



HEALTH SERVICES FOR COMMUNITY LIVING
SPECIALIZED SEATING CONSULTATION SERVICE PROTOCOLS
AUGUST 2010

A specialty seating consultation service for adults with Developmental Disabilities who receive services from Health Services for Community Living (HSCL) has been available since August 2000. At this time the original contract protocols have been updated:

DESCRIPTION OF SERVICE

Access Community Therapists Ltd. (Access) is contracted to provide specialized seating consultation services to adults with Developmental Disabilities who are eligible for Community Living BC (CLBC) services. These services are intended to augment locally available supports provided by HSCL or Home & Community Care Rehab Therapists (i.e., Occupational Therapist, Physiotherapist). The expectation is that the Rehab Therapists involved provide wheelchair seating and mobility interventions to the extent of their skill and comfort level. The Rehab Therapist determines when to request seating consultation. It is generally expected that this occurs when the client's seating needs exceed what the therapist feels s/he has the experience to provide.

Access Seating Consultants provide services in the Greater Vancouver Area and on an outreach basis to communities outside of this region except for southern Vancouver Island (south of Duncan).

REFERRALS

The HSCL Rehab Therapist makes referrals to the Specialized Seating Consultation Service. If there is no identified HSCL Rehab Therapist, a referral by a Home & Community Care Rehab Therapist will be accepted.

The completed HSCL Request for Specialized Services form (blank sample attached) is faxed to:

Access Community Therapists Ltd.
604-736-7019

Access will confirm receipt of the referral to the referral source within 3 working days. If confirmation is not received within this time frame the referral source is asked to call Access at (604) 736-7009.

New and/or urgent client information regarding a change in health status affecting seating interventions should be directed to Access at the above numbers. Access will ensure the appropriate seating consultant receives the information in a timely manner.

Urgent Referrals

An urgent referral can be indicated in the space provided on the referral form. Examples of indicators for an urgent seating consultation may include:

- Pressure ulcers
- Other immediate health or safety risk

Urgent referrals will be responded to by a phone call from the seating consultant to both the client and referring Rehab Therapist within 2 working days of receipt. Immediate remedial strategies may be suggested over the phone and an appointment for an initial assessment will be scheduled as quickly as possible.

Re-referrals

If a client has been discharged, or the client has not been seen within the year, a new referral is required.

DESCRIPTION OF THE USUAL SEATING CONSULTATION PROCESS

- The primary HSCCL (or Home & Community Care) Rehab Therapist generates the seating referral and faxes to Access at (604) 736-7019.
- Access confirms receipt of the referral to the referral source and forwards the referral to the appropriate seating consultant.
- The seating consultant contacts the referring Rehab Therapist to discuss desired level of the consultant's involvement and to make an appointment for a joint initial assessment. For example, the referring therapist may choose to attend all appointments, or may only attend assessment and final fitting appointments.
- The joint initial assessment usually occurs at the client's home with both the seating consultant and the primary Rehab Therapist in attendance. Key caregivers/family members may also attend this appointment.
- The second seating consultation appointment may occur at the client's home or at the medical equipment vendor/seating technician's shop.
- Equipment quotes are faxed by the vendor/technician to the seating consultant.

- The seating report is generated by the seating consultant and forwarded to the primary Rehab Therapist with equipment quotes and other relevant information attached
- The referring Rehab Therapist pursues funding (obtains medical equipment form, etc.) attaching the consultant's seating report with recommendations and justification with relevant quotes to the form. Note: By exception, the seating consultant may be asked to perform the primary role. In these cases s/he will organize funding, write the letter of justification, etc. and forward copies to the referring Rehab Therapist.
- Either the seating consultant or the primary Rehab Therapist can field questions from the Ministry of Housing and Social Development (MHSD)
- When the funding has been approved (approval letter received by client and seating consultant) and the equipment is ready to be supplied, the first fitting appointment is set and any additional fittings are booked as needed.
- The follow-up/final visit is ideally a joint visit by the seating consultant and primary Rehab Therapist. If specific positioning guidelines and/or formal training of caregivers is required this can be done by either therapist as agreed on jointly.
- The primary Rehab Therapist is responsible for long-term follow-up with the client (monitoring fit and function of the prescribed seating system and ensuring that continuing to meet needs). They may consult by phone with the seating consultant as required and can request further joint follow-up visits as needed at any time.
- The seating consultant can continue to consult on the referred client for up to a year from the date of the referral, and after that a new referral is required.