



After the Appointment

BQIS 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 document provides general information on the topic and is not intended to replace team assessment, decision-making, or medical advice. This is the fourth of four Fact Sheets regarding managing appointments.

Intended Outcomes

Readers will understand what actions and notifications are necessary to make sure healthcare provider recommendations are implemented appropriately.

Definitions

Healthcare Provider: Any licensed physician, nurse, dentist, or clinician who provides evaluations, services, and recommendations to an individual.

Facts

- Healthcare provider orders and recommendations are often missed, not implemented, or not 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 understanding.
2. Take the individual home, back to work, etc. and make sure timely administration of food, fluids, medications, and hygiene is provided as necessary.
3. Notify the nurse/supervisor or other personnel (as per agency policy) of the outcome of the appointment, and discuss any new orders or recommendations and upcoming appointments/procedures.
4. Designate a person to discuss the outcome of the appointment with the support team.
5. Make sure the support team addresses any issues/barriers related to carrying out the recommendations.
6. Take prescriptions to the pharmacy or deliver as per agency policy. Make sure you have a copy of the prescription for the individual's medical record.



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7. Make sure there is a method to follow up, whether needed medications or supplies are delivered in a timely manner, and what action is required in the event they are not. This would include notifying the prescriber/healthcare provider of the delay in case there are additional actions that need to be taken due to the delay.
8. Purchase supplies necessary to implement the treatments/recommendations.
9. Copy any medication orders to the medication administration record (MAR) as per agency policy, making sure that they are double-checked by another staff person as soon as available.
10. Copy 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 individual'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 individual's daily calendar or according to agency protocol.
13. Make sure a designated person completes revisions to the Risk Plan as necessary.
14. Follow agency policy or physician order for monitoring if the individual is sedated prior to or during the appointment. This should include at least the following:
 - Ambulating with assist
 - Do not offer food or drink by mouth until the individual returns to baseline.



Learning Assessment

The following questions can be used to verify a person's competency regarding the material contained in this Fact Sheet:

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

References

National Caregivers Library. *Getting the most from your doctor*. Retrieved 08/25/2015 from <http://www.caregiverslibrary.org/caregivers-resources/grp-medical-care/hsggrp-doctors-and-hospitals/getting-the-most-from-your-doctor-article.aspx>

Tinglin, C. C. *Adults with intellectual and developmental disabilities: A unique population*. *Today's Geriatric Medicine*, 6 (3), 22. Retrieved 08/25/2015 from <http://www.todaysgeriatricmedicine.com/archive/050613p22.shtml>

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