

Northeast Health Wangaratta – **Outpatient Physiotherapy Clinic** Pre-referral Management Guidelines (July 2014)

<p>Physiotherapy Staff:</p> <ul style="list-style-type: none"> • Rotating Grade 1 physiotherapist 	<p>Clinic/Appointment Information:</p> <p>Northeast Health Wangaratta (NHW) PO Box 386 Wangaratta 3676 Tel: 5722 5555 Fax: 5722 5419</p> <p>Outpatient Physiotherapy Clinic days - Mon, Wed, Fri</p>	<p>Outpatient Physiotherapy Referral</p> <p>Referral <u>must</u> contain detailed information on:</p> <ul style="list-style-type: none"> • Reason for referral • Post-op orders/instructions (if applicable) • Relevant medical history • Current patient contact details (postal and phone no.) • Current referrer contact details 	<p>Note: Incomplete Referrals</p> <p>Incomplete referrals will not be accepted for processing and will be returned to the referral source.</p>
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<p>Conditions <u>SEEN</u> in this Clinic:</p> <ul style="list-style-type: none"> • Internal Referrals from NHW Outpatient Clinics <ul style="list-style-type: none"> - Orthopaedic Fracture Clinic - Ante Natal Clinic • Post Orthopaedic surgery (exc. TKRs, THRs) – see conditions • Recent ED discharge (eg. acute LBP, soft tissue injuries) • Other referrals post recent ward admission (eg. rectus diastasis, acute LBP) 	<p>Conditions <u>NOT SEEN</u> in this Clinic:</p> <ul style="list-style-type: none"> • GP referrals – see conditions • Maternal and Child Health Nurse (M&CHN) referrals – see conditions • Cardiorespiratory or neurological conditions • Issues requiring Continence Physiotherapy 	<p>Conditions:</p> <ul style="list-style-type: none"> • TKRs and THRs are managed in our Orthopaedic Group, run by the <u>Community Rehabilitation</u> physiotherapist. Fax relevant referrals to 5722 5419. • GP and M&CHN referrals are seen by the <u>Community Health</u> physiotherapist. Fax relevant referrals to 5722 5419.
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Triage Categories / Appointment Wait Times

<p>Triaging of referrals</p> <p>0 – 5 days All referrals will undergo triaging and clinical prioritisation by a senior physiotherapist.</p>	<p>Acknowledgement of referral</p> <p>0 – 8 days Notification of referral acceptance will be sent to the referrer, inclusive of confirmed patient appointment details if applicable. Appointment letters will also be sent to the patient.</p>	<p>Category 1 (Urgent)</p> <p>0 – 30 days Referrals prioritised as urgent will have appointments booked within 30 days of receipt of referral.</p>	<p>Category 2 (Routine)</p> <p>4 - 6 weeks Referrals prioritised as routine will have appointments booked 4 – 6 weeks post receipt of referral.</p>
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