. At the top of the Create a New Prescription page the user can:
  - **Search for an Account** to search for existing DVA clients by entering the DVA File Number. Once the DVA File Number is selected, the portal will pre-populate the client's details in the form. Go to **step 4** below. Or
  - Enter all the fields marked with an asterisk (\*) if the client has not had their information previously entered on the portal. Go to **step 2** below.

**Create a New Prescription**  
Create a new prescription for an existing or new account.

**Step 1: Search for an account / Create a new account**

**Search for an Account**

DVA File Number  
WX123456

**Entitled Person Details**  
(If the account doesn't exist, please use the form below to create the account)

\* Surname: Barry  
\* Given name(s): Clare  
\* Gender: Female  
\* Phone: 03624764036  
Customer account number: WX123456  
\* DVA file number: WX123456  
\* Card type: (If 'White Card', please attach clinical information)  
Prior approval number: (Only required in specific circumstances e.g White Card holder)

2. Select the card type. If the client is a White card holder, clinical information can be uploaded by selecting **Choose Files** to upload the relevant PDF files.

**Entitled Person Details**  
(If the account doesn't exist, please use the form below to create the account)

\* Surname: Barry  
\* Given name(s): David Arthur  
\* Gender: Male  
\* Phone: 03 5633 2121  
Customer account number: 12560022  
\* DVA file number: 1122334  
\* Card type: White (If 'White Card', please attach clinical information)  
Prior approval number: (Only required in specific circumstances e.g White Card holder)

Upload files  
 No file chosen

File Name	Status	File Size	Cancel/Delete
David Arthur Barry Notes.pdf	Upload Complete	3.3 MB	<input type="button" value="Delete File"/>

3. Select the order type under the “**Is this an order additional to initial order or as a result of a new assessment?**” field:
  - Additional
  - New Assessment
  - Re-order (*N.B. If preferred, the user can place a re-order through the **Place an Order** link on the Prescriber Home page.*)
4. Select the prescription items. To search for a product the user can conduct a search using the following fields:
  - DVA item number
  - Stock code (Independence Australia’s product number)
  - Product description
  - Supplier item number
  - Category
5. Select **Add Prescription Item** to add the product to the client’s prescription. This will populate into a table below the prescription item search box.

The screenshot shows a search interface with the following elements:


- Search Filters:**
  - DVA Item Number: - Select a DVA Item Number -
  - Stock Code: [Empty]
  - Product Description: [Empty]
  - Supplier Item Number: [Empty]
  - Category: FEMALE CONTINENCE BRIEFS
  - Search Products button
- Search Results:**
  - CONNI CHANTILLY LADIES BRIEF 10 HIP 95cm FEMALE 350ml WATERPROOF BEIGE 5601-10-BE Qty: 1
  - CONNI CHANTILLY LADIES BRIEF 10 HIP 95cm FEMALE 350ml WATERPROOF PINK 5601-10-P Qty: 1
  - CONNI CHANTILLY LADIES BRIEF 12 HIP 100cm FEMALE 350ml WATERPROOF BLACK 5601-12-B Qty: 1
  - CONNI CHANTILLY LADIES BRIEF 12 HIP 100cm FEMALE 350ml WATERPROOF BEIGE 5601-12-BE Qty: 1
  - CONNI CHANTILLY LADIES BRIEF 12 HIP 100cm FEMALE 350ml WATERPROOF PINK 5601-12-P Qty: 1
  - CONNI CHANTILLY LADIES BRIEF 14 HIP 105cm FEMALE 350ml WATERPROOF BLACK 5601-14-B Qty: 1
  - CONNI CHANTILLY LADIES BRIEF 14 HIP 105cm FEMALE 350ml WATERPROOF BEIGE 5601-14-BE Qty: 1
  - CONNI CHANTILLY LADIES BRIEF 14 HIP 105cm FEMALE 350ml WATERPROOF PINK 5601-14-P Qty: 1
  - CONNI CHANTILLY LADIES BRIEF 16 HIP 110cm FEMALE 350ml WATERPROOF BLACK 5601-16-B Qty: 1
  - CONNI CHANTILLY LADIES BRIEF 16 HIP 110cm FEMALE 350ml WATERPROOF BEIGE 5601-16-BE Qty: 1
- Buttons:** + Add Prescription Item
- Prescription Items Table:**

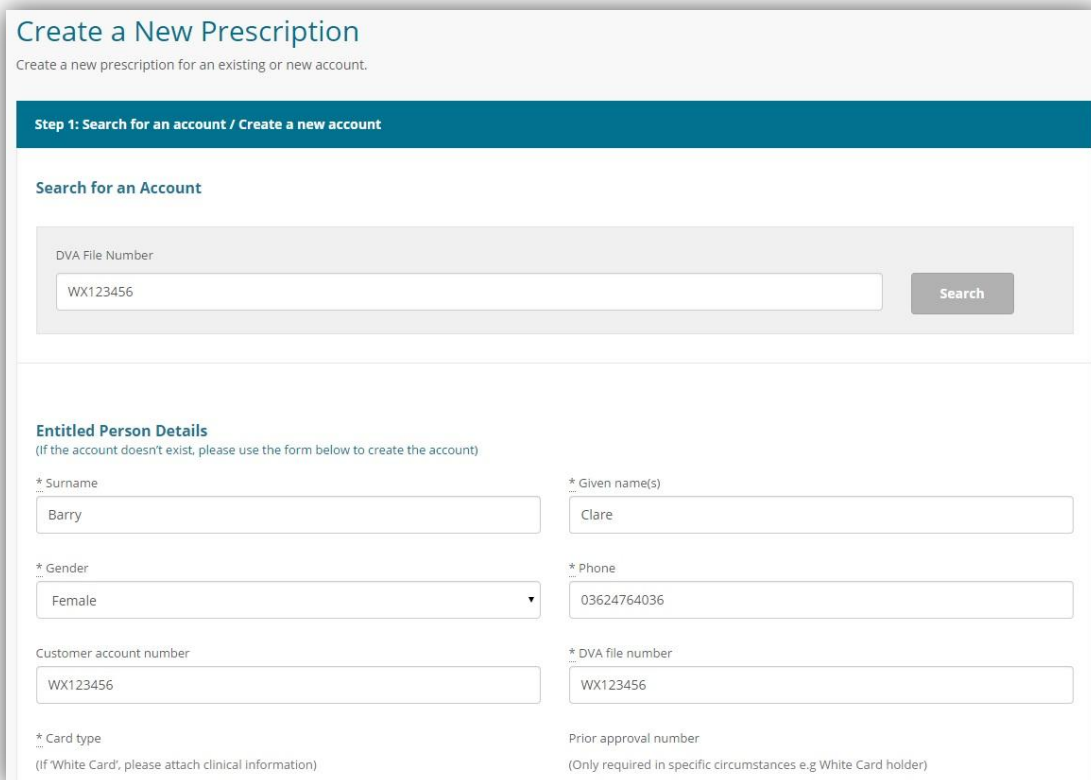
Product Name	Carton Qty	Quantity
CONNI CHANTILLY LADIES BRIEF 14 HIP 105cm FEMALE 350ml WATERPROOF PINK 5601-14-P	1	[Input Field]

6. Enter the quantity for the initial order.
7. Follow steps 4 to 6 if multiple products are required.
8. If a product has been added in error, select to delete it from the prescription.
9. Once prescription has been reviewed select **Create Prescription**. (An order will be dispatched automatically once the prescription has been submitted).



## Create a new prescription for an existing client

1. At the top of the Create a New Prescription page use the **Search for an Account** field to search for existing DVA clients using the DVA File Number. Once the DVA File Number is selected, the portal will pre-populate the client's details in the form.  
*NB: If there are no results under the account search, complete steps 1-3 of the previous section - Create a new prescription for a new client.*
2. Select the prescription items. To search for a product the user can conduct a search using the following fields:
  - DVA item number
  - Stock code (Independence Australia's product code)
  - Product description
  - Supplier item number
  - Category
3. Click **Add Prescription Item** to add the product to the client's prescription. This will populate into a table below the prescription item search box.
4. Enter the quantity for the initial order.
5. Follow steps 2 to 4 if multiple products are required.
6. If a product has been added in error, select  to delete it from the prescription.
7. Once prescription has been reviewed select **Create Prescription**. (An order will be dispatched automatically once the prescription has been submitted).



**Create a New Prescription**  
Create a new prescription for an existing or new account.

**Step 1: Search for an account / Create a new account**

**Search for an Account**

DVA File Number  
WX123456

**Entitled Person Details**  
(If the account doesn't exist, please use the form below to create the account)

\* Surname  
Barry

\* Given name(s)  
Clare

\* Gender  
Female

\* Phone  
03624764036

Customer account number  
WX123456

\* DVA file number  
WX123456

\* Card type  
(If 'White Card', please attach clinical information)

Prior approval number  
(Only required in specific circumstances e.g White Card holder)

## Place an order

This page lists the prescriptions placed and allows the prescriber to search for specific prescriptions by Last Name or DVA File Number.

The screenshot shows the 'Place an Order' page on the Independence Australia portal. At the top, there is a navigation bar with 'HOME', 'MY ACCOUNT', and 'CONTACT US'. Below the header, the page title 'Place an Order' is displayed, followed by a sub-header 'Prescription Listing'. A search section titled 'Search for a Prescription' contains two input fields: '\* Last Name' and '\* DVA File Number', with a 'Search Prescriptions' button. Below the search section is a table of prescriptions. The table has five columns: 'Full Name', 'Prescription Date', 'DVA File Number', 'In Residential Care?', and 'Under EACH Package?'. A single row is visible with the following data: 'Barry , David Arthur', 'January 19, 2015 10:17', '1122334', a checkmark, and an 'x'. A 'View' button is located to the right of the row. At the bottom of the page, there are two buttons: 'Back to Dashboard' and 'Create a New Prescription'.

Full Name	Prescription Date	DVA File Number	In Residential Care?	Under EACH Package?
Barry , David Arthur	January 19, 2015 10:17	1122334	✓	✗

## Place an order based on a previous prescription (re-order)

1. On the Place an Order page, use the **Search for a Prescription** fields to search for a previous prescription by using the client's Last Name or DVA File Number. Select **Search Prescriptions**.
2. Select **View** to open the relevant prescription.
3. Once the correct prescription has been opened select **Place Re-order of Prescription Items** to place the order.

**Prescription History**  
Click "View" on the relevant prescription to place a re-order.

**Prescription Listing**

**Search for a Prescription**

\* Last Name: Barry  
\* DVA File Number: [Empty]

[Cancel Search](#) [Search Prescriptions](#)

Your search has returned 1 prescription

Full Name	Prescription Date	DVA File Number	In Residential Care?	Under EACH Package?
Barry, David Arthur	January 19, 2015 10:17	1122334	✓	✗

[View](#)

[Back to Dashboard](#) [Create a New Prescription](#)

**Prescription Details** [Update Prescription](#)

**Entitled Person Details**

First Name: David Arthur  
Last Name: Barry  
Gender: Male  
Phone: 03 5633 2121  
Customer Account Nu...: 12560022  
DVA File Number: 1122334  
Card Type: White  
Prior Approval Number: [Empty]  
Is in residential care? ✓  
Residential Care Categ...: Low 5 - 8  
Is under EACH package? ✗  
Delivery Address: 25 Holden Street, Fitzroy North, VIC 3068  
Suburb: Fitzroy North  
Postcode: 3068  
State: VIC  
Delivery Instructions: leave at door if no one home  
Order Type: New Assessment

**Prescriber Details**

Prescriber: Clare Murray  
Prescriber Type: Registered Nurse  
Prescription Date: February 13, 2015 09:21  
Employer: [Empty]  
Provider Number: 16041979  
Phone: 0394944076  
Email: clare.murray@ [Empty]

**Uploads**

File	Delete?
<a href="#">DVA_Sample_Form.pdf</a>	<a href="#">Delete File</a>

**Prescription Items**

Product Name	Carton Qty	Quantity
UNOMEDICAL CATHETER 006 18G MALE INTERMITTENT SILICONE 40cm WITH PROTECTIVE SHEATH 006.18.040	600	5
UNOMEDICAL CATHETER 16G FEMALE INTERMITTENT SILICONE 23cm FUNNEL CONNECTOR 011.16.023	800	4
UROCARE ADAPTOR LARGE TOP 6012	1	2

[Back to Prescription History](#) [Place Re-order of Prescription Items](#)

## Add additional items to a previous prescription

1. On the Place an Order page, use the **Search for a Prescription** fields to search for a previous prescription using the Last Name or DVA File Number. Select **Search Prescriptions**.
2. Select **View** to open the relevant prescription.
3. Select **Update Prescription** (top right of the screen).

### Prescription Details

Update Prescription  
  

#### Entitled Person Details

First Name: David Arthur  
Last Name: Barry  
Gender: Male  
Phone: 03 5633 2121  
Customer Account Nu...: 12560022  
DVA File Number: 1122334  
Card Type: White  
Prior Approval Number:  
Is in residential care?   
Residential Care Categ...: Low 5 - 8  
Is under EACH package?   
Delivery Address: 25 Holden Street  
Suburb: Fitzroy North  
Postcode: 3068  
State: VIC  
Delivery Instructions: leave at door if no one home  
Order Type: New Assessment

#### Prescriber Details

Prescriber: Clare Murray  
Prescriber Type: Registered Nurse  
Prescription Date: February 13, 2015 09:21  
Employer:  
Provider Number: 16041979  
Phone: 0394944076  
Email: clare.murray@

#### Uploads


File	Delete?
<a href="#">DVA Sample Form.pdf</a>	<input type="button" value="Delete File"/>

#### Prescription Items

Product Name	Carton Qty	Quantity
UNOMEDICAL CATHETER 006 18G MALE INTERMITTENT SILICONE 40cm WITH PROTECTIVE SHEATH 006.18.040	600	5
UNOMEDICAL CATHETER 16G FEMALE INTERMITTENT SILICONE 23cm FUNNEL CONNECTOR 011.16.023	800	4
UROCARE ADAPTOR LARGE TOP 6012	1	2

[Back to Prescription History](#)

4. Once on the Create a New Prescription homepage select **Re-order** under the “**Is this an order additional to initial order or as a result of a new assessment?**”.
5. Scroll down to add the new prescription items. To search for a product the user can conduct a search using the following fields:
  - a. DVA item number
  - b. Stock code (Independence Australia’s product number)
  - c. Product descriptions
  - d. Supplier item number
  - e. Category
6. Select **Add Prescription Item** to add the product to the client’s prescription. This will populate into a table below the prescription item search box.
7. Enter the quantity.
8. Follow steps 5 to 8 if multiple products are required.
9. If a product has been added in error, select  to delete it from the prescription.
8. Once prescription has been reviewed select **Create Prescription**. (An order will be dispatched automatically once the prescription has been submitted).

## View prescription history

This section will display a history of all the DVA clients (by date order) that the user has created a prescription for.

**Prescription History**  
Click "View" on the relevant prescription to place a re-order.

**Prescription Listing**

**Search for a Prescription**

\* Last Name  \* DVA File Number

[Search Prescriptions](#)

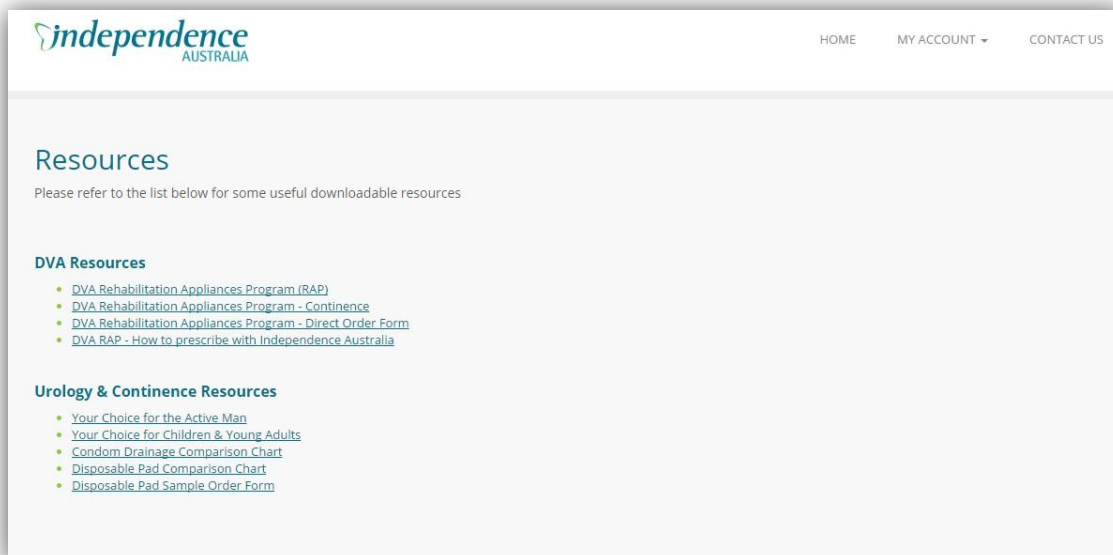
Full Name	Prescription Date	DVA File Number	In Residential Care?	Under EACH Package?	
Barry . David Arthur	January 19, 2015 10:17	1122334	✓	✗	<a href="#">View</a>

[Back to Dashboard](#) [Create a New Prescription](#)

1. **Search:** Enter the Last Name or DVA file number to locate the specific prescription.
2. Select **Search Prescription**. This will limit the results to those relevant to the search criteria.
3. Once the correct prescription has been found, select **View** to open the prescription.
4. Select **Back to Prescription History** to return to the Prescription History home page.

## Resources

This section lists some useful resources that can be downloaded including Independence Australia's DVA Rehabilitation Appliances Program product list, DVA Rehabilitation Appliances Program order form, Disposable Pad Comparison Chart, Condom Drainage Comparison Chart and many more.



The screenshot shows the 'Resources' page on the Independence Australia website. The page features the company logo at the top left and navigation links for 'HOME', 'MY ACCOUNT', and 'CONTACT US' at the top right. The main heading is 'Resources', followed by a sub-heading 'Please refer to the list below for some useful downloadable resources'. The page is organized into two sections: 'DVA Resources' and 'Urology & Continence Resources', each containing a list of downloadable documents.

**independence**  
AUSTRALIA

HOME MY ACCOUNT CONTACT US

### Resources

Please refer to the list below for some useful downloadable resources

#### DVA Resources

- [DVA Rehabilitation Appliances Program \(RAP\)](#)
- [DVA Rehabilitation Appliances Program - Continence](#)
- [DVA Rehabilitation Appliances Program - Direct Order Form](#)
- [DVA RAP - How to prescribe with Independence Australia](#)

#### Urology & Continence Resources

- [Your Choice for the Active Man](#)
- [Your Choice for Children & Young Adults](#)
- [Condom Drainage Comparison Chart](#)
- [Disposable Pad Comparison Chart](#)
- [Disposable Pad Sample Order Form](#)