



# Discharge Checklist

**A discharge from Stepworks is not the end of the patient's journey.**

Every patient will eventually leave Stepworks—whether through graduation or a premature discharge. Do everything you can to encourage them and help them plan a safe and supportive place to go next.

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## Type 1: Graduation

successful completion

### Getting Things Ready

- ☐ charge their cell phone in the recovery coach office beginning at 7:00 A. M.
- ☐ prepare graduation materials
  - ☐ coin and bracelet
- ☐ prepare doctor-approved medications
  - ☐ carefully count
  - ☐ document in patient's discharge note
- ☐ gather any confiscated belongings
- ☐ print discharge documents for the patient
  - ☐ MAR
  - ☐ discharge summary (completed by therapist)
  - ☐ any scheduled appointment information
- ☐ get the iPad (for Google review)

### Packing

- ☐ observe patient packing their belongings
- ☐ ask patient to remove dirty linens and remake their bed
- ☐ double-check the area (under the bed, bedside table)
- ☐ hold medications until you walk the patient out to their transportation

### Technology

- ☐ if they don't have an **email address**, select "Create Account" at gmail.com
- ☐ help them install the **RecoveringMe** app on their phone
- ☐ open the **Discharge Survey** on the iPad: Stepworks University - Resources - Forms and Surveys - Online Forms - [your facility] - Discharge Survey
- ☐ invite them to search "stepworks [your location]" on Google and leave a review



Don't leave the room, but give patients space/privacy to complete the Discharge Survey and Google Review.



- ☐ explain the 30, 90, 180-day email surveys and encourage them to participate
- ☐ hold their phone until you walk the patient out to their transportation

### Final Inspection

- ☐ all patient's belongings removed (including under the bed)
- ☐ bedding laundered and changed
- ☐ sign replaced on bed
- ☐ check pest traps under bed legs

### Final Escort

- ☐ walk them out to their transportation
- ☐ give them their
  - ☐ cell phone
  - ☐ medications
  - ☐ discharge documents (MAR, discharge summary, appointments)

### Final Documentation

- ☐ check the MAR for accuracy
- ☐ enter the discharge as a Staff Note
  - ☐ discharge date/time
  - ☐ who the patient left with
  - ☐ where the patient was going
  - ☐ medications sent with them (doses, amounts)
  - ☐ medications disposed/destroyed
  - ☐ after-care appointments and future plans
  - ☐ confirmation that patient left with all belongings and protocols followed



Example: Patient has successfully completed his 30 days of treatment, October 31, 2021 at 10:30a. Patient departed the facility with family returning to home in Lexington. Patient left with all personal belongings and the following home medications: 30 Abilify 5mg, 30 Amlodipine 10mg, and 30 Tylenol 500mg. Patient has an aftercare appointment at Journey Pure on Thursday November 4, 2021 at 1:00pm for Vivitrol and IOP. Patient plans to attend 12-Step meetings and obtain a sponsor. Patient also plans to utilize the Recovering(me) app. Team assisted the patient in remaking his bed with clean linens and gathering all personal belongings. All other discharge protocols have been followed.

- ☐ be sure to **select the patient's current episode** in the EMR, and complete the discharge details
- ☐ change the current status to "discharged"
- ☐ complete the discharge details
  - ☐ under "Discharge Details," select "Completed"
- ☐ remove them from the facility's bed board in Google Drive



## Type 2: AMA

leaving “against medical advice”

- ☐ make every effort to block the AMA
- ☐ contact therapist (if unavailable, contact administrator)
  - therapist makes another attempt to block the AMA
  - if unsuccessful, therapist or administrator communicates with clinical team (“teaming”)
  - therapist or administrator communicates doctor’s order to the rest of the facility team

### Getting Things Ready

- ☐ gather their phone and any confiscated belongings
- ☐ get the iPad (for them to sign out AMA in the EMR)
- ☐ obtain instructions for medications from the doctor
- ☐ count each medication and document in the chart
  - ☐ the count of each medication released to the patient
  - ☐ the count of each medication to destroy
- ☐ destroy applicable medication according to policy



The medical director has the final say on which medications will go with the patient. The disposition of all medications must be documented in the chart.

### Packing and Survey

- ☐ observe patient packing their belongings
- ☐ ask the patient to remove dirty linens and remake the bed
  - if the patient is agitated, don’t push the issue; change the linens
- ☐ double-check the area (under the bed, bedside table)
- ☐ hold medications until you walk the patient out to their transportation
- ☐ open the AMA Survey on the iPad: Stepworks University - Resources - Forms and Surveys - Online Forms - [your facility] - AMA Survey (make sure the survey saves)
- ☐ ask them to sign out AMA in the EMR (go to ‘new notes’ and use AMA discharge)



## Final Escort

- ☐ walk them out to their transportation
- ☐ give them their
  - ☐ cell phone
  - ☐ medications and any instructions
  - ☐ discharge documents (MAR, discharge summary, appointments, discharge plan if applicable)

## Final Inspection

- ☐ all patient's belongings removed (including under the bed)
- ☐ bedding laundered and changed
- ☐ sign replaced on bed
- ☐ check pest traps under bed legs

## Final Documentation

- ☐ enter the discharge as a Staff Note
  - ☐ discharge date/time
  - ☐ who the patient left with
  - ☐ where the patient was going
  - ☐ medications sent with them (doses, amounts)
  - ☐ medications disposed/destroyed
  - ☐ details about the patient leaving AMA



Example: Patient departed the facility AMA at 2:15 P. M. with his wife. Patient is returning to his home in Richmond, KY. Patient left with all personal belongings and home medications (10 Propranolol 20 mg, 10 Prilosec 20 mg, 10 Ibuprofen 800 mg, 1 Narcan 4 mg). 5 buprenorphine destroyed via RxDestroyer and witnessed. Patient has been referred to the Center for Behavioral Health. All discharge protocols have been followed.

- ☐ be sure to **select the patient's current episode** in the EMR, and complete the discharge details
- ☐ change the current status to "discharged"
- ☐ complete the discharge details
  - ☐ under "Discharge Details," select "Against Medical Advice"
- ☐ upload the AMA Survey to Stepworks University
- ☐ remove them from the facility's bed board in Google Drive



## Type 3: Elopement

leaving unexpectedly

- ☐ contact administrator immediately (if unavailable, shift lead should contact the doctor)
  - administrator communicates with doctor
- ☐ if they left any belongings, place them in storage (for 30 days)
- ☐ properly dispose of their medications
- ☐ contact the local sheriff's office for a welfare check (but do not reveal the patient's name)

### Final Inspection

- ☐ all patient's belongings removed (including under the bed)
- ☐ bedding laundered and changed
- ☐ sign replaced on bed
- ☐ check pest traps under bed legs

### Final Documentation

- ☐ enter the discharge as a Staff Note
- ☐ discharge date/time
- ☐ details about the elopement



Example: During hourly rounds, patient was noted not present in the facility. Our team searched the premises and confirmed that the patient was no longer on the property. Patient's belongings were packed up and placed in storage. All medications have been disposed of. Administrator has been made aware. Our team conducted a courtesy phone call to the local authorities (but did not reveal the patient's name).

- ☐ be sure to **select the patient's current episode** in the EMR, and complete the discharge details
- ☐ change the current status to "discharged"
- ☐ complete the discharge details
  - ☐ under "Discharge Details," select "Elopement"
- ☐ remove them from the facility's bed board in Google Drive



## Type 4: Medical Transfer

going to a higher level of care facility (hospital)

- ☐ contact administrator
- ☐ administrator communicates with doctor and therapist

### Getting Things Ready

- ☐ medications: follow instructions from the doctor
  - ☐ prepare doctor-approved medications
  - ☐ carefully count
  - ☐ document in patient's discharge note
- ☐ gather their phone and all their belongings (including anything confiscated)
  - ☐ place in storage until we know if they are returning
- ☐ print a face sheet and a copy of the MAR for the patient

### Final Escort

- ☐ help them out to the transportation
- ☐ give them their
  - ☐ MAR
  - ☐ face sheet
  - ☐ insurance card (if available)

### Final Inspection

- ☐ all patient's belongings removed (including under the bed)
- ☐ bedding laundered and changed
- ☐ sign replaced on bed
- ☐ check pest traps under bed legs





## Final Documentation

- ☐ enter the discharge as a Staff Note
  - ☐ discharge date/time
  - ☐ who the patient left with
  - ☐ where the patient was going
  - ☐ medications sent with them (doses, amounts)
  - ☐ medications disposed/destroyed
  - ☐ confirmation that patient left with all belongings and protocols followed



Example: Writer contacted Saint Joseph ER and spoke to patient's nurse who informed our team that the patient was being transferred to University of Cincinnati Hospital. All patient belongings and medications will be gathered and placed in storage. Administrator and Dr. Ingram have been made aware. Patient will be a medical transfer and discharged from the facility at this time. All protocols have been followed.

- ☐ be sure to **select the patient's current episode** in the EMR, and complete the discharge details
- ☐ change the current status to "discharged"
- ☐ complete the discharge details
  - ☐ under "Discharge Details," select "Medical Transfer"
- ☐ remove them from the facility's bed board in Google Drive



## Type 5: Administrative Discharge

our team requires the patient to leave

### Getting Things Ready

- ☐ make sure the patient is kept separate from all other patients
- ☐ charge their cell phone in the recovery coach office beginning at 7:00 A. M.
- ☐ gather any confiscated belongings
- ☐ obtain instructions for medications from the doctor
- ☐ count each medication and document in the chart
  - ☐ the count of each medication released to the patient
  - ☐ the count of each medication to destroy
- ☐ destroy applicable medication according to policy
- ☐ document in patient's discharge note



The medical director has the final say on which medications will go with the patient.  
The disposition of all medications must be documented in the chart.

- ☐ print discharge documents for the patient
  - ☐ MAR
  - ☐ discharge summary completed by therapist (this may not be available)
  - ☐ any scheduled appointment information

### Packing

- ☐ observe patient packing their belongings
- ☐ double-check the area (under the bed, bedside table)
- ☐ hold medications until you walk the patient out to their transportation

### Final Escort

- ☐ walk them out to their transportation
- ☐ give them their
  - ☐ cell phone
  - ☐ medications and any instructions
  - ☐ discharge documents (MAR, discharge summary if available, scheduled appointments if any)



## Final Inspection

- ☐ all patient's belongings removed (including under the bed)
- ☐ bedding laundered and changed
- ☐ sign replaced on bed
- ☐ check pest traps under bed legs

## Final Documentation

- ☐ check the MAR for accuracy
- ☐ enter the discharge as a Staff Note
  - ☐ discharge date/time
  - ☐ who the patient left with
  - ☐ where the patient was going
  - ☐ medications sent with them (doses, amounts)
  - ☐ medications disposed/destroyed
  - ☐ after-care appointments and future plans
  - ☐ confirmation that patient left with all belongings and protocols followed



Example: Patient departed the facility as an Administrative Discharge via Venture cabs en route to the London bus station. Patient left with all personal belongings except one bag which was placed in storage. Patient took all active MAR meds which consisted of a multivitamin, nicotine patch, Icy Hot, Ibuprofen, Vicks Vapor Rub, cough drops. Patient was referred to Centerstone Kentucky in Louisville KY. All protocols followed.

- ☐ be sure to **select the patient's current episode** in the EMR, and complete the discharge details
- ☐ change the current status to "discharged"
- ☐ complete the discharge details
  - ☐ under "Discharge Details," select "Administrative Discharge"
- ☐ remove them from the facility's bed board in Google Drive

