

## Process to book Assessments for SLP and/or OT

1. Referral received – information input into NAV and WinCis as per usual (Mel)
2. Screened by Stacey for completion and appropriateness
3. Notify Clinicians via email as usual re: referral (Ax, Cx – immediate notification. Device Trial, Prescription/Rental – summarized in 1x/month email)
4. Assessment referrals to be sent back to Mel for booking. Clinicians to complete the Appointment Booking Request form CDP-14 (print and provide to Mel or email digital version)
  - a. Clinicians will hold 2 spots (1 am and 1pm) in their calendars for that should **NOT** be used for client appointments. These slots can only be used if confirmed with clinicians first
  - b. Mel to book appointment with client (and any other requested person) as per CDP-14 provided to her
  - c. Mel to keep all requests in a binder for future review (ensure we are providing the proper information, review form to see if anything needs to be added/removed)

## Information provided to client should include:

- i. SCREEN at time of booking: (page 5) client and any additional attendee for COVID related symptoms
  - I. We strongly encourage the minimal # of attendees to join (i.e. one person)
  - II. If client or required attendee 'Fails' screen, indicate that they may wish to contact health links/ info sante (Screening Tool or Phone: 1-877-308-9038) to determine if they should be tested, and then ask that they contact CDP when they have been **symptom free for at LEAST 24 hours** to initiate an appointment request.
  - III. If client and required attendee 'Passes' screen, continue with booking process. Indicate that they will be screened again the day of their appointment prior to arriving at Deer Lodge, they will then need to check in with security at the FRONT of Deer Lodge and may be required to repeat the screening questions again at that time.
- ii. SCREEN on day of appointment: Clinician will indicate who to contact for screening purposes and whether there is more than 1 person to be screened (i.e. clinician, spouse, etc) **\*\*NOTE:** Clients, family members and/or clinicians at a **facility** DO NOT REQUIRE day of screening as they will be screened by the facility already. CDP Clinicians will mark  N/A on the Booking Request form.
- iii. Appointment DATE and TIME
- iv. BRING MB HEALTH CARD – REQUIRED at Appointments!
- v. BRING any previous or current AAC equipment (low tech, high tech – anything used to communicate) \*have it charged if possible

- vi. Location of Deer Lodge, Parking (make note of parking limits on side streets and option for parking in lot)
  - vii. Approximate length of appointment (~ 1.5 hours, unless otherwise requested)
  - viii. Who they will be seeing (Marlee – OT, and/or Aynsley – SLP, include Mark and/or Dimitri as appropriate as well)
  - ix. What to do if they need to cancel or reschedule (i.e. tell them that we ask for at least 24 hours notice – more is always better if possible, give them CDP number to call), especially if experiencing any cold or flu like symptoms
  - x. What format would they like the mail out: (select as many as appropriate)
    - English
    - French
    - Large Format (23 Font)
    - Hi-Contrast
- d. Mel to make appointment in calendar of client & attendee(s) names. Invite clinicians and include copy of Letter to client within invitation. Any updates can be completed in appointment and sent to clinicians as appropriate. Note whether client & additional attendees passed COVID screening at the time of booking, and again on the day of the appointment. Use chart below to include information in calendar.

NAME: (At Booking)	COVID SCREENING		DATE
	PASS	FAIL	
NAME: (Day of Appointment)	COVID SCREENING		DATE
	PASS	FAIL	

- e. For **IN HOUSE** appointments: Notify Security, Management and Information Desk: Please send an email to: [Security, & Management](#) at the time of booking to notify them of Date, Time, Client and Attendee. On the day off the appointment after screening client, confirm the appointment by emailing: [Security & Management](#) and calling the info desk to let them know the name, and time client is expected. Ask that info desk contacts 3430 if they client arrives early.
- f. Chart to be put in the appropriate folder (assessment/consultation or alphabetically for follow-up clients) in filing cabinet.
- g. Appointment Booking Request Form COVID – Leave on front of file until the appointment has happened, then form can be filled in binder for future reference.