



## Standard Operating Procedure

<b>Procedure Title:</b>	<b>Scheduling for Physical Therapy</b>
<b>Date:</b>	<b>01/26/2023</b>
<b>Version:</b>	<b>1.2</b>
<b>Department:</b>	<b>CCHC</b>
<b>Approved by:</b>	<b>Cece</b>

### Purpose:

To schedule patients accurately for Physical Therapy services, maintain patient experience, and ensure a balance of evaluations and follow-up visits.

### Procedure:

- When scheduling PT appointments there are only 3 different options for appointment types. These are broken down into Commercial Insurance and Medicare/Medicaid Versions of both.
  - **PT EVAL or PT EVAL (MEDICARE/MEDICAID)**
    - New Patients, New to the clinic, and/or New to PT
    - Emphasize at time of scheduling the patient needs to **show up 30 minutes early**.
    - Send Health Note ling, If they are CIC patients please make sure they understand the CCHC paperwork is different – we are typically looking for different information and patterns than at CIC.
    - Do not schedule 1<sup>st</sup> visit of the day unless there are no other viable options. (clinic opens at 7:45, patient needs to be here 30 minutes early).
    - Please make sure to schedule the first 2 weeks of follow-ups at the same time as the PT Eval. This will allow monitoring to make sure patients can obtain follow-up visits.
    - *If in doubt, call the services location front desk.* PT cannot squeeze in patients like most other services we offer. We do not have the ability to double book with some appointments.
  - **PT FOLLOW UP or PT FOLLOW UP (MEDICARE/MEDICAID)**
    - Following the Dr's treatment plan and up to **9** visits or **6** weeks of treatment, whichever comes first.
    - Do not schedule back-to-back days unless there are no other options.
  - **PT RE-EVAL or PT RE-EVAL (MEDICARE/MEDICAID)**
    - Every **10** visits OR the first visit >6 weeks after PT EVAL or last PT RE-EVAL
    - A new condition **added to the current condition & being treated at the same time**.
    - A patient returning to clinic for a previously treated condition, <90 days from last appointment for that condition.
- **Quick Snap shot for appointments needing and Eval vs Re-Eval.**
- new body part = new eval (with a new prescription if it's Medicare)
- 90 days = new eval (with a new prescription if it's Medicare and not one of our CIC providers)

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- >6 weeks but <=90 days and same body part as last treated = re-eval

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### Scheduling Guidelines

- Maximum 2 **PT EVAL** per day. Obtain permission from the Physical Therapist for 3<sup>rd</sup>.
- Do not schedule **PT EVAL** back-to-back.
- Children 12 and under need approval by Dr. Brady to make sure they don't need to see a pediatric PT specialist for best treatment.

### Commercial insurance

- Schedule: initial **PT EVAL**. 1 week later, schedule 2 **PT FOLLOW UP** appointments, not back to back.
- This will allow time to obtain a PA if needed
- If verified no PA required, start **PT FOLLOW UPS** 2-3 days after **PT EVAL**.

### Scheduling Medicaid insurance

- Schedule: initial **PT EVAL (MEDICARE/MEDICAID)**. 2 weeks after eval schedule 2 **PT FOLLOW UP (MEDICARE/MEDICAID)** appointments.
  - This allows time to obtain the required PA.
- A modified 14 question Oswestry is required to be completed at the initial eval.

### Scheduling Medicare

- Schedule: initial **PT EVAL (MEDICARE/MEDICAID)** and 2 weeks of **PT FOLLOW UP (MEDICARE/MEDICAID)** appointments, starting 2-3 days after **PT EVAL**.

### Scheduling Limitations:

- Dr. Brady is currently not in network with Providence

### Scheduling Guidelines for Appointment Spacing (no Auth required)

- Try to keep away from scheduling follow-up appointments > 1 week apart.
  - New Evaluation Spacing Examples:
    - Patient has a new evaluation on Tuesday or Wednesday --> try to schedule the first follow-up the same week, a couple days out, or if the patient cannot make it in again that week at least schedule the very beginning of the following week.
    - Patient has a new evaluation on Thursday or Friday --> schedule the first follow-up the first half of the following week (earlier is better), and then continue out from there.
  - Follow-up Spacing (for the first couple weeks a patient is coming in)
    - If the patient's appointment is on Tuesday or Wednesday, don't push out their follow-up appointments to Thursday/Friday the following week (if possible)

### Scheduling Guidelines with PT Prescriptions (no Auth required)

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- If the patient, for example, has a prescription that says 2x/week for 4-6 weeks and wishes to schedule out the entire prescription, let them. We will cut down those appointments, as necessary.
- If a patient has a prescription that says 3x/week, please schedule 2x/week unless the patient is completely insistent upon those 3x/week, in which case schedule the first 1-2 weeks and Dr. Brady will follow-up with the patient during the initial evaluation in regards to scheduling.