

Table 5-1. Considerations When Prioritizing Referrals

<i>PRIORITY</i>	High	Moderate	Moderate to low	Low
<i>RESPONSE</i>	See within the week	See within few weeks	See within 2 months	See within 6 months
<i>CONSEQUENCE</i>	Event likely to result in death or hospitalization	Event likely to result in compromised health or performance	Event likely to compromise independence	Event likely to affect quality of life and participation
<i>LIKELIHOOD</i>	High likelihood of adverse event	Moderate likelihood of adverse event	Low likelihood of adverse event	Adverse event unlikely
<i>TYPE OF LIMITATION</i>	Transfers, mobility, and hygiene activities such as toileting and bathing	Other self-care activities such as eating and dressing	Cleaning, shopping, cooking, laundry	Leisure and community participation
<i>ABILITY TO FUNCTION</i>	Unable to perform essential elements of the activity	Difficulty performing essential elements of the activity	Difficulty performing some essential elements of the activity	Little difficulty performing essential elements of the activity
<i>ALTERNATIVES</i>	No viable alternative possible	Alternative method or equipment option possible, but does not address issue fully	Alternative method or equipment option can temporarily address issue	Alternative method or equipment option possible
<i>AVAILABLE SUPPORT</i>	No alternative support available	No alternative support available onsite, but can be purchased	No alternative support available onsite, but can be accessed at no cost	Alternative support available onsite
<i>TIMING</i>	Palliative condition	Chronic/lifelong condition	Fluctuating condition	Acute, short-term condition
<i>SOLUTION TYPE</i>	Minor and/or major modifications	Minor and/or major modifications, equipment	Minor modifications and equipment	Equipment only

Table 5-2. Client Examples Illustrating Prioritization Information and Resulting Level of Urgency for a Visit

<i>NAME</i>	<i>SUSPECTED ENVIRONMENTAL HAZARD/BARRIER</i>	<i>CONSEQUENCE</i>	<i>LIKELIHOOD</i>	<i>URGENCY OF HOME VISIT</i>
Mrs. Jones	Slippery bathroom floor	High—injury because of a fall	Likely—already been hospitalized	High
Mrs. Smith	Low toilet	Minor—reduced activity performance	Low—can be managed with additional equipment or caregiver support in interim	Low

Where cases are not easily assessed as being high or low risk, various resources and tools are available to assist with decision making. For example, as illustrated in Figure 5-4, any event that is considered likely or almost certain with a major or critical consequence would be considered extreme and therefore classified as extremely urgent. Any event that

results in a moderate, major, or critical level of consequence and could be unlikely, possible, likely, or almost certain to occur is also considered to be high risk and therefore urgent. When events are likely to be rare to almost certain to occur and have a range of consequence from insignificant to major, they are considered a lower risk and priority to those listed