

RM&R Rehab/CCC 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.

Deny /Cancellation Reason	Definition
Not appropriate for CCC: Functional level – high	Not a suitable candidate for Complex Continuing Care program, functional level too high
Not appropriate for CCC: Functional level - low	Not a suitable candidate for Complex Continuing Care program, functional level too low
Rehab/CCC: Behavioural care needs cannot be met (specify):	Program unable to meet the specific behavioural needs of the patient
Rehab/CCC: Rehab Goals cannot be met in HIR Program	Patient goals based on referral information do not match HIR criteria.
Rehab/CCC: Does not meet criteria - LIR Program	Patient goals based on referral information do not match LIR criteria.
Rehab/CCC: Medically unstable	Patient not medically stable as per anticipated date of rehab readiness. Concerns regarding patient will be entered into comments field.
Rehab/CCC: Not Rehab Ready-Due to cognitive impairments	Based on referral information, patient's cognitive impairment is preventing patient from participating in rehab program. Concerns regarding patient will be entered into comments field.
Rehab/CCC: Not Rehab Ready-Due to physical impairments	Based on referral information, patient's physical impairment(s) is/are preventing patient from participating in rehab program. Concerns regarding patient will be entered into comments field.
Rehab/CCC: Not Rehab Ready-Inconsistent participation/tolerance	Based on referral information, patient is not participating in therapy on a regular and ongoing basis.
Rehab/CCC: Not Rehab Ready-Insufficient participation/tolerance	Based on referral information, patient did not demonstrate sufficient participation for the intensity of the referred program.
Rehab/CCC: Psychiatric needs cannot be accommodated	Based on referral information, referred program unable to meet the patient's psychiatric needs.

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Rehab/CCC: Redirected to another Rehab program within org.	Based on referral information, patient better suited for another Rehab program.
Rehab/CCC: Redirected to another CCC program within org.	Based on referral information, patient better suited for another CCC program.
Rehab/CCC: Secured unit required/not available	Based on referral information, patient requires secure unit that the program cannot provide at the time of the referral.
Rehab/CCC: Unable to accommodate - Bariatric at capacity	Based on referral information, referred program unable to meet patient bariatric care needs at the time of the referral.
Rehab/CCC: Unable to accommodate Equipment-Bariatric	Based on referral information, referred program unable to meet patient bariatric equipment needs at the time of the referral.
Rehab/CCC: Unable to accommodate Medical needs-Dialysis	Based on referral information, referred program unable to meet patient dialysis needs.
Rehab/CCC: Unable to accommodate Medical needs-Enteral Feed	Based on referral information, referred program unable to meet patient enteral feed needs.
Rehab/CCC: Unable to accommodate Medical needs-Ostomy/Catheter	Based on referral information, referred program unable to meet patient ostomy or catheter needs.
Rehab/CCC: Unable to accommodate Medical needs-Other (specify)	Based on referral information, referred program unable to meet patient's medical needs as specified.
Rehab/CCC: Unable to accommodate Medical needs-Palliative	Based on referral information, patient may be more suitable for Palliative Care program.
Rehab/CCC: Unable to accommodate Medical needs-Respiratory Suppt	Based on referral information, referred program unable to meet respiratory support needs of patient
Rehab/CCC: Unable to accommodate Medical needs-TPN	Based on referral information, referred program unable to support TPN needs of patient.
Rehab/CCC: Unable to accommodate Medical needs-Tracheostomy	Based on referral information, referred program unable to support tracheostomy needs of patient.

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Rehab/CCC: Use of restraints/observer cannot be accommodated	Based on referral information, referred program is unable to accommodate restraints and/or observer needs of patient.
Rehab/CCC: Patient functional status too high for inpatient rehab	Based on referral information, patient's functional abilities are too high for the referred program and better suited for another level of Rehabilitation.
Rehab/CCC: Cancel - Client/Family Request	Referral cancelled based on client and/or substitute decision maker's request.
Rehab/CCC: Cancel - Client Admitted to Another Service Provider	Referral cancelled as client was admitted to another service provider.
Rehab/CCC: Cancel - Client Unstable	Client Medically Unstable
Rehab/CCC: Cancel - Referral Sent in Error	Referral was not intended for location or program it was sent to. Follow up with Privacy Officer required for potential breach of privacy.
Rehab/CCC: Cancel - Services No Longer Required	Patient no longer requires services provided by referred program.
Rehab/CCC: Cancel - Patient Deceased	Patient deceased prior to admission to referred program.