

FAMILY SERVICES AND CONSUMER AFFAIRS CIRCULAR

Date: July 5, 2011

CIRCULAR NUMBER: 2011-41

Alternate Program(s):

To: Community Social Service Supervisors/Program Managers

Subject: Reducing Physician Verification

Reference: Section 18.3.7 Prescription Food Supplements
Section 18.4.2 Therapeutic Diets
Section 22.3.1 Transportation Health Reasons
Section 22.3.9 Telephones for Health and Safety Reasons

Type: Policy
 Procedure
 Rate
 Information Only

Effective Date: Immediately

The increasing number of physician notes requested by EIA has created a significant burden on the health system.

In order to reduce the volume of physician notes requested, and to increase the options available to EIA participants, medical needs that frequently require notes have been reviewed. The revised requirements are as follows:

Health Telephone:

A physician's note is not required to authorize a request for a health telephone. A note from a Regulated Health Professional involved with the client's care is acceptable. Please see the attached reference list of approved Regulated Health Professionals.

Special Diets:

New requests for diabetic or therapeutic diets must be prescribed by an appropriate Regulated Health Professional. The length of time that the supplement/diet may be required should be indicated in the note.

Medical Transportation:

A physician's note is not required to authorize medical transportation to appointments. A note from a Regulated Health Professional involved with the client's care or an appointment card, lab form request, or verbal confirmation from a clinic or medical office is acceptable.

The exception is recurring appointments where, due to health reasons, a more expensive mode of transportation is required, such as a taxi. In these cases, confirmation from the Regulated Health Professional must indicate both the need for and the duration of the more expensive

mode of transportation. If the need for more expensive transportation is ongoing, confirmation of the need is required annually.

When determining eligibility for health telephone, special diets and medical transportation, staff must consider the duration of the need and set up a reasonable time frame for its review. For example, a request for a special diet during a particular treatment period should only be approved for the length of time recommended. However, an ongoing diabetic/therapeutic diet allowance is expected to be reviewed every one to two years.