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# Purpose

Crown has developed an early intervention system called the Crown Health Program which targets their employees who are injured at work with acute injuries, deemed to heal relatively quickly. They would like to reduce the number of claims through their insurance and have put a cap of $500 per patient which can be spent prior to making a claim. This works out to be approximately 4 visits to the physiotherapist. If at any time the physiotherapist feels that a claim needs to be opened as the injury will require further medical advice or it is going to be a longer standing issue then this would be possible, you would just need to communicate this with Ryan Walpole or Michelle Byrne (Crown injury managers).

# Scope

Crown Injury Managers will be deciding which of the injured workers are suitable for the CHP and will be able to make an appointment through REDIMED receptionists; Laura Thornberry and Lauren Pitt.

# Reference Documents

Crown Health Program Proposal

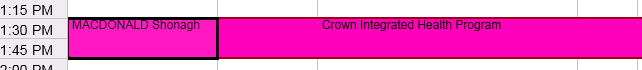
# Definitions

**CHP – Crown Health Program**

# Flowcharts (Other Images)

# Procedures

1. Allocated reception staff for Crown, receives an email from the injury managers at Crown to make a CHP physiotherapy appointment.
2. In Genie, the receptionist will highlight the appointment under a physiotherapist’s name as Crown which is **pink** and write in the notes sections “Crown Health Program” please refer to the example below:



1. Upon arrival to REDiMED reception, the patient will fill out the *patient information* form and the crown health program questionnaire which is saved under I:\Templates\Recpetion\Crown Health Program.
2. The Physiotherapist will complete Initial assessment followed by treatment, this will determine the following:
3. If the patient meets the inclusion criteria for the CHP.
4. Collaborative goal setting with the patient for their needs, with time frames.
5. Whether there will be any restrictions required for their current job role.
6. Physiotherapist to complete *Initial Insurance Report* in Genie and save this to I:\Physiotherapy\Resources\PROJECTS\CHP\Patient Correspondence
7. Physiotherapist to also complete a *Work Capabilities Checklist* access from I:\Physiotherapy\Resources\PROJECTS\CHP and save in patient correspondence.
8. An email should be sent to the Crown Injury Manager which attaches the *Initial Insurance Repor*t and *Work Capabilities* Checklist using this template:

Hi Michelle and Ryan,

Thank you for referring (patient’s name) to the early intervention Crown Health Program with REDIMED. Please find the attached Initial Report and Work Capabilities Checklist. The next physiotherapy appointment is scheduled for (date).

I will be in touch with you by the fourth physiotherapy session to discuss (patient’s name) outcomes and whether there will be a need for future injury management.

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

1. Billing is done using the Crown Health Program Billing sheet. (I:\Physiotherapy\Resources\PROJECTS\CHP)
2. At the beginning of each month, the billing sheet is sent to accounts so they can send a monthly invoice to Crown.
3. Clients can have up to $500 spent on them in the CHP without a claim being opened. This is approximately 4 physiotherapy consults, see the table below.

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| --- | --- | --- | --- |
| **Physiotherapy Services** | **Rate (exclusive of GST)** | **Total Rate** | **Note** |
| 1 x Initial Physiotherapy consultation | $80.25 | $80.25 | Exclusive of consumables |
| 1 x Initial Report | Free of Charge | $0.00 | To be included in the email to the Injury Manager on the day of the first consult |
| 3 x Follow-up Physiotherapy consultation | $64.45 | $193.35 | Up to a maximum of three sessions |
| 1 x Progress Report | $80.25 | $80.25 | To be included in the email to the Injury Manager on the day of the last consult at the end of agreed intervention program ( by the 4th session at the latest) |
| Consumables | Up to $50 value | $50 max | As per intervention requirement to assist patient’s recovery |
| **OVERALL TOTAL** | | **$403.85** | |

1. After the fourth consult, send a *Progress Report* (template is in genie) to the Crown Injury Manager. If you feel that further treatment is required then this will need to be further discussed with the Injury Manger.

# Appendices

Patient Information Form (I:\Templates\Recpetion\Crown Health Program

Crown Health Program Questionnaire (I:\Templates\Recpetion\Crown Health Program

Initial Physiotherapy Assessment (I:\Templates\Physiotherapy\01.1.ASSESSMENT FORMS

Initial Insurance Report Saved in Genie under Physiotherapy

Crown Work Capabilities Checklist (I:\Physiotherapy\Resources\PROJECTS\CHP)

Email Template (I:\Physiotherapy\Resources\PROJECTS\CHP)

Crown Health Program Billing Sheet (I:\Physiotherapy\Resources\PROJECTS\CHP)