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?
- IS THE PATIENT HIGH-RISK FOR COVID-19? (OR HESITANT TO COME INTO THE CLINIC)
  - 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
- NO

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

- 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

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