



SCOPE OF SERVICE FOR SPD REHABILITATION SERVICES AND SENIOR CARE CENTRES

S/N	Parameters	Details
1	Population(s) served	<ul style="list-style-type: none"> a) Age: 18 years and onwards b) Singaporean, PR and foreigner- regardless of race, religion, language or gender
2	Cultural needs	<ul style="list-style-type: none"> a) Clients with specific cultural needs or accommodations are to highlight to the staff upon admission.
3	Settings	<ul style="list-style-type: none"> a) Senior care centre (centre-based) b) Home setting
4	Hours of Services	<ul style="list-style-type: none"> a) Operating hours: 8.00am-5.30pm b) Duration of therapy session: Up to 1 hour/ session
5	Days of Services	<ul style="list-style-type: none"> a) Monday - Friday
6	Frequency of Services	<ul style="list-style-type: none"> a) Frequency and type of services (PT, OT &/or ST) depends upon assessment and recommendation from the therapists. b) Clients in Active rehab program will receive up to five sessions per week, depending on the assessment by the AHP professionals. c) Any exception will have to be discussed with the SCC team and approval has to be taken from the manager.
7	Payer sources	<ul style="list-style-type: none"> a) Eligible clients will be offered subsidies according to government schemes. b) If client need additional subsidy from SPD, they can contact social worker to appeal. Appeals and duration will be considered on a case-by-case basis.
8	Fees (before government and centre subsidy)	<ul style="list-style-type: none"> a) Active rehabilitation session: \$98 + GST b) Maintenance exercise session: \$58 + GST c) Home therapy session: \$189 + GST d) *Home Nursing: \$181 + GST e) *Maintenance Day Care: \$65 + GST f) *Dementia Day Care: \$80 + GST g) The same charges apply to an Assessment session <p>*Only if service is provided by the centre</p>
9	Referral Sources	<ul style="list-style-type: none"> a) All cases are to be referred by the Agency for Integrated Care (AIC).
10	The specific services offered, including whether	<ul style="list-style-type: none"> a) Centre based and/or Tele practice session on Physiotherapy, Occupational Therapy and Speech Therapy services

	<p>the services are provided directly or by referrals</p>	<p>b) *Centre based Maintenance Exercise services</p> <p>c) *Centre based Maintenance and Dementia Day Care services</p> <p>d) *Centre based Nursing</p> <p>e) Outsourced transport facility in identified region</p> <p>f) Home Therapy service can be provided (based upon availability)</p> <p>*Only if service is provided by the centre</p>
11	Intake Criteria	<p>a) Adult (18 years of age and above)</p> <p>b) Stable medical or post- surgical condition that requires active rehabilitation. Clients with unstable medical conditions that require close medical monitoring will not be accepted.</p> <p>c) Stable behavioural or psychological status that requires active rehabilitation. Clients with unmanageable behavioural issues and/or uncontrolled mental illness despite treatment that causes harm to the person, others, or be disruptive will not be accepted.</p> <p>d) Free from any active contagious infectious diseases (e.g., chicken pox, scabies). An additional medical clearance from a doctor may be required to certify client as safe for community rehabilitation. Client with untreated infectious diseases that require isolation will not be accepted.</p> <p>e) Participation restriction: Clients with restrictions that ranges from active in life role to total dependency will be accepted where active therapy goals to be identified and agreed between therapists and the client and/or caregivers. Clients whose case needs cannot be adequately and safely provided for in the centre will not be accepted.</p> <p>f) Medical Stability: Clients with stable vital signs; and can be receiving other treatments such as dialysis, acupuncture etc.</p>
12	Diagnostic Group for intake/ Broad Diagnosis groups	<p>Clients with diagnosis that fall into following categories will be accepted:</p> <p>a) Stroke</p> <p>b) Orthopaedic conditions</p> <p>c) Other Neurological conditions</p> <p>d) Others: Deconditioning due to hospitalization for diagnoses such as</p> <ul style="list-style-type: none"> • Spinal Cord Injury – <ul style="list-style-type: none"> ○ Etiology: Traumatic or Non traumatic ○ Level of SCI : C4 neurological level of injury and below (ASIA A), or any neurological level where respiratory assistance is not required (incomplete injuries) • Falls • Dementia

		<ul style="list-style-type: none"> • Cardiopulmonary conditions • Amputation (excluding prosthetic training & fitting) <p>e) Above conditions with secondary sensory or intellectual impairments</p>
13	Temporary Exclusion	<p>a) Active contagious infection</p> <p>b) Hospitalization (1 day – 14 days)</p> <p>c) Unstable vital signs (includes blood pressure, pulse, heart rate, oxygen saturation, etc.)</p> <p>d) Condition which limits client's participation (i.e. change of caregiver, psychosocial factors, etc.)</p> <p>e) The maximum period of temporary exclusion is 1 month with valid reason. Approval from the Centre Manager will be required for absence of up to 2 months from the programme.</p>
14	Discharge Criteria	<p>a) Goals Achieved</p> <p>b) Offered services are no longer suitable or beneficial to the client (e.g. no longer suitable for active rehabilitation due to non-compliance leading to plateauing)</p> <p>c) [For Community Rehabilitation only] Certified by a Singapore Medical Council registered medical practitioner, Singapore Nursing Board registered Advanced Practice Nurse, or Allied Health Professional Council full-registered therapist that continuous rehabilitation will NOT lead to further significant functional improvement.</p> <p>d) Refusal or unable to comply with the prescribed programme.</p> <p>e) Behaviour that endangers the safety of themselves, other clients, staff or volunteers</p> <p>f) For poor attendance, if client is absent for more than 50% of scheduled sessions in a month without valid reason, discharge will be proposed.</p> <p>g) Hospitalization/Institutional care for over 1 month</p> <p>h) Absent or uncontactable for more than 1 month without valid reason</p> <p>i) Client, caregiver or family members who disregard our Centre's policies, rules and regulations.</p>
15	Transition Criteria	<p>Clients who require other service will be offered various options based on their needs, such as:</p> <p>a) Maintenance Exercise</p> <p>b) Home with prescribed exercise program to continue exercises at home with caregiver training (only applicable for clients with a caregiver).</p> <p>c) Maintenance / Dementia Day Care: Referral will be put up to AIC. Medical referral will be required for Dementia Day Care services.</p> <p>d) Employment opportunity: Referral to employment related programmes in</p>



		<p>SPD</p> <ul style="list-style-type: none">e) Assistive Technology servicesf) Other relevant services such as home help, meals-on-wheels, wellness programmes, etc
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