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# Purpose

The purpose of this procedure is to outline REDiMED’s process in completing the rehabilitation process for clients who are undergoing a rehabilitative exercise program.

# Scope

This policy applies to staff involved in the process of client rehabilitation from injury.

# Reference Documents

# Definitions

**Accredited Exercise Physiologist (AEP) –** is an accredited person that has completed and passed the recommended Tertiary Degree and is a registered member of Exercise and Sports Science Australia (ESSA).

**Patient (pt)** - is the person that was referred to the AEP to complete the exercise rehabilitation program.

**Initial Assessment (Ax) -** is the testing conducted by the AEP on the patient before an exercise program is commenced. The findings of the initial assessment are what the AEP uses to prescribe the relevant exercise treatment for that particular patient.

**Initial Report** - is the report that is written by the AEP containing all of the relevant findings gained from the Initial Assessment.

**Final Assessment (Fx) -** is the testing conducted by the AEP on the patient on the completion of the exercise rehabilitation program. This assessment is conducted so a comparison can be made to the Initial Assessment in order to gauge the improvements the patient has made during their exercise program.

**Final Report** - is the report that is written by the AEP containing all of the relevant findings gained from the Final Assessment and the comparison of these to the findings in the Initial Report.

**Progress Notes -** are notes taken by the AEP during exercise sessions with the patient. They may contain the exercises performed, number of repetitions or sets, as well as any relevant observations made by the AEP.

**AHP -** Allied Health Professionals

# Flowcharts (Other Images)

# Procedures

* When a client is in need of rehabilitation services, relevant allied health professional (AHP) will fill out AHP referral form with client’s details and pass on to the Rehabilitation Coordinator (RC).
* This RC will write out a doctor referral letter for the insurance company for the client, using genie and send this to the appropriate claims manager to request an initial assessment. (NOTE: In all contact between RC and insurance companies, the treating physiotherapist and the relevant injury manager for the client’s company also needs to be kept informed.)
* If, after 3 working days, RC has not heard from the claims manager regarding approval they are to follow up the status of their request for approval with the claims manager via phone or email until approval is granted or rejected. (NOTE: if claims manager has not responded to any attempts to contact them after 10 working days, the RC is legally entitled to perform the initial assessment. However, every attempt should be made to gain this approval from the claims manager to ensure professional courtesy is maintained.)
* Once approval for the initial assessment is granted the RC will schedule the client in for a 45 min initial assessment and a 1-hour report on the assessment with an EP in their rehab clinic time. The initial assessment can then be completed at the REDiMED gym (Belmont, Joondalup, Rockingham or Kalgoorlie).
* The RC will add the client to the Exercise Rehabilitation Client List and pass the referral on to the relevant EP who will progress with the initial assessment.
* After the initial assessment is completed by the EP, a plan for treatment is made, including the amount of supervised exercise sessions and the modality of treatment.
* The above-mentioned report, treatment plans and cost plan for this rehabilitation program are all then sent to the claims manager for approval to commence. Once again, if after 3 working days the claims manager has not responded, the EP is to follow up the status of their request for the exercise program via phone or email until approval is either granted or rejected.

* Once approval for the treatment plan has been granted, the EP advises reception to schedule supervised sessions with the client and book it into genie during rehab clinic hours, with the correct description entered to ensure the sessions are billed accordingly.
* Codes are entered upon completion of the treatment by the EP and checked over by the RC (this includes consumables: such as theraband, gym memberships, gym equipment etc.)
* Once allotted sessions are completed a 30 min progress assessment is completed and a 30 min final/progress report is written detailing the client’s progression from the initial assessment. This report is then sent to the claims manager and the treatment program is concluded. If the results of the assessment indicate that further supervised sessions would be warranted, a new treatment and cost plan must be made and sent to the claims manager requesting more sessions and the same process regarding approval is followed.

**NON-WORKERS COMPENSATION PROCEDURE:**

* The referral procedure for the exercise rehabilitation of a private or company-funded client is virtually the same. The only difference in this treatment option is there is no insurance involvement so no need to seek approval or keep in communication with claims managers. (NOTE: there are usually relevant parties (i.e. Injury managers, employers, external treating doctors etc.) that needs to be kept informed of patient progress.)

**INCIDENT PROCEDURE:**

* In the event of an incident occurring during treatment where a client suffers an injury the EP must first report the injury to the treating doctor. The EP must also inform the relevant insurance claims manager and the client’s injury management coordinator about the incident.
* If a client shares confidential information with the EP that directly affects their treatment, the EP must report this information to the treating REDiMED doctor, or the client’s own GP.

**CANCELLATION POLICY:**

* If a client cancels with an acceptable reason and/or reschedules appointment, there is no charge for the session
* If the client fails to show up to their appointment without informing the EP or reception the session is billed 100% of the cost and the relevant injury manager and insurance case manager is notified of the missed appointment.

**BILLING PROCEDURE:**

* Billing for services that EPs provide is in accordance with the following:

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| --- | --- | --- | --- | --- | --- |
| CODE | DESCRIPTION | FEE | CODE | DESCRIPTION | FEE |
| Exe 02 | Initial Report | $178.05 | Exe 03 | Subsequent Report | $89.05  (30 mins max) |
| Exe 04 | Final Report | $89.05  (30 mins max) | Exe 05 | Gym Membership | Market Rates |
| Exe 06 | Travel | $142.50 (p.hr) | Exe 08 | Communication | $17.30 (6 min block) |
| Exe 09 | Attendance at Case Conference | $178.05(p.hr) | Exe 11 | Theraband Purchase | $15.00 |
| Exe 20 | Initial Assessment | $178.05(p.hr) | Exe 21 | Subsequent Exercise Consult/Assessment | $178.05 (p.hr) |
| Exe 21 | Private Exercise Session | $70  (45 min max) | Exe 22 | Exercise Session (Funded by Company) | $120  (45min max) |
| Exe 23 | Marketing Materials | Price Varies | Adm | Administration Fee | $75 (p.hr) |
| 10953 | EPC Exercise Session (chronic complex condition) | $70  (45 mins max) | Exe 12 | External Courses/Assessments | Price Varies |

# Appendices