

Comprehensive Integrated Inpatient Rehabilitation Program

Service Availability, Capacity, Response to Orders, and Results Communication

The Comprehensive Integrated Inpatient Rehabilitation Program documents and shares information regarding arrangements for medical services, diagnostic imaging, laboratory services, and pharmacy services. The table below identifies on-site availability, service capacity, timeliness of response to orders, and timeliness of results or clinical information to the clinician making care decisions.

Service	Availability On Site	Capacity	Timeliness of Response to Orders	Timeliness of Results / Information to Clinician
Medical Services	- Medical services are available 24 hours per day, 7 days per week through on-site and/or on-call and telehealth physician coverage. - Urgent and emergent medical needs are escalated according to medical staff coverage and clinical urgency.	- Capacity supports medical oversight for the inpatient rehabilitation population, including admission review, ongoing medical management, consultation, and urgent clinical needs. - Medical staffing and escalation processes are maintained to support patient care decisions across all shifts.	- STAT and urgent clinical concerns receive prompt physician review according to patient condition and medical staff coverage expectations. - Routine medical needs are addressed through established rounding, consult, and order review processes.	- Clinical assessments, treatment recommendations, and orders are documented in the medical record and available to the interdisciplinary team upon completion. - Time-sensitive clinical information is communicated directly to the treating clinician or appropriate care team member when needed for immediate decision-making.
Diagnostic Imaging	- Diagnostic imaging services are available 24 hours per day. - CT and X-ray are available on-site during day shift, with on-call coverage during evenings and other off-hours.* - Ultrasound is scheduled on weekdays for non-urgent studies.	- Capacity includes CT and X-ray services to support inpatient rehabilitation needs and urgent diagnostic evaluation. - Ultrasound capacity is available for scheduled, non-urgent weekday studies.	- STAT imaging requests are prioritized. - During on-call periods, technologist response targets are: STAT within 1 hour, ASAP within 4 hours, and routine within 8 hours.	Results are generally available to the ordering clinician within 30 minutes after the imaging scan is completed.
Laboratory Services	- Laboratory services are available 24 hours per day. - On-site laboratory staffing is available during day shift. - Evening testing is supported through send-out services, with the exception of designated point-of-care testing.	Capacity includes routine laboratory testing, STAT testing, point-of-care testing, and send-out testing needed to support inpatient rehabilitation care.	- Target turnaround time for STAT orders is less than 1 hour. - Routine orders are processed in the order they are received by the laboratory, subject to prioritization for clinical urgency.	- Critical values are reported immediately, as soon as possible after results are finalized. - Any delay greater than 30 minutes triggers enhanced escalation processes.
Pharmacy Services	Pharmacy services are available 24 hours per day through on-site day shift coverage 8 am – 6:30 pm and after-hours on-call support.	Capacity supports medication review, order verification, dispensing, clinical consultation, and urgent medication needs for inpatient rehabilitation patients.	After-hours pharmacy response time is targeted within 60 minutes of notification.	- Medication verification, review, and consultation information are communicated to the ordering clinician or care team through established pharmacy workflow. - After-hours pharmacist response is targeted within 30 minutes when clinical support is requested.

Note: In emergent operational situations, transport for services may be facilitated when clinically and operationally necessary and consistent with patient needs.
 Recommended review: Confirm medical staff coverage language and any department-specific turnaround targets prior to final survey submission.