

# Caleo Health Spine Assessment Continuum

PATIENT WITH PERSISTENT BACK OR SPINE PAIN

REFERRAL INITIATED BY COMMUNITY HEALTH CARE PROVIDER:  
 Physician, Chiropractor or Physiotherapist with Valid Practitioner ID  
 (Objective findings, medical Hx and available diagnostic imaging required)

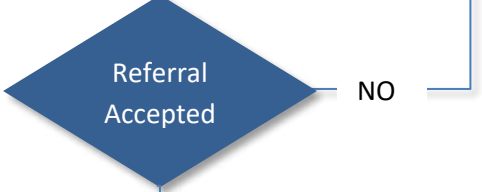
Referral received at Caleo Health via FAX or SECUR-MAIL  
 The referral is initially reviewed for completeness and appropriateness.

A referral received confirmation is faxed to referring source within 10 business days with notice of:

- Acceptance
- Not Appropriate
- More information required

Patient is contacted to register online at [www.caleohealth.ca](http://www.caleohealth.ca) utilizing the Caleo Health digital referral management and registration system.

- Complete the Medical Questionnaire (subjective findings and other relevant medical history)
- Make Payment



*After the online registration is completed. The information is automatically sent to Caleo Health*

THE SPINE SURGEON WILL REVIEW THE REFERRAL DOCUMENTS & REGISTRATION INFORMATION INCLUDING MEDICAL QUESTIONNAIRE

- Preliminary Diagnosis & Care Pathway Formulated

PATIENT CONTACTED WITHIN 10 DAYS OF COMPLETING REGISTRATION  
 3-6 MONTHS WAIT-TIME FOR INITIAL APPOINTMENT

FOLLOW –UP provided by Psychiatrist or Spine Physician to manage medical Care (Cost covered by Provincial Health Plans)

*Automated appointment reminders*

TRIAGE TEAM: Spine Focused Physician & Physiotherapist or Chiropractor will provide a face-to-face Comprehensive Physical Examination followed by a detailed consult report:

- Definitive Diagnosis
- Appropriate non-surgical management and treatment options.
- Referral for further diagnostics (i.e. MRI, X-RAYS, Injections)
- Referral for further medical care (i.e. Chronic Pain)
- Preliminary surgical options & referral to Spine Surgeon if necessary

AND/OR 90 – 95% Patients

PHYSICAL REHABILITATION FOLLOW –UP  
 Non-surgical or post-surgical treatment

- Education & Reassurance
- Functional Restoration
- Pain Management

*Cost may be covered by the Patient or third-party payors Reimbursable through most Extended Health Plans.*

SURGICAL REFERRAL MADE: 10 to 18 MONTHS WAIT-TIME (30-40 % of patients)

*Automated appointment reminders*

CONSULTATION WITH SPINE SURGEON & SURGERY IF NECESSARY (Cost covered by Provincial Health Plans)

DISCHARGED (Self Management)

POST-SURGICAL CARE

