

## RM&R Outpatient – TJR Care Type

### *Deny Reason Definitions*



The definitions below were established by the Rehab/CCC/TJR Working Group, which consists of users from both sending and receiving organizations. To request any changes to the definitions, please contact us at [rmr\\_program@uhn.ca](mailto:rmr_program@uhn.ca).

Deny /Cancellation Reason	Definition
<b>TJR-Cognitive/Behavioural/Psychiatric needs cannot be met by OPR</b>	Outpatient rehab program declined the referral as the patient has cognitive, Behavioural or psychiatric needs that cannot be met by outpatient rehab program.
<b>TJR-Medical condition/complexity - needs cannot be met by OPR</b>	Outpatient rehab program declined the referral as the patient has complex medical needs or his/her medical condition cannot be met by the outpatient rehab program.
<b>TJR-OPR Cancelled: Attempted – No contact from Pt.</b>	Outpatient rehab program accepted the referral. However, outpatient rehab had to cancel the referral because the patient did not return phone messages after several attempts made by outpatient rehab to arrange the first appointment visit or the patient cannot be contacted.
<b>TJR-OPR Cancelled: Attending other outpatient program</b>	Outpatient rehab program accepted the referral. However, outpatient rehab had to cancel the referral prior to the first appointment visit as the patient is attending or has attended another outpatient program (OHIP or privately funded, including programs closer to home).
<b>TJR-OPR Cancelled: Client / family request</b>	Outpatient rehab program accepted the referral. However, outpatient rehab had to cancel the referral prior to the first appointment visit as the patient either refused outpatient rehab or was not interested in outpatient rehab, or had several missed first appointments. This includes whether patient was well or unwell.
<b>TJR-OPR Cancelled: Other (specify)</b>	Outpatient rehab program accepted the referral. However, outpatient rehab had to cancel the referral prior to the first appointment visit. The reason for cancellation is not listed in the drop down menu provided. Please specify the cancellation reason identified.
<b>TJR-OPR Cancelled: Pt. Receiving Home &amp; Community Care services</b>	Outpatient rehab program accepted the referral. However, outpatient rehab had to cancel the referral prior to the first appointment visit as the patient is already receiving or has received home and community care rehab services for the same condition.

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<p><b>TJR-OPR Cancelled: Pt medically not ready or in acute care</b></p>	<p>Outpatient rehab program accepted the referral. However, outpatient rehab had to cancel the referral prior to the first appointment visit because an occurrence of a medical issue(s) contraindicating outpatient rehab program attendance was identified or the patient was admitted to acute care at the time outpatient rehab was arranging the first appointment visit.</p>
<p><b>TJR-OPR Cancelled: Pt. requires/admitted to inpt. rehab</b></p>	<p>Outpatient rehab program accepted the referral. However, outpatient rehab had to cancel the referral prior to the first appointment visit as the patient was identified as requiring MSK inpatient rehab or has been admitted to an inpatient rehab program.</p>
<p><b>TJR-OPR Cancelled: Pt. unable to attend during OPR hrs. of operation</b></p>	<p>Outpatient rehab program accepted the referral. However, outpatient rehab had to cancel the referral prior to the first appointment visit as the patient identified he/she was unable to attend during outpatient rehab program's hours of operation. This includes patient/caregiver identifying he/she works during daytime and only able to attend outpatient rehab services that are offered in the evening or weekends.</p>
<p><b>TJR-OPR Cancelled: Referring source cancelled referral</b></p>	<p>Outpatient rehab program accepted the referral. However, outpatient rehab had to cancel the referral prior to the first appointment visit as the referring source cancelled the referral.</p>
<p><b>TJR-OPR Cancelled: Surgery Cancelled</b></p>	<p>Outpatient rehab program accepted the referral. However, outpatient rehab had to cancel the referral prior to the first appointment visit due to cancellation of TJR surgery.</p>
<p><b>TJR-OPR Cancelled: Transportation barriers</b></p>	<p>Outpatient rehab program accepted the referral. However, outpatient rehab had to cancel the referral prior to the first appointment visit as the patient/family identified that the program was too far from home or transportation to attend outpatient rehab was a barrier.</p>
<p><b>TJR-Other (specify)</b></p>	<p>Outpatient rehab program declined the referral. The reason for declining the referral was not listed in the drop down menu provided. Please specify the deny reason identified.</p>

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<b>TJR-Program does not offer requested service (specify service)</b>	Outpatient rehab program declined the referral as the referral requested a service that the outpatient rehab program does not provide. Please specify what service the declined reason was based on.
<b>TJR-Resides outside of service catchment area</b>	Outpatient rehab program declined the referral as the patient resides outside of the outpatient rehab program's service catchment area.
<b>TJR-Time since onset of condition/injury/surgery was too long</b>	Outpatient rehab program declined the referral as the medical condition, injury or surgery occurred too long (>3 months for Total Hip and Total Knee Replacement).
<b>TJR-Unable To Accommodate Within Requested Time Frame</b>	Outpatient rehab program declined the referral as the program was not able to accommodate first appointment visit within the requested time frame indicated in the referral.