# Vocational Rehabilitation Services Manual B-100: Vocational Rehabilitation Process, Roles, and Responsibilities

Revised April 1, 2021

### B-101-7: Consultants

Vocational Rehabilitation (VR) staff has access to both internal and external consultants for specialized support in decision making throughout the VR process. Consultants with specifically defined responsibilities for VR services include the following:

* Local Medical Consultant (LMC);
* Regional Psychological Consultant (RPC);
* Regional Dental Consultant (RDC);
* State Medical Director;
* State Ophthalmological Consultant;
* State Optometric Consultant;
* State Orthotic and Prosthetic Review Committee (OPRC);
* VR regional program specialists
* VR state office program specialists

For additional information about required consultations, refer to [E-200: Summary Table of Approvals, Consultations, and Notifications](https://twc.texas.gov/files/partners/vrsm-e-200.docx).

For more information on how the role of medical consultants applies to specific medical services, refer to [VRSM C-701-2: Medical Services Required Review and Approvals Policy](https://twc.texas.gov/vr-services-manual/vrsm-c-700#c701-2).

In addition to their roles in the review of and consultation on services for specific customers, regional and state office consultants also provide technical assistance to support best business practices in their areas of specialty as related to:

* the VR process and outcomes;
* quality service delivery and documentation;
* use of comparable services, benefits, and other resources;
* quality job development and placement; and
* other areas as applicable.

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#### Limitations on Consultant Services for Vocational Rehabilitation Customers

A consultant does not examine or treat VR customers, except when:

* the customer is, or has been, the consultant's patient before becoming a VR customer;
* the consultant is asked to provide ancillary services, such as assisting the principal surgeon or giving emergency treatment; or
* the consultant is the only, or one of few, specialists in the immediate area.

Other cases may be referred to a consultant for treatment only when:

* there is no apparent conflict of interest, and
* the consultation with State Office Program Specialist for Physical Disabilities is obtained first.

If a consultant is currently treating a customer, the consultant may not provide a formal VR consultation for that customer's VR case. The case must be sent to another VR consultant, who may be located in another region, for consultation.