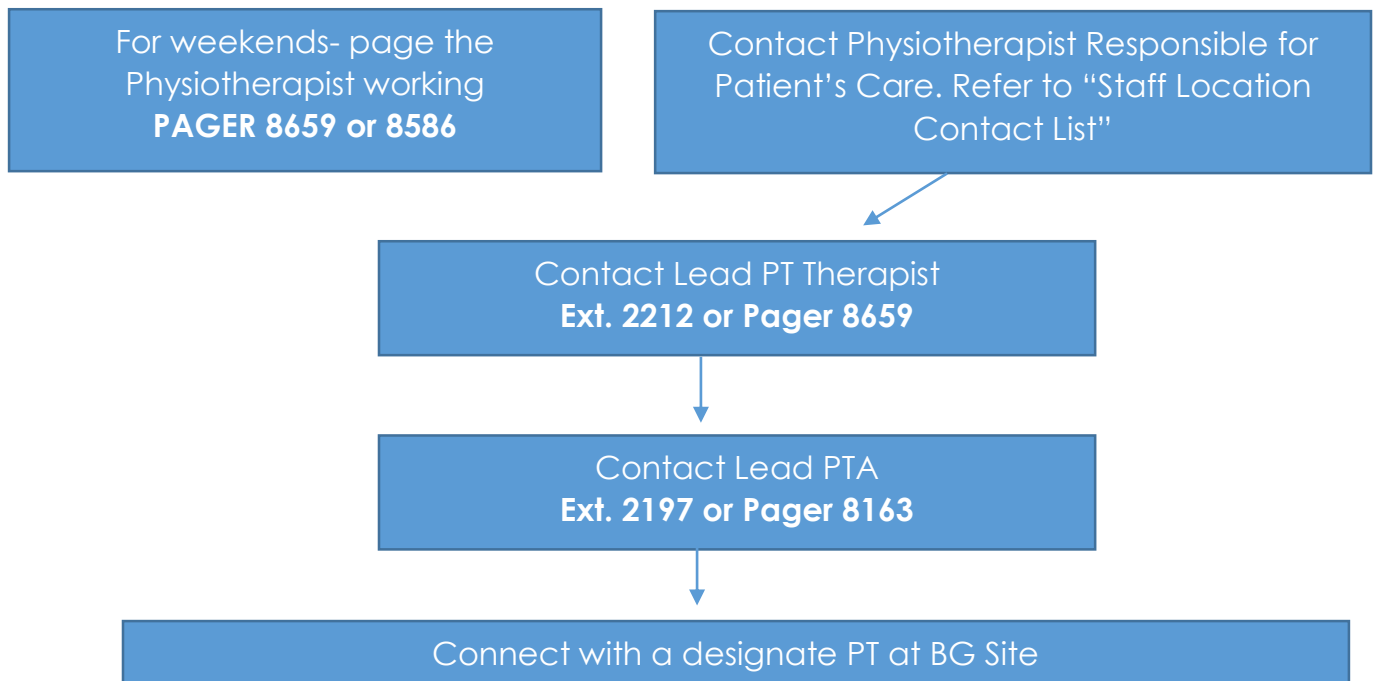# COMMUNICATION PROTOCOL- PTA

1. The PTA should contact the physiotherapist if the patient becomes medically unstable, there is a change in the patient's condition, if a patient or the physiotherapist assistant has a question about the treatment or if the patient appears to have plateaued and/or requires a re-assessment by a physiotherapist.
2. Physiotherapist is on/off site- PT to PTA communication assignment is written in e-doc.
3. Physiotherapist at same site- first thing in the morning the Physiotherapist and PTA on the unit will run a new physio list as needed and review each other's patient list to ensure that it is up to date and prioritized appropriately.
4. Physiotherapist at same site- formal verbal communication first thing in am and after lunch, daily and then as needed throughout the day.
5. Physiotherapist is off site- The PTA will contact the Physiotherapist at any time during their shift- pager numbers and telephone extensions lists for PTA
6. Alternate Supervisor- This will be the Lead Physiotherapist. When they are away there will be a designated PT identified.
7. PTA's must wear their white QHC name badges at all times so patients can identify them.
8. PTA's to complete documentation in appropriate PTA screens of e.doc following treatment session.
9. See communication algorithms below if needed to discuss concerns with Physiotherapist.

PTA TO PT COMMUNICATION FOR BELLEVILLE SITE

For weekends- page the Physiotherapist working **PAGER 8659 or 8586**	Contact Physiotherapist Responsible for Patient's Care. Refer to "Staff Location Contact List"

Contact Lead PT Therapist
Ext. 2212 or Pager 8659

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Contact Lead PTA
Ext. 2197 or Pager 8163

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Connect with a designate PT at BG Site

PTA TO PT COMMUNICATION FOR TRENTON SITE

Contact Physiotherapist Responsible for
Patient's Care on site
Ext. 5413

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Contact Lead PT Therapist
Ext. 2212 or Pager 8659

↓

Contact Lead PTA
Ext. 2197 or Pager 8163

↓

Connect with a designate PT at BG Site

PTA TO PT COMMUNICATION FOR PICTON SITE

Contact Physiotherapist Responsible for
Patient's Care on site
Ext. 4527

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Contact Lead PT Therapist
Ext. 2212 or Pager 8659

↓

Contact Lead PTA
Ext. 2197 or Pager 8163

↓

Connect with a designate PT at BG Site

PT TO PTA COMMUNICATION

Belleville

MONDAY TO FRIDAY

PTA to review assignment with Physiotherapist each day at 8:15am and 1:15pm, and throughout the day as needed. PT to PTA communications to be up to date in E.DOC

WEEKENDS

PTA to review assignment with weekend Physiotherapist at 8:15am and 1:15pm. PT to PTA communications to be up to date in E.DOC.

Off-Site

PTA to review handover and E.DOC communication from PT. Consult PT responsible for patients care as indicated in communication protocol. If PT not scheduled follow site specific communication protocol.

If PT cannot be reached, please follow PTA- PT Communication Algorithm