

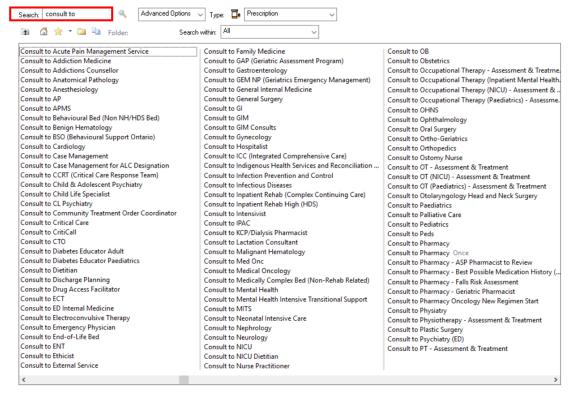
CONSULT TO REHAB/THERAPY

HOSPITAL INFORMATION SYSTEM (HIS)

PRESCRIBERS

Notes and Considerations

 The consult order is the prescriber's only requirement for patients to be assessed and treated by therapists.



- Prescribers <u>must NOT</u> place therapy follow-up orders as this is for therapists to place for documentation purposes.
- The follow-up orders were designed to task treatment documentation based on how frequently
 the therapists wish to document on patients' charts. It is the therapists' responsibility to
 manage this, not the prescribers. The therapy follow-up orders include the following:
 - o Occupational Therapy Follow Up: Occupational Therapy SMART Follow Up
 - Physiotherapy Follow Up: Physiotherapy SMART Follow Up
 - Speech Language Pathology Follow Up
 - Recreation Therapy Follow Up
- Please refer to the Prescriber Consults tip sheet on how to place a consult order. Link:
 Prescriber Consults









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HOSPITAL INFORMATION SYSTEM (HIS)

Getting Help!

<u>If you are still experiencing access issues</u>, please contact **At-The-Elbow (ATE) support** or submit a ticket to the <u>HIS Service Desk</u>. Be sure to include **your device and username information** in your ticket:

https://niagarahealth.service-now.com/sp?id=monarch

Tips to Submitting a Ticket:

Will Give as much detail as possible to ensure the Command Centre is able to quickly understand the issue and place it in a priority sequence.



Include the name of the person who is experiencing the issue and their contact information.

Select the appropriate category, sub-category and priority of the issue.

Attach a screenshot of the issue, or to help explain the issue, whenever possible, keeping in mind that no patient-identifiable information should be included in the screenshot.



If your issue has a **direct and immediate impact** on patient care and support staff are busy helping someone else, please call **905-378-4647 Ext. 42850 PRESS 3** to speak to the Operation Monarch Command Centre staff.



