Serving Complex-Needs Patients During COVID-19

It's always best practice to care for your patients one-on-one when determining their Complex Rehab Technology (CRT) needs. However, protecting their health at this time is equally important and in-clinic visits may not be the best option. Use the chart below to help determine if your patients with complex needs must be seen in-clinic or if other options might be more appropriate.

Does your patient have:

- AN URGENT NEED FOR NEW EQUIPMENT?
- A NEED TO REPLACE "LIKE FOR LIKE" EQUIPMENT? **CONFIRM WITH PT/OT AND THEN CONTACT THE SUPPLIER.**
- AN URGENT NEED FOR MODIFICATION OR REPAIR? (i.e. seating needs, pain, skin changes, sitting tolerance)
- A MECHANICAL OR REPAIR ISSUE? **CONTACT THE SUPPLIER.**
- EQUIPMENT THAT NEEDS TO BE FITTED?

IS YOUR CLINIC OPEN?

YES

IS THE PATIENT HIGH-RISK FOR COVID-19? (OR HESITANT TO COME INTO THE CLINIC)

NO

IF IT CANNOT WAIT, SCHEDULE AN APPOINTMENT.

COORDINATE WITH THE PATIENT, CAREGIVER, SUPPLIER, AND PHYSICIAN (AS NEEDED) TO PREPARE FOR THE APPOINTMENT SO THERE ONLY NEEDS TO BE ONE VISIT.

YES

REMEMBER: BE CERTAIN TO MAINTAIN DETAILED DOCUMENTATION OF ALL INFORMATION DISCUSSED AND/OR OBSERVED DURING ANY CALL, VIDEO, OR OTHER CONSULTATION.

NO

- CONTACT THE SUPPLIER FOR OPTIONS
- CONSIDER HOME HEALTH OPTIONS
- CONSIDER TELEHEALTH OPTIONS
- CONTACT ON-CALL PT/OT
- REFER TO AN OPEN CLINIC
- EXPLORE LOAN CLOSET OPTIONS

Have more questions or need assistance? Contact the Clinician Task Force at cliniciantaskforce@gmail.com