Acceptance and Scheduling of Consults

Purpose

This document explains the procedure for registering new consults, scheduling appointments and arranging for transportation of patients to the Department of Rehabilitation Services.

Audience

This information is intended for all members of the Rehabilitation Services staff.

Policy

The Department of Rehabilitation Services shall accept and record consults in such a manner as to expedite the initiation of evaluation and treatment. Scheduling of patients shall be done efficiently as possible in order to minimize delay of patient care.

Consult

Consults for physical therapy, occupational therapy should be written and signed by the physician or sent through Epic, and should include orders to evaluate and treat, the diagnosis of the patient, and patient problems and precautions relevant to the treatment of the patient.

New consults are required under the following circumstances:

- Initial request for assessment and/or treatment for each patient.
- After a decline in patient's status (ie; transfer to ICU)
- Change in patient diagnosis or therapy intervention required.

In-patient Scheduling

Inpatients are seen in the order consult received and/or prioritized related to patient diagnosis.

Consults are answered within 24 hours of receipt, otherwise counted as a missed visit.

Out-patient Scheduling

Outpatient referrals are reviewed and assigned to the appropriate clinician and location. Initial patient contact is made within 24 hours of receipt of consult. Initial patient visit is scheduled for the next available appointment.