

CLIENT PRIORITIZATION

I. Policy Summary

Client prioritization is an important aspect to ensure clients are seen in a timely manner. Client prioritization may be necessary for clients/potential clients at times.

II. Initial Contact

The Vision Rehabilitation Specialist (VRS) must contact a potential client within three days of receiving the referral to schedule a home visit evaluation with the potential client. Referral/application information may be collected via the telephone.

III. Follow-up Contact

See NDVRS OP Follow-up Contact.

IV. Visiting Clients

The VRS must maximize time by visiting geographic areas. This is dependent on distance and the number of clients. The VRS may spend the night if needed with prior authorization from the supervisor and the regional administrator as clients/potential clients should be seen in a timely manner. The VRS must complete a home visit when needed within 30 days.

V. Inclement Weather

When it is unsafe to drive due to inclement weather, the VRS must contact the client/potential client to reschedule the appointment. The VRS must visit the client at the next availability not to exceed 14 days.

VI. Prioritization

Certain circumstances indicate the client should be seen as soon as possible. If unable to see the client/potential client, contact the state office for assistance. Examples of client/potential client situations which require prioritization:

- Potential institutionalization due to visual impairment
- Safety concerns
- Transitioning to a new living environment
- Severity of visual impairment worsens
- Limited personal support

- New vision deficit
- Being released from the hospital with a new vision impairment