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| Subject: Social Services | Effective Date:  Revised Date:  Revised Date:  Revised Date: |
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POLICY:

# The [program name] shall provide medically related Social Services to attain or maintain the highest practical physical, mental, and psychosocial well-being of each patient/ family/significant other and staff members as needed. These services shall serve as the linkage between the treatment process and the pre-admission process through follow-up after discharge.

# “Medically-related social services” means services provided by the program’s staff to assist patients in maintaining or improving their ability to manage their everyday physical, mental, and psychosocial needs.

# Care Management for the [program name] will be responsible for the following:

## Make arrangements for obtaining needed adaptive equipment clothing, and personal items.

## Maintaining contact with family (with patient’s permission) to report on changes in health, current goals, discharge planning, and encouragement to participate in care planning.

## Assisting staff to inform patients and those they designate about the patient’s health status and health care choices.

## Making referrals and obtaining services from outside entities (e.g., talking books, absentee ballots, community wheelchair transportation).

## Discharge planning services (e.g., helping to place a patient on a waiting list for community congregate living, arranging intake for home care services for patients returning home, assisting with transfer arrangements to other facilities).

## Providing or arranging provision of needed counseling services.

## Assisting patients to determine how they would like to make decisions about their health care, and whether or not they would like anyone else to be involved in those decisions.

## Finding options that meet the physical and emotional needs of each patient.

## Meeting the needs of patients who are grieving.

## Assisting patients with dental/denture care, podiatric care; eye care; hearing services, and obtaining equipment for mobility or assistive eating devices.

# Refer to Care Management P&P for the procedure.