



## Ordering Procedures for Veterans Affairs Clients

### Information Required from the Home

- For new DVA clients we require their Veteran's K#
- All orders require a prescription:
  - Incontinence Supplies (ie: Pullups/briefs, etc) require an RX once a year
  - Aids to Daily Living (ie: Walkers/Canes, etc) require an RX with each order
  - Wound Care Supplies (ie: Dressings, creams, etc) require an RX & Dr's requisition with every order

### What Bowers Medical Supply Will Do for You

- Bowers will contact Veterans Affairs on behalf of the client to determine whether they are eligible to receive benefits and what their coverage is
- All regular stock and authorized items will ship either the same day or the next day of receiving the order
- Bowers will submit the claim forms and invoices to DVA/Pacific Blue Cross for payment

### How to Place a DVA Order

- Contact Bowers Home Health anytime to place an order by the following methods:

Phone: **(604) 946-7712** (ask for Home Care)

Fax: **(604) 946-7736**

Email: **homehealth@bowersmedical.com**

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