

REFERRAL INDICATOR

CUSTOMER CARE

	PT	OT	SLP
DIFFICULTY AMBULATING			
• Unsteady gait	✓		
• Inappropriate use of walker or cane	✓	✓	
• Poor posture	✓	✓	
• Decreased topographical orientation		✓	
• Fatigue or shortness of breath walking short distances	✓	✓	
LOSS OF BALANCE			
• Fear of falling	✓	✓	
• Frequent falls	✓	✓	
• Complaints of dizziness	✓	✓	
• Fall or unsteady in the shower / bathroom		✓	
DIFFICULTY WITH TRANSFERS			
• Requires assistance / several attempts to get out of a car, chair, toilet, tub, bed	✓	✓	
• Changes in cognitive status requiring re-training	✓	✓	
• Need for joint protection / energy conservation	✓	✓	
• Need for adaptive equipment / home modification to improve status		✓	
DIFFICULTY WITH ADLS / IADLS			
• Difficulty with dressing, bathing, grooming, self feeding or toileting		✓	
• Difficulty with meal preparation, medication management, shopping, laundry or financial management		✓	✓
• Decline in vision impacting ability to safely perform daily tasks / visual field neglect affecting ADL tasks or reading		✓	✓
• Recent and significant increase in confusion, memory loss, difficulty following simple directions, attention, organization, problem solving, or safety awareness affecting ADLs		✓	✓

	PT	OT	SLP
DEBILITY / DECONDITIONING			
• Weakness due to a recent illness / exacerbation of chronic illness	✓	✓	
• Recent hospitalization or surgery	✓	✓	✓
• Progression of disease affecting function, mobility, or cognition	✓	✓	✓
• Excessive fatigue / difficulty completing previously simple tasks	✓	✓	✓
• Joint stiffness / loss of flexibility	✓	✓	
NEED FOR CAREGIVER EDUCATION			
• Difficulty managing symptoms and behaviors of dementia, as it relates to ambulation, transfers, balance	✓	✓	
• Not confident assisting with transfers or ADLs	✓	✓	
• Behavior / symptom modification. Teaching caregivers ways to lessen and manage the symptoms of dementia including: wandering, repetitive questioning, shadowing, verbal and physical aggression, incontinence, rummaging, and hoarding.		✓	✓
• Caregiver training to assist with home exercise	✓	✓	✓
• Need for caregiver training with splint / brace fitting / wearing schedule	✓	✓	
POOR SAFETY AWARENESS			
• Frequent falls	✓	✓	
• Need for Home Safety Evaluation	✓	✓	
• Need to modify the home environment to foster independence		✓	✓
• Low vision difficulty resulting in safety issues		✓	
• Need for Driving Evaluation: cognitive and physical assessment to tell if a person is still safe / competent to be behind the wheel		✓	
NEED FOR ASSISTIVE / ADAPTIVE EQUIPMENT			
• Poor fitting wheelchair or unable to self propel wheelchair	✓	✓	
• Requires walker or cane	✓	✓	
• Requires commode, tub seat, reacher, etc.		✓	
• Requires an augmentative / alternative communication device			✓
• Requires power mobility device training		✓	
CONTRACTURE MANAGEMENT / LOSS OF RANGE OF MOTION			
• Need for upper extremity splint fabrication / obtainment		✓	
• Need for lower extremity brace obtainment	✓		

	PT	OT	SLP
DECLINE IN SAFE PO TOLERANCE / DIFFICULTY CHEWING OR SWALLOWING			
• Exhibiting signs of aspiration / penetration during eating / drinking, including: coughing, choking, "gurgly" voice, excessive sneezing / burping, watery eyes / runny nose, vomiting, or prolonged time required to complete a meal			✓
• Exhibiting symptoms of aspiration / penetration including: significant weight loss, decline in appetite, dehydration, or recurrent pneumonia			✓
• Difficulty swallowing - SLP			✓
• Difficulty swallowing medication			✓
• Drooling			✓
DIFFICULTY COMMUNICATING			
• Language impairments including: difficulty finding words to express wants / needs; speaks in single words or short phrases; needs extra time to understand directions, statements or questions			✓
• Speech impairments including: difficulty imitating speech sounds; inability to make sound; slow rate of speech; slurred speech; low vocal volume; mumbled speech; hoarseness			✓
• Difficulty speaking, listening, reading, or writing			✓
• Difficulty writing		✓	
• Recent and significant increase in confusion, memory loss, difficulty following simple directions, attention, organization, problem solving, or safety awareness affecting communication			✓