Hours of Service

Purpose

This document explains the available hours of service, the assignment of staff for coverage outside the regular work week, and the prioritization of patients for coverage.

Audience

All members of the Department of Rehabilitation Services.

Policy

Rehabilitation Services will be provided for patients on a regularly scheduled basis. This staffing pattern will assure that clinical services are available, seven (7) days per week Physical Therapy, six (6) days per week Occupational Therapy, including holidays (except Thanksgiving Day and Christmas Day), and Saturdays. An OT/PT staff is identified and called to cover on Sundays if deemed necessary by the administrator on call.

Reference

These texts are available from the Departmental Administration Office.

Hours of Service

Weekday Clinic Hours

- Inpatient acute care services will be available from 8:00am to 5:00pm.
- Outpatient services will be available from 8:00am to 5:00pm. Appointments after 5:00p.m. are available specific to staffing at each clinic location.

Weekend Clinic Hours

- Clinical services for Acute Care is available seven (7) days a week by physical therapy, six (6) days a week by Occupational Therapy. Hours are (8:00a.m. to 4:00 p.m.).
- In ISCU, occupational therapy will be available on either Saturday or Sunday.
- For all areas, if patient care volumes necessitate staffing changes, a team coordinator or director must approve changes (i.e., adjustment of the regular eight-hour day, or increase or decrease in total time of employees working).

Holiday Clinic Hours

Holiday clinic hours will be for the provision of priority patient services. The Department will be open 8:00am – 4:00pm for all holidays with the exception of Thanksgiving Day and Christmas Day.

- For staff scheduling purposes, assignments will be established at least 30 days prior to the scheduled holidays.

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- Final approval of holiday clinic schedules will be at the discretion of the Director.

Hours of Service, Continued

Assignment of Patients to Weekend and Holiday Schedule

On Friday or the day prior to a holiday, each therapist will submit their patients for coverage. Coverage notes on each patient will include:

- Patient's name, U.H. #, diagnosis, location, and referring physician
- Special considerations or precautions (i.e. oxygen)
- Equipment needs (rolling walker, glasses, special equipment)
- Synopsis of patient's abilities
- Outline of treatment/intervention to be done
- Functional status and amount of assistance needed
- Special instructions that may be needed

Weekend/holiday coverage documents are to be placed with the weekend/holiday schedule in the primary treatment area. Weekend and holiday staff will document outcome of treatment on coverage documents as well as complete documentation in EPIC. All patients should be seen; priority patients must be seen.

Priority Patients Occupational Therapy

In general, priority patients for Occupational Therapy include:

- Burns
- Plastics
- Orthopedics
- Discharge Pending
- Trauma

Priority Patients Physical Therapy

In general, priority patients for Physical Therapy include:

- Orthopedics
- Wounds
- Burns
- Discharge Pending
- Trauma

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Hours of Service, Continued

Assignment of Staff to Weekend Holiday Schedule

A designee is assigned to schedule weekend and holiday coverage.

Professional and clinical support staff will be scheduled out for four (4) to six (6) months to identify coverage responsibility.

Staff are to take commensurate time during the two week pay period to cover the time worked on the weekend. Overtime must have prior approval

Rehabilitation Administrative Staff will be on-call for weekend/holiday coverage. Schedules and telephone/pager numbers will be made available to each clinical area. Any unusual occurrences or incidents involving patients or staff, problems in scheduling, etc. (whether or not they can be resolved by the staff) must be communicated as soon as possible to the on-call administrator.

In the event of illness, the scheduled weekend therapist will first make an attempt to find coverage. The administrator on call is to be contacted as soon as possible to assist in arranging additional coverage and /or coordinating with other staff covering to formulate a plan for that day.