



HEALTH HOLDING

HAFER ALBATIN HEALTH
CLUSTER
MATERNITY AND
CHILDREN HOSPITAL

Department:	Rehabilitation Centre		
Document:	Multidisciplinary Policy and Procedure		
Title:	Communication Process		
Applies To:	All Rehabilitation Staff, doctors and nurses		
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1. PURPOSE:

- 1.1 Establishing a communication system with all other departments within the hospital and the doctors who refer patients to the rehabilitation center

2. DEFINITIONS:

- 2.1 Communication: The process of transferring messages from sender to receiver. Message may contain information, ideas, skills, or direction. The methods of transferring messages can be verbal or non-verbal in the form of: sign language, writing, pictorial, graphic, symbols and/or figures.

3. POLICY:

- 3.1 The Rehabilitation Center communicates with the hospital departments either by intra-department referral or by writing paper or email regarding administrative matters.
- 3.2 Regular meetings are held between the hospital administration and department heads and the minutes of the meeting are recorded.
- 3.3 Meetings of the Rehabilitation Department are held on a monthly basis and minutes are recorded.
- 3.4 Any patient requiring Rehabilitation Services should provide a valid indigenous referral form, Service cannot be provided without it.
- 3.5 The therapist can contact with treating physician either by direct contact via phone or indirectly by progress note and discharge summary in referral form.

4. PROCEDURE:

- 4.1 Any patient in need of rehabilitation services, whether outpatient or inpatient, is referred through a completed Information Referral Form.
- 4.2 A valid indigenous form must be with this information's
 - 4.2.1 Full patient name
 - 4.2.2 Age.
 - 4.2.3 Sex.
 - 4.2.4 File number.
 - 4.2.5 Clear and definitive diagnosis.
 - 4.2.6 Comorbid condition and precaution if any.
 - 4.2.7 Clinical features.
 - 4.2.8 Reasons for request.
 - 4.2.9 Referral date.
 - 4.2.10 Physician name, designation, signature and contact information.
- 4.3 Communication with doctor and nurses:
 - 4.3.1 In patient:
 - 4.3.1.1 The paediatrician documents the patient's Rehabilitation request in the medical file and the Rehabilitation form.

- 4.3.1.2 The in-charge nurse contact with Rehabilitation Centre via Ext phone to inform them there is a Rehabilitation request or directly sending patient referral to Centre with nurse.
- 4.3.1.3 Therapist receives request in Centre and within 24 working hours visit ward. Checks the request in medical files and evaluates patient and plan treatment is drawn up with goals set in the request sheet provided with her/his signature, name, identity and date.
- 4.3.1.4 Original copies of request and rehabilitation assessment forms with therapist's comments are filed in the space provided in the patient file. Copies are kept in therapist's file for future reference.
- 4.3.1.5 The therapist documents the patient's progress note with each visit, when he /she needs to consult a physician, he/ she can communicate with them directly or through daily progress notes.
- 4.3.2 Out patient's
 - 4.3.2.1 Any patients need Rehabilitation services; the physician has to refer him/her to Rehabilitation Centre by completing Rehabilitation referral form.
 - 4.3.2.2 If any referral information incomplete, the therapist has to ask the patient kindly to return to his/her physician in order to complete the referral information.
 - 4.3.2.3 The therapist documents the patient's progress note with each visit, when he /she needs to consult a physician, he/ she can communicate with them directly or through daily progress notes.
 - 4.3.2.4 Any patient in need of consultation there is a consultation form directed by the patient to the specialist doctor.
- 4.4 Inter departmental communication:
 - 4.4.1 Communication between the therapists in the Centre or between them and the Rehabilitation Centre head, physical medicine doctor either directly or through mobile and monthly meetings.
- 4.5 Communication with patient:
 - 4.5.1 The department communicates with patients by sending the appointment to the patient's family's mobile through care ware system.
 - 4.5.2 If patient want to postpone the appointment they must contact with Centre's extension.

5. MATERIALS AND EQUIPMENT:

- 5.1 Consultation form. (Electronic)
- 5.2 Referral form.
- 5.3 All type of Rehabilitation assessment forms. (PT, OT, Speech) (Electronic)
- 5.4 Follow up form. (Electronic)
- 5.5 Discharge form. (Electronic)
- 5.6 Education form. (Electronic)

6. RESPONSIBILITIES:

- 6.1 All staff in Rehabilitation Centre.
- 6.2 All physicians referring for Rehabilitation Centre t.
- 6.3 All nurses working in wards.

7. APPENDICES:

8. REFERENCES:

- 8.1 Polices & procedures of rehabilitation centre in KKGH-Hail.
- 8.2 Polices & procedures of rehabilitation centre in KKGH- Hafer-Albatin.
- 8.3 Polices & procedures of Physiotherapy Department MCH- Al-jouf.

9. APPROVALS:

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