

HEALTH & SAFETY: MANAGING APPOINTMENTS

“After the Appointment”

BQIS/Outreach Fact Sheets provide a general overview on topics important to supporting an individual’s health and safety and to improving their quality of life. This is the fourth of four Fact Sheets regarding Managing Appointments.

Objectives

Reader will understand what actions and notifications are necessary to ensure healthcare provider recommendations are implemented appropriately.

Definitions

Healthcare Provider: Any licensed physician, nurse, dentist, or clinician that requires an appointment and evaluation to provide services and recommendations to an individual.

Facts

- Healthcare provider orders and recommendations are often missed, not implemented or followed up on in a timely manner.

Recommended Actions and Prevention Strategies

1. Discuss any new orders or recommendations with the individual, answer questions and offer support as necessary at a level appropriate to the individual’s comprehension.
2. Take the individual home, back to work etc. and ensure timely administration of food, fluids, medications and hygiene is provided as necessary.
3. Notify the nurse/supervisor or other personnel per agency policy of the outcome of the appointment and discuss any new orders or recommendations and upcoming appointments/procedures.
4. Designated person to communicate outcome of the appointment with the support team.
5. Support team to address any issues/barriers regarding implementation of recommendations.
6. Take prescriptions to the pharmacy or deliver per agency policy. Be sure you have a copy of the prescription for the person’s medical record.

7. Ensure there is a method to follow up whether needed medications or supplies are delivered in a timely manner and what action is needed in the event they are not. This would include notifying the prescriber/healthcare provider of the delay in case there would be additional actions needing to be taken due to the delay.
8. Purchase supplies necessary to implement treatments/recommendations.
9. Transcribe any medication orders to the Medication Administration Record per agency policy ensuring that they are double checked by another staff person as soon as available.
10. Transcribe all orders for monitoring and observation, treatments, and notifications to a treatment sheet so that all staff are aware of the supports that are required for the person's health issue.
11. Provide staff training as necessary for new treatments and/or medications.
12. Mark any new appointments or scheduled procedures on the person's daily calendar or according to agency protocol.
13. Ensure a designated person completes revisions to the Risk plan as necessary.
14. Follow agency policy or physician order for monitoring if sedated prior to or during appointment. This should include at least the following:
 - ambulating with assist and
 - do not offer food or drink by mouth until the person returns to baseline.

Learning Assessment

Questions that can be used to verify a person's competency in the material contained in this Fact Sheet:

1. True or False: If medications are not delivered as expected it is OK to wait until the next day to notify someone or take action.
2. If you cannot read the consultants recommendations on your form you should:
 - A. Wait until the next day and call your supervisor.
 - B. Do the best you can and transcribe what you think it says.
 - C. Notify your supervisor immediately.
3. True or False: It is best practice to have someone second check your work any time you transcribe information or new orders to a medication or treatment sheet.

References

Prater, Christopher D. MD, Medical Care of Adults with Mental Retardation. American Family Physician Volume 73, Number 12. June 2006

Barclay, Laurie MD, Strategies Recommended for Screening and Treating Patients with Intellectual Disabilities. www.medscape.com/viewarticle/562241_print

Stoppler, Mellissa MD, Getting the Most of Your Doctors Appointment. www.medicinenet.com/script/main/art.asp?articlekey=47165
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Related Resources

Managing Appointment Series Fact Sheets: “Initial Contact”, “Preparing for the Healthcare Appointment”, and “During the Appointment”

Managing Appointment Series Checklists: “Initial Contact”, “Preparing for the Healthcare Appointment”, “During the Appointment”, and “After the Appointment”

Learning Assessment Answers

1. False
2. C
3. True

Outreach Services

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As a service for persons supporting individuals with intellectual/developmental disabilities, Outreach and the Indiana Institute on Disability and Community developed the Outreach Fact Sheet Library. The information provided is designed to enhance the understanding of the topic and does not replace other professional or medical instructions or individually developed plans. For more fact sheets and information, please visit DDRSOutreach.IN.gov and www.iidc.indiana.edu/training.



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