



<p>Team Name: Rehabilitation Services</p> <p>Team Lead: Director – Rehabilitation</p> <p>Approved by: Regional Lead – Community &amp; Continuing Care</p>	<p>Reference Number: CLI.6310.SG.005</p> <p>Program Area: Rehabilitation Services</p> <p>Policy Section: General</p>
<p>Issue Date: February 10, 2017</p> <p>Review Date: July 17, 2023</p> <p>Revision Date: August 9, 2023</p>	<p>Subject: Referral Prioritization /Waitlist Management for Outpatient Occupational Therapy, Physiotherapy and Speech-Language Pathology Children and Youth Services</p>

*Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.*

**STANDARD GUIDELINE SUBJECT:**

Referral Prioritization/Waitlist Management for Outpatient Occupational Therapy, Physiotherapy and Speech-Language Pathology for Children and Youth Services

**PURPOSE:**

The purpose of this guideline is to outline the process for referral prioritization and waitlist management.

**PROCEDURE:**

The Occupational Therapist, Physiotherapist and Speech-Language Pathologist will review:

- Southern Children's Therapy Network of Manitoba Referral Form (CLI.6310.SG.001.FORM.01)
- Children's Therapy Network of Manitoba Priority Ratings: Occupational Therapy (CLI.6310.SG.005.SD.01)
- Children's Therapy Network of Manitoba Priority Ratings: Physiotherapy (CLI.6310.SG.005.SD.02)
- Children's Therapy Network of Manitoba Priority Ratings: Speech-Language Pathology (CLI.6310.SG.005.SD.03) to determine referral priority status based upon the following guidelines:

## Priority

Priority 1 is the highest priority, most urgent, and Priority 4 is the lowest priority.

Based upon referral information, Priority 1 status will be assigned to referrals requiring more urgent assessment/intervention and will be seen for initial appointment before Priority 2 referrals, Priority 2 before Priority 3 referrals and so on.

Referral priority status is subject to change based on new information which impacts the urgency of assessment and intervention.

1. The occupational therapist, physiotherapist, or speech-language pathologist will document assigned priority status, P1, P2, P3 or P4 on the referral.
2. The occupational therapist, physiotherapist, or speech-language pathologist will then return the referral to the designated support staff to complete the referral intake process.
3. P2, P3 and P4 referrals will be informed of approximate wait time
4. For those sites completing referral screening related to high volume of referrals: Referrals on the wait list may be contacted for a screening appointment on pre-scheduled referral screening days or as directed by the occupational therapist, physiotherapist, or speech-language pathologist.

Exceptions to this may include P1 Referrals, referrals from Child Development Clinic, and Preschool Wellness/Screening Fairs or cross referrals from other rehab team members.

At the screening appointment:

- Referrals may be reprioritized based upon screening results
  - Referrals may remain on the waitlist as appropriate
  - Home program suggestions may be provided or a brief period of intervention may be initiated
  - Cross referrals to occupational therapy, physiotherapy, speech-language pathology and audiology may be initiated by the occupational Therapist, physiotherapist or speech-language pathologist
5. For referrals being transferred to our program from another health region or area of Southern Health-Santé Sud, the original date of referral should be honoured and placed onto the waitlist. If the child has had ongoing intervention, a screening appointment may be scheduled to determine whether therapy needs to continue immediately or whether the referral may be returned to the waitlist as per date of original referral.
  6. By January 31, children on the waitlist who are kindergarten entry age may be reprioritized for assessment for school transition needs prior to school entry. Between February and August referrals for school entry children will be added to the reprioritized referrals.
  7. New referrals for occupational therapy, physiotherapy or speech-language pathology received after May 31 of each year for children of kindergarten entry age will be processed by **Southern Children's Therapy Network of Manitoba**:
    - Parents will be contacted by phone to determine if child is entering kindergarten in fall

- Screening appointment should be provided if appropriate by phone, virtual visit or in person
  - If child is not entering kindergarten, the referral will be placed on the wait list
  - If child is entering kindergarten in fall, and parents' consent, the referral will be forwarded to the Student Services Administrator for the appropriate school division (if known)
  - Referrals will be returned to the parent/caregiver if circumstances deem this to be the best outcome for the client (e.g. child moving to another region)
8. "How Does Your Engine Run" group referrals will be placed in an age/developmentally appropriate level group as space allows in order of receipt of referral.

**SUPPORTING DOCUMENTS:**

- [CLI.6310.SG.005.SD.01](#) Children's Therapy Network of Manitoba Priority Ratings: Occupational Therapy
- [CLI.6310.SG.005.SD.02](#) Children's Therapy Network of Manitoba Priority Ratings: Physiotherapy
- [CLI.6310.SG.005.SD.03](#) Children's Therapy Network of Manitoba Priority Ratings: Speech-Language Pathology

**REFERENCES:**

- CLI.6310.SG.001.FORM.01 Southern Children's Therapy Network of Manitoba Referral Form