

# How to access Physiotherapy services and what to expect

Referrals to Central Intake can be faxed to 709-292-2300, or mailed to Physiotherapy, 50 Union St. Grand Falls-Windsor, NL, A2A-2E1. Community health care staff can send referrals through CRMS. Referrals will follow one of four pathways below.

## Urgent outpatients

- Recent fractures/cast
- Recent surgeries

### When the referral is received

Patient is contacted by telephone and offered an appointment within 10 working days at the closest site with available staff.

### Wait time

Up to 10 working days.

## Non-urgent outpatients

- Those who do not fit Urgent or Community Service criteria.

### When the referral is received

Patient is informed by mail to call Central Intake toll free number **1(844) 865-6281** on **Thursdays between 1:30 and 3:30**.

There may be a maximum 15-minute wait to book an appointment. If no appointments or booking clerks are available, leave a message with your name and number. Patients will be contacted when an appointment is available. If there is no appointment close to your residence, you will have the option to travel to another site for faster service.

### Wait time

Between 5- 40 working days once the patient calls **1(844) 865-6281**.

## Urgent Community

- A recent decline in performing basic activities of daily living.
- A patient has fallen within the last 30 days.
- Caregiver has concerns about the need for assistance.

### When the referral is received

Patient is contacted by physiotherapy staff within 10 working days.

### Wait time

Up to 10 working days for phone response. Home visit date will depend on condition and physiotherapist availability.

## Non Urgent Community

- Preventative programming for patients with chronic illness.

### When the referral is received

Patient contacted by physiotherapy staff within 60 working days.

### Wait time

Up to 60 working days.

## Goals

Individualized goals

### Prescription

Physiotherapy will continue as long the patient demonstrates clinical improvement. Some treatments may follow specific protocols.

## Goals

Individualized goals

### Prescription

A maximum of six sessions. There may be a delay/ break in treatment if physiotherapists are required for urgent care or inpatient care.

## Goals

Optimal function in a safe environment.

### Prescription

Up to 12-week program that includes: Home assessment, equipment, and strengthening/balance program.

## Goals

Optimal balance and strength to prevent falls.

### Prescription

Up to six-week program that includes: home assessment, caregiver education, equipment, and balance classes.

## Discharge

The patient is discharged once their goals are met, reached the maximum number of sessions, or have stopped showing signs of clinical improvement. Referral to other services such as restorative care, chronic disease self management, COPD outreach, etc. may be available.