NATIONAL SEATING & MOBILITY

Rehab Advisor Update – August 25, 2020

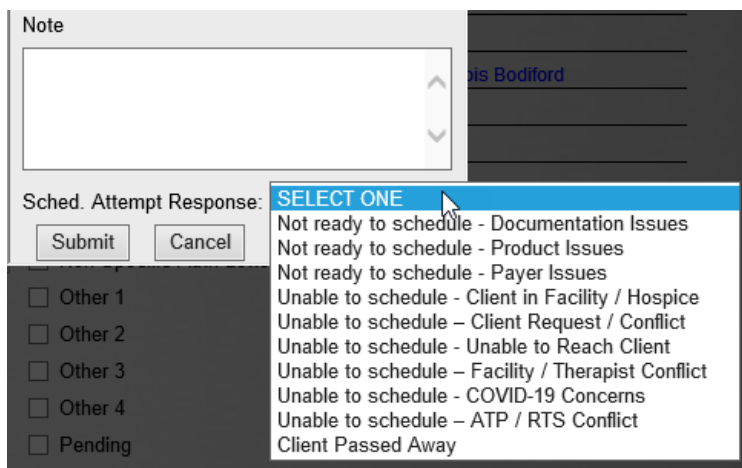**Evaluation and Delivery Scheduling – Change to Reasons for an Unsuccessful Schedule Attempt**

Update:

In April there was a list of 10 reasons added to the Perf Tab under Evaluation and Delivery Scheduling in order to select a reason if you were "unsuccessful" in a scheduling attempt. After several months of reviewing the data, more than half the time "Other" was being selected. After research, it was determined in most cases the notes referenced something that was listed on the reason drop down, however, was not selected. Because of that, "Other" has been removed from the listing, and a few have been added, removed or combined.

Changes include:

Changed From/Removed	Changed To/Added
Changed From: Not ready to schedule - Client in Hospital / SNF	Changed To: Unable to schedule - Client in Facility / Hospice
Removed: Unable to schedule - Client Request	Combined With: Unable to schedule – Client Scheduling Conflict To: Unable to schedule - Client Request / Conflict
Removed: Unable to schedule - Referral Source Sched Conflict	Changed To: Unable to schedule – Facility / Therapist Conflict
	Added: Unable to schedule – ATP / RTS Conflict
Removed: Other	Added: Client passed away

New List:

The free form "Notes" and "Reason" selected will still transfer over to Notes Tab in Rehab Advisor.

Important Reminder: This is for attempts that are not successful. If an evaluation has already been scheduled, and is still on your list, you may be missing an extra step. The NB column maintains a red dot until the Payer eligibility is checked through ABE (only eligibility needs to be checked **and the action must be evaluation**). See below.

The order will disappear from the report after the order has been systematically scheduled AND evaluation eligibility has been checked OR when the actual evaluation date is entered.