

## Documentation for CRT: The Ethical Dilemma

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Documenting medical necessity for Complex Rehab Technology(CRT) is one of the most important components in the evaluation process. Technology is matched to the consumer's needs and justified based on the physical examination. As we know, the evaluation process is a team effort. The supplier and the clinician have specific roles which are outlined in the RESNA Standard of Practice, NRRTS Code of Ethics and Wheelchair Service Provision Guide.

Depending on the experience and knowledge of the clinician, the supplier's role will vary during the CRT evaluation process. For instance, in a seating clinic setting, the clinician will have more equipment knowledge and understanding of funding. Outside of a clinical setting, the clinician may not be experienced in participating in CRT provision and the supplier will direct more of the process.

This can create a dilemma for the supplier when it comes to completing the required documentation for the medically necessary equipment. Letters of Medical Necessity, or "LOMN's", no longer exist. Funding agencies are looking for the therapy assessment along with the equipment justification based on the findings in the therapy (physical/ functional/ environmental) assessment typically performed by the therapist. In some cases, the supplier may see a need to create the medical justification as the easiest or only path to completing the documentation, especially if the therapist does not feel he/ she has the skills to do so. This is not in the best interest of the consumer and against the practice standard. The supplier is now crossing the line. Not only is it a conflict of interest, it may not meet all the needs of the consumer or be accurate. The supplier will need a strategy for guiding the clinician so that the best outcome is possible for the consumer.

This presentation will outline the clinician's obligation to the consumer in the documentation process. By understanding the role of the clinician, the supplier can provide guidance on the specifics of justifying CRT. Strategies will be provided to assist the supplier in educating and clearly and directly communicating with the evaluating therapist his/her part in the justification process.