

Prehab Patient Scheduling

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Program/Dept: Surgery

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The Prehab Clinic is located at Access River East (975 Henderson). The goal of Prehab is to optimize patients for orthopedic surgery procedures. Prehab uses an interdisciplinary approach to patient care, with a dedicated staff including a Nurse (1.0 EFT), Clerk (1.0 EFT), PT (0.6 EFT), OT (0.6 EFT), Dietitian (0.6 EFT), Social Worker (0.6 EFT), Pharmacist (0.6 EFT), and Physicians. Prehab for a patient includes completion of a screening questionnaire, initial assessment by appropriate health care providers, and follow-up appointments as necessary.

Currently, patient scheduling for Prehab assessments and follow-up visits is sub-optimal. Current processes may result in delayed appointments, patient backlogs, and reduced availability of staff time for screening questionnaires and attending interdisciplinary patient caucus. The goal of the project is to minimize the time from screening to initial assessment and create a smooth and predictable patient scheduling process flow. In an ideal state, surgery can “pull” optimized patients from Prehab just in time for surgery.