

# PHYSIOTHERAPY SERVICES - AFTER HOURS - CHW

## POLICY®

### DOCUMENT SUMMARY/KEY POINTS

- This document provides a summary of physiotherapy services outside standard 0800-1700 weekday services.
  - **Acute respiratory services:**
    - Evenings: 1630 – 2300: 7 days a week
    - Weekends and public holidays: 0800 – 1630
  - **Overnight on-call service:**
    - 7 days a week: 2300 – 0800.

This service requires approval by a Consultant Medical Officer, senior PICU registrar or PICU Outreach
  - **Orthopaedic weekend physiotherapy service:**
    - Saturday and Sunday: 0830 – 1230; excludes Public Holidays
  - **Emergency department (ED) after hours service:**
    - Weekends: 5-hour afternoon shifts
    - Some weeknights: Contactable via Fast Track
- This document provides a summary of referral processes to after-hours physiotherapy services.

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

<b>Approved by:</b>	SCHN Policy, Procedure and Guideline Committee	
<b>Date Effective:</b>	1 <sup>st</sup> April 2023	<b>Review Period:</b> 3 years
<b>Team Leader:</b>	Department Head	<b>Area/Dept:</b> Physiotherapy CHW

## CHANGE SUMMARY

- Document due for mandatory review
- Change to services to ED.
- Change to approvers for overnight call-back.
- Minor changes to indications for after-hours acute physiotherapy service review.

## READ ACKNOWLEDGEMENT

- CHW Physiotherapy staff
- CHW medical and nursing staff working outside of normal business hours

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## Introduction

The Physiotherapy Department provides a 24-hour, 7 day a week service for acute respiratory physiotherapy. This includes:

- Standard business hours (Mon-Fri: 0800-1700)
- Evening service (7-days a week, including Public Holidays: 1630-2300)
- Weekend and Public Holiday service (Sat-Sun and Public holidays 0800-1630)
- Overnight on-call service (7 days a week, including Public Holidays: 2300-0800).

The Physiotherapy Department provides an orthopaedic and ED weekend service to facilitate timely discharge.

## Acute respiratory physiotherapy service

### Respiratory physiotherapy after hours service

The respiratory physiotherapy after-hours service operates on evenings, weekends and public holidays over the following hours:

- **Evenings:** 1700 – 2300
  - Contact via page 6189 or Medtasker “Respiratory 1 – *Physiotherapist*”
- **Weekends and Public Holidays:** 0800 – 2300
  - Contact via page 6189 or Medtasker “Respiratory 1 – *Physiotherapist*”
- **Overnight on-call** 2300 – 0800
  - Call through switch only

**Note: All new referrals need to be made through Powerchart and contact made via page 6189 or Medtasker.**

### *Indications for after-hours respiratory physiotherapy*

Inclusion of patients on the after-hours respiratory physiotherapy list is at the discretion of the treating day time physiotherapist based on therapist clinical reasoning, hospital acuity and the following criteria:

- Increasing ventilator support, or support above baseline (including supplemental O<sub>2</sub>)
- Chest X-ray changes amenable to physiotherapy techniques (consolidation and collapse)
- Respiratory distress
- Evidence or history of difficulties clearing retained pulmonary secretions
- At risk of deterioration in respiratory status if not seen
- Significant risk factors e.g. impaired/ineffective cough, immobile, underlying pulmonary disease

- Risk of post-operative pulmonary complications
- Pre-operative respiratory optimization (“tune-up”)
- Acute symptoms on chronic lung disease e.g. cystic fibrosis, primary ciliary dyskinesia, neuromuscular disease
- Baseline airway clearance with cannot be delivered by family, carers or nursing staff

### ***New referrals to the after-hours respiratory physiotherapist***

All new referrals to physiotherapy require a PowerChart referral and documentation completed in the medical record by a medical officer.

**PICU patients only:** New referrals from PICU do not require a PowerChart referral, however require documentation completed in the medical record by a medical officer.

The after-hours respiratory physiotherapist **must be** contacted on 6189, or via Medtasker “Respiratory 1 - *Physiotherapist*” to activate a new referral. A verbal handover must be received to allow the opportunity for closed loop communication and information to assist in triaging of new referrals.

**NB:** any urgent reviews or referrals should be communicated via the paging system  
**NOT** MedTasker.

All new referrals for acute respiratory needs will be reviewed within 24 hours. Timing of the review is at the discretion of the physiotherapist considering individual clinical presentation and hospital acuity.

## **Respiratory Physiotherapy On-Call Services**

### ***Hours of service***

A respiratory physiotherapy on-call service is provided as follows:

- **7 days per week:** 2300 to 0800 Contact via switch

**NB:** The on-call physiotherapist is **not located on-site** and is called back to the hospital, which may take up to one hour.

### ***Indications for a Respiratory Physiotherapy Call-Back***

- An acute and significant deterioration in respiratory condition despite medical and nursing management such as positioning, suctioning, medication, increase in oxygen requirements and/or increasing ventilatory support.
- Patient at risk of intubation without physiotherapy treatment.

- **Physiotherapy call-backs are not routine treatments.**
- A medical **assessment** of the acutely ill child with deteriorating respiratory status should occur **immediately prior** to any request for a physiotherapy call back.
- The request must then also be authorised by the **Consultant Medical Officer, Senior PICU registrar or PICU outreach** and documented in the inpatient medical record before the on-call respiratory physiotherapist is contacted. Refer to [Flow Chart Appendix 1](#).
- On the wards, a physiotherapy call back should be considered as part of the CERS response to a deteriorating patient and be discussed in a clinical review or rapid response scenario.
- In PICU, GCNC or ED, a request can be authorised by Consultant Medical Officer or Senior registrar.
- The on-call respiratory physiotherapist must ensure that the Consultant Medical Officer or PICU Fellow has approved the request. **The physiotherapist cannot respond to a call-back request from a nurse or resident/registrar.**

### **Organised call-back**

In exceptional and rare circumstances, an overnight call-back can be arranged (e.g. proven or likely deterioration without intervention).

This must be approved by the senior PICU physiotherapist within hours, or physiotherapy management and the consultant MO whom the patient is admitted under. After hours, contact with the senior PICU physiotherapist or physiotherapy management should only be made by physiotherapy staff.

An organised call back will be documented in the patient medical record as part of the physiotherapy plan.

## **Orthopaedic physiotherapy services**

### **Weekend Hours of service**

The orthopaedic weekend physiotherapy service operates over the following hours:

- **Saturday and Sunday: 0830 – 1230**
  - Contact via page 6385 or Medtasker “Orthopaedic (Weekend) *Physiotherapist*”

**Note: All new referrals should be communicated with the physiotherapist via pager 6385 or Medtasker.**

### **Indications for weekend orthopaedic physiotherapy services**

Orthopaedic physiotherapy is provided to **facilitate timely discharge** e.g. completion of plasters, crutch walking, mobilisation and exercise programs.

### **Referrals to the Weekend Orthopaedic Physiotherapist**

The weekend orthopaedic physiotherapist will liaise with the orthopaedic Ward team leader at the beginning of their shift, where any patients from round should be flagged. All other new referrals to physiotherapy require a PowerChart referral and documentation completed in the medical record by a medical officer.

The weekend orthopaedic physiotherapist **must be** contacted on 6385 or via Medtasker "Orthopaedic (Weekend) *Physiotherapist*" to activate a new referral. A verbal handover must be received to allow the opportunity for closed loop communication and information to assist in triaging of new referrals.

**NB:** any urgent reviews or referrals should be communicated via the paging system  
**NOT** Medtasker.

If outside these hours, review or intervention is needed to facilitate immediate patient discharge, the weekend respiratory physiotherapist can be contacted. Service provision by the weekend respiratory physiotherapist is not guaranteed and is influenced by clinical caseload and availability.

**Note: There is no orthopaedic physiotherapy service available on public holidays.**

## **Emergency fast-track services**

### **Hours of service**

The emergency fast track-service is a new service being evaluated in 2022/2023. The service operates over the following shifts:

- **Saturday & Sunday:** 6-hour afternoon/evening shift      phone Fast Track 52422
- **Monday:** 4-hour evening shift      phone Fast Track 52422

### **Indications for Fast Track ED physiotherapy services**

Physiotherapy is provided to facilitate timely assessment, and treatment of patients presenting to the Fast Track area of the emergency department with acute musculoskeletal complaints. The physiotherapist will assist with the application of plasters for fractures, education and treatment of soft tissue injuries, and mobility assessments including equipment provision for discharge. The physiotherapist is not to make decisions regarding patient diagnosis including x-ray results; provide dressings to wounds; or perform manipulations to fractures.

Treatment of respiratory patients in the emergency department should continue to be referred to the respiratory physiotherapist on page 6189, and a referral in PowerChart to be made.

### ***Referrals to the Fast Track ED Physiotherapist***

The Fast Track physiotherapist will liaise with the medical team in ED, and the nurse practitioner in Fast Track, to identify any patients requiring physiotherapy services during their shift.

If outside these hours, review or intervention for musculoskeletal injuries should continue to be provided by nursing and medical staff in ED. If **respiratory** physiotherapy is required, the respiratory physiotherapist should be contacted via the after-hours pathway as stated above.

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## Appendix 1: Flow Chart to Request On-Call Physiotherapy

