



Service Priorities and Programmes Electronic Presentations

Convention ID: 246

Submitting author: Mr Joseph TAM

Post title: Physiotherapist I, YCH, KWC

Enhanced FMSC orthop service—Physiotherapy Triage Clinic

Tam CY (1), Yuen PM (1), Leung YY (1), Fan CC(1), Vivian Lee(1), Yiu YK (2), Luk W (2), Chan KW (2), Ng TK (2), Tsang CF (2), Cheung MY (2), IP SW (2), Lai PY (2), Lau PS (2)

Physiotherapist (1), Doctor (2) Department of Family Medicine and Primary Health Care, Kowloon West Cluster Department of Physiotherapy, Princess Margaret Hospital, Department of Physiotherapy, Yan Chai Hospital

Keywords:

FMSC

physiotherapy

triage

Introduction

Family Medicine Specialty Clinic (FMSC) is one of the new programs in General Out Patient Clinic (GOPC). It aimed to relieve the loading and shorten the long waiting time of hospital. Physiotherapy support is one of non-pharmacological elements in treating patients with degenerative and overuse disease. Currently the waiting time of hospital based physiotherapy ranged from 8 – 40 weeks for stable case, it may not fit in subsequent medical follow and affect the discharge planning. In order to tackle this problem, physiotherapy support in primary care (GOPC) has been implemented previously with success and now another concept of triage centre has been developed for further support.

Objectives

To triage and stratify the case in appropriate level of care and provide timely intervention

Methodology

Doctor will act as gate keeper to refer cases for physiotherapy. Cases are stratified according to the severity and will be referred to the appropriate level of care. Cases with high irritability will refer to secondary care (hospital) as usual. For those with degenerative and overuse problem, they will be referred to primary care level (GOPC) for management in the new model. Backup support from secondary care is established for those cases failed treatment in the primary care setting. Attachment between Doctor and therapist are provided beforehand for better mutual understanding on the work. Use of e documentation for better communication between therapist and Doctor is also adopted. Therapist in primary care setting will triage the case according to the information in Clinical Management System. Early appointment around 4 weeks will be arranged according to the severity. More stable

one will be treated in 10-12 weeks (by reserved quota) which is much less than the routine waiting time in hospital. Emphasis will be put on active participation and self-empowerment by use of exercise class, talk and individual consultation in primary care.

Result

From Dec 2017 to Jan 2018, 435 cases attended the FMSC Doctor consultation in which 51 % (n=224) of them had been referred for physiotherapy. 62 % of them (n=138) had been referred to secondary care. 38 % (n=86) had referred to primary care and 16 % (n=14) of them triaged for early intervention. The new triage service can provide early intervention and emphasis on active participation of patient. It can treat the patient according to appropriate resource. The early support by physiotherapy may also minimize the repeated medical consultation of patient.