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# Purpose

The purpose of this procedure is to outline the required steps for completing a consultation within the Physiotherapy department.

# Scope

This procedure is for Physiotherapy staff that participate in the consultation process.

# Reference Documents

# Definitions

SOPIER – Subjective, Objective, Plan, Intervention, Evaluation, Review

SOTAP – Subjective, Objective, Treatment, Analysis, Plan

# Flowcharts (Other Images)

# Procedures

1. Ensure new booking has been entered on your list in Genie at the correct time with correct appointment time allocation prior to starting the consult with the patient
2. Collect patients file from reception
3. Review the file and ensure appropriate referral has been made by a doctor
   1. For WorkCover: physiotherapy referral must be indicated in the medical certificate
   2. For Back clinic, Ortho clinic and Telehealth follow separate procedures
   3. For Private and Early Intervention: no prior referral from a Dr required
4. Greet the patient and if first time meeting the patient and/or injury rep, introduce yourself
5. Take the patient through to the private treatment room
6. Obtain verbal informed consent from the patient for treatment
7. Conduct initial subjective assessment and document in the Physiotherapy Peripheral or Spinal Assessment form for initial consult as relevant; use progress notes for follow up consults.
8. Perform Objective Assessment and document findings
9. Explain and educate the patient regarding suspected injury diagnosis and the proposed treatment and prognosis including healing/recovery timeframes
10. Obtain consent for treatment
11. Provide physiotherapy treatment
12. Re-Assess significant findings from Objective assessment and evaluate the treatment effectiveness
13. Discuss management plan with the patient including self-management/home exercise program ( print off exercise program from rehab lab as necessary)
14. Walk the patient to main reception or Ortho desk to make future appointment
15. Discuss with the treating Dr. at REDIMED regarding your clinical finding and outcome and/or concerns from the physiotherapy appointment; for Private patient communicate with treating GP if necessary or concerns raised
16. Please note: for W/C patients courtesy communication with the Dr. is not billable, refer to communication codes descriptions on WorkCover website:

[http://www.workcover.wa.gov.au/content/uploads/Rates%20Fees%20Payments/Allied%20He alth%20Provider%20Fees/Physio/Physiotherapy-2014\_15.pdf](http://www.workcover.wa.gov.au/content/uploads/Rates%20Fees%20Payments/Allied%20Health%20Provider%20Fees/Physio/Physiotherapy-2014_15.pdf)

1. Document patient’s notes in:
2. SOPIER - (plan is used mostly by students or new grad to plan their intervention)

Or

1. SOTAP format and sign with your name, signature and date.
2. Enter billing codes in Genie following Billing Procedure for Physiotherapists
3. Write an email to the injury rep and or the insurance case manager( for WorkCover clients only) to introduce yourself in the following format:

Good morning/afternoon (name of injury rep) and/or (name of insurer),

This is a courtesy email to inform you that I, (physiotherapist full name), am the treating physiotherapist for (patients name) who was referred to physiotherapy by Dr. (Dr’s. Name).

Initial physiotherapy assessment and a treatment were conducted today (date) for the (injury type) sustained on the (date). Next physiotherapy appointment is scheduled for (date).

I will be coordinating physiotherapy management for (patient’s name). Should there be any reason to change the treating physiotherapist within REDIMED (in case staff leave or patients’ late arrival to the scheduled appointment) I shall let yourself and the patient know and reschedule accordingly.

If you have any questions regarding physiotherapy progress of (patients name), please do not hesitate to contact me directly.

Kind regards,

(Physiotherapist’s name)

(Physiotherapists’ title)

(Physiotherapists’ email)

REDIMED’s phone number

# Appendices