stepworks

Admission Guide

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Before They Arrive

- ☐ Print docs (Stepworks University - Resources - Forms and Surveys - Residential Operations - Admission):
  - ☐ **Admission Form Packet**
  - ☐ **Admission Folder Packet**
  - ☐ If the patient has Wellcare insurance: **Wellcare Appointment of Representative**
  - ☐ If the patient has United Healthcare insurance: **United Healthcare Appointment of Representative**
  - ☐ If there are currently COVID-positive patients in the facility: **COVID-19 Patient Acknowledgement**
- ☐ Place printed docs in the Admissions Folder (folders are located in the admissions office).
- ☐ Order meds and detox meds per the doctor's orders.
  - ☐ See **Detox Protocols and Standing Order Med List**.
- ☐ Go to the Stepworks EMR.
  - ☐ Go to "Staff Notes." Is any payment due upon admission?
  - ☐ Go to "Documents."
    - ☐ Are copies of their insurance card(s) scanned/uploaded yet?
    - ☐ Is there a fee worksheet? If so, use it to complete the fee agreement.
- ☐ Prepare the admission room.
  - ☐ BP cuff
  - ☐ stethoscope
  - ☐ thermometer
  - ☐ breathalyzer
  - ☐ pulse oximeter
  - ☐ gloves
  - ☐ Admission Folder (with printed docs)
  - ☐ Patient Workbook
  - ☐ Curriculum Book
  - ☐ pen and notebook
  - ☐ AA/NA books (patients get one or the other, not both)
  - ☐ Place a robe, urine drug screen, and pregnancy test (for females) in the restroom.

When They Arrive

- ☐ Warmly introduce yourself. Use the patient's first name. Example: *"Welcome to Stepworks, [patient name]. I'm [your name]. Can I get you anything to drink?"*

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- ☐ Explain how the admission process will work.
- ☐ Respectfully ask for consent to search their belongings.
- ☐ Place their belongings in the recovery coach office.

Complete the Admission Forms

- ☐ Stepworks EMR forms
  - ☐ **Consent to Treat**
  - ☐ **Privacy Policy**
  - ☐ **Treating Provider Release**
  - ☐ **General Release** (for emergency contacts and anyone else the patient names)
    - ☐ **Important:** Explain their confidentiality and why the release is important. Example:

      "Stepworks must follow federal privacy laws. If we don't have a release on file for your spouse or parent, we can't tell them anything about you. In fact, we can't even confirm or deny that you're here."
- ☐ **Fee Agreement** (Walk through each section before they sign.)
  - ☐ Is payment due? Collect payment and write a receipt.
    - ☐ Is the patient paying? Give them a receipt, and give the other copy to your administrator.
  - ☐ Is someone else paying? Check **Third-Party Payer Acknowledgment** under "Documents" in the EMR. If it isn't complete, print one.
    - ☐ name and contact info
    - ☐ Staple both receipts to it.
    - ☐ Give to your administrator.
  - ☐ **Document the payment** amount and method in two places: 1. the EMR, 2. the charge sheet
- ☐ **COVID-19 Disclaimer** (read/sign)
- ☐ **Special Event Authorization** (read/sign; patient may decline)
- ☐ **Media Release** (read/sign; patient may decline)
- ☐ Request **insurance cards** (if not yet scanned/uploaded to EMR)

Take Photo

- ☐ Take the patient's profile picture.
  - ☐ Photograph them from the chest up.
  - ☐ Does your facility have a blue wall with the Stepworks logo? If so, use that as the background. If not, use a blank wall.

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☐ no hats, hoods, or sunglasses

Walk through the Admission Checklist

Explain each item on the **Admission Checklist**, giving them time to ask questions.

Patient Information and Vitals

- The breathalyzer takes a moment to power on. Ask the patient to blow until it stops beeping.
- While you're taking their temperature, count their breaths/respiration.
- Run CIWA or COWS scales using this information (check for dilated pupils, sweating, goose flesh, tremors).

Payment and Admission Confirmation

- Did you complete all the payment/admission steps?
- Does the patient understand that they <u>must</u> sign a release if they want Stepworks to communicate with their loved ones? Remember: We cannot even confirm/deny their presence at Stepworks without a release.

Search and Urine Screens

Personal Search and Urine Screens

- Personal searches are observed by a second team member (unless there are only two team members in the facility). If possible, patients are searched by a team member of the same gender. Team members must wear gloves.
- Explain the personal search. Example: *"We are going to search your person for drugs, alcohol, or other items that could harm your recovery and your safety. We understand that this may be uncomfortable, but we're doing it for you: for your safety and for the safety of all our current patients. We'll conduct the search according to Stepworks' guidelines and policies. If you have questions at any time, please let us know."*
- Respectfully ask to begin the search. If they do not consent, contact your administrator. (The patient may be discharged to preserve the integrity of the program.)
- Escort the patient to a bathroom, give them a robe, and respectfully ask them to undress completely.
    - Remain with them during this process.
    - Instruct them to wear the robe while undressing to make sure they're covered.
- Ask them to hand you each item of clothing, including their glasses or jewelry, to search.
- Ask them to keep their front covered and alternate opening the sides of the robe while stepping out to the side with their legs straight.
- Ask them to lift up each foot so you can check to be sure nothing is hidden.
- If the person's hair is up, politely ask them to take it down and shake their hair out.
- At no point should a person's genitals be touched or searched, nor a female's breasts.
- Politely ask the patient to get dressed.
    - Do not leave the patient alone in the bathroom. This prevents the patient from hiding items to retrieve later.

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- Administer the urine drug screen (UDS) and pregnancy test (HCG) (females only).

Belongings and Clothing Search

If you're conducting the admission alone, this is the best time for the belongings search. If more than one team member is available, they can search belongings while you complete the admission.

> **Important:** remember to wear gloves and exercise extreme caution,
> particularly if you discover prohibited items or paraphernalia.

> Complete the **Patient Admission Inventory** as you go.

- The items search:
    - Open all notebooks, cases, pens, and makeup and search thoroughly.
        - If they have an excess of these items, after the search, politely ask the patient what they want to keep with them during treatment. Put excess in storage with their personal belongings.
    - Examine toiletry items to ensure they are unopened and nothing has been hidden.
    - Any aerosol items or items containing alcohol as part of the first three ingredients should be placed in a labeled Ziploc bag and placed in their luggage for storage.
- The clothing search:
    - Search each item of clothing thoroughly by unfolding, running your hands along the seams, inside pockets, and inside socks to ensure nothing has been hidden.
    - Check shoe soles to ensure they aren't loose.
        - If they are, lift the soles to check for any hidden items.
    - After searching, fold and place them in a bin for the patient to take to their bedside.
- If the patient has any clothing items displaying graphics of paraphernalia or other prohibited materials, leave those items in the patient's bag for discharge, along with any other prohibited items.
- Write the patient's first and last name and their admission date on the luggage tag.
- Store luggage in the designated area.

What if you find contraband?

- Be careful!
- Any illicit substances, unapproved controlled medications, and paraphernalia must be destroyed.
- Two team members must count and document medications, illicit substances, and paraphernalia before disposal.

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- Document in Stepworks University - Resources - Forms and Surveys - Online Forms - [your facility] - Disposed Medication Count
- Use the Rx Destroyer to dispose of medications and illicit substances such as heroin, cocaine, and methamphetamines.
- Dispose of anything potentially contaminated with blood or bodily fluids (paraphernalia, gloves, needles, bandages) in a red sharps container or red biohazard bag.

What if you find medications?

- Other medications, including over-the-counter medications, must be approved by the facility medical director.
    - Take the medications to the RN (if available) or the shift lead. They will contact the doctor.
    - If approved, add the medications to the patient's MAR and medication box.
    - If unapproved, put in a Ziploc and store with the patient's belongings (unless the doctor instructs you to destroy it).

House Orientation

- Tour: show the patient the group rooms, kitchen, chores list, recovery coach office, nurse office, vending machines, smoking area, leisure areas, restrooms, dorms, and their bed.
- When you reach "Daily Schedule," review the schedule.
- In the **Patient Workbook**, add their therapist name, clinical rounds days, phone call days, visitation days, and med times.

Early Discharge Prevention

- Ask the patient, **"If you begin to talk about requesting a discharge early, what could we say (or remind you of) that might encourage you to stay?"** Write down their response.
- Have the patient complete the **Intake Survey** on the designated iPad.

Documentation Checklist

Once you've helped the patient settle in, document their admission in the EMR:

- ❏ scan/upload **insurance cards** (front/back) to the EMR
- ❏ scan/upload all **intake forms** to the EMR

    How to Scan/Upload/Name Admission Documents

    1. Scan the documents one at a time.
    2. Rename the files:
        - Admission-Checklist.pdf

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- COVID-19-Disclaimer.pdf
- Fee-agreement.pdf
- Special-Event-Release.pdf
- Media-Release.pdf
- Wellcare-Appointment-of-Representative.pdf
- UHC-Appointment-of-Representative.pdf
- COVID-19-Acknowledgement-of-Positive-Cases.pdf
- Patient-Admission-Inventory.pdf

3. Upload them to the patient's chart in the EMR.
   - Click "Documents" on the menu to the left.
   - Click "+Add."
   - Choose the type of document from the dropdown box.
     - Admission Checklist = Miscellaneous
     - COVID-19 Disclaimer = Miscellaneous
     - Fee Agreement = Billing
     - Special Event Release = Release
     - Media Release = Release
     - Wellcare and UHC = Billing
     - COVID-19 Acknowledgement = Miscellaneous
     - Patient Admission Inventory = Miscellaneous
     - Click "Choose File" to add the doc.
     - After the file uploads, click "Submit."

4. Now shred all docs **except** these two:
   - Patient Admission Inventory (put the paper copy with their luggage)
   - Third-Party Payer Acknowledgement (if there is one, give to admin with the receipts stapled to it)

❏ document **Admission Date/Time** and **search and urine screen results**

Using a staff note, complete the admission note:
- time arrived
- accompanying person
- results of UDS and BAC
- last use (When did they last use substances?)
- search details (if you personally conducted the search)
- Early Discharge Prevention (what they would like you to say if they
- request AMA discharge)
- protocols followed

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Example Admission Note: *43 year old male admitted to Opiate Detox. Patient arrived at 08:00. Patient was brought to treatment by his girlfriend. Patient's BAC was 0.00. Patient's UDS was positive for OXY and will be sent to the lab for further analysis. Patient stated his last use was 11-2-2021 and consisted of 60mg of oxycodone snorted. Patient asked to be reminded of "My kids and I need to better my life" if he were to begin speaking of wanting to leave treatment prematurely. Patient was educated on house rules and provided a tour of the facility. Patient was given an NA book. All other admission protocols have been followed.*

- The team member who searched the patient's belongings should document it.
- You may document the search in the admission note if you completed the search.

Example: *Searched the patient's personal belongings. No contraband was found. Prohibited items were placed in storage. All protocols followed.*

❑ document the patient's **Mental Status** using the questionnaire
- Use the observations you've already taken.
- Rate the patient's Insight as "POOR" because they haven't started treatment yet.
- Give details in the notes section.
- If you enter paranoid, delusional, suicidal, and/or homicidal, add a description/explanation in the notes section.

Order Admission Labs

❑ Labs: CBC, CMP, HEP B, HEP C, RPR with reflex to FTA-ABS, and HIV
❑ Be sure to choose the correct physician.

Schedule Admission Assessments

Now schedule assessments in this order:
1. nursing
2. biopsychosocial
3. provider

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Nursing Assessment

- ❑ If nurses are on shift when the patient arrives, the nurse with the highest level of licensure should assess the patient.
- ❑ If no nurses are available, the next nurse to arrive should assess the patient.

> If the nursing assessment isn't complete, **communicate** this on the shift report and during shift exchange.

Biopsychosocial Assessment

- ❑ Complete within 24 hours of admission.
- ❑ All appointments are Eastern Time.
- ❑ Schedule patients who arrive after 3:30 P. M. for the next day.
- ❑ Go to Stepworks University - Resources - Forms and Surveys - Online Forms - Assessment Scheduler:
    - click next
    - click on your facility
    - choose "Biopsychosocial Assessment"
    - select the next available slot
    - enter the patient's name and the facility email on the next screen
    - the facility email address will receive a confirmation email with a link to the "waiting room."
- ❑ Enter appointment information as a staff note in the EMR.
- ❑ If the biopsychosocial isn't complete, report this on the shift report and during shift exchange.
- ❑ If the patient is too unstable to complete the assessment, use the confirmation email (with the "waiting room" link) to reschedule.

Provider Assessment

> The biopsychosocial must be completed <u>before</u> the provider assessment.

- ❑ To schedule the provider exam, refresh your Stepworks University page where you just scheduled the biopsychosocial.
    - click on your facility
    - choose "Medical Assessment"
    - select the next available slot (it's great if you can book the patient's provider exam right after their biopsychosocial!)
    - enter the patient's name and the facility email on the next screen
    - the facility email address will receive a confirmation email with a link to the "waiting room."
- ❑ Enter appointment information as a staff note in the EMR.

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If the provider assessment isn't complete, **communicate** this on the shift report and during shift exchange.

Room Set-Up for Biopsychosocial and Provider Assessments

- Set up the noise machine in the hallway.
- Stay close enough for patient safety, but also respect their privacy during assessments.
- Click on the "waiting room" link in the confirmation email.
    - **Provider assessments only:** enter the patient's first name and last initial then click "Check In."
- Remove the mouse from the room.
- After the assessment, return the mouse and noise machine.
- Check the room for possible contraband, and make sure the room is clean.
- Log out of the computer, and turn everything off.

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Admission Checklist

❗ Refer to the **Admission Guide** for steps to take before/when the patient arrives.

Patient Information and Vitals

Patient Name: **Donald** **Fauntleroy** **Duck**
                 First   Middle   Last

Date of Arrival: **8** / **1** / **22**   Time of Arrival: **4** : **54**   ☐ A. M.   ■ P. M.

How did the patient get here? **via Uber**

Date of Last Use: **8** / **1** / **22**   Time of Last Use: **1** : **30**   ☐ A. M.   ■ P. M.

Substances Used: **methamphetamine, heroin**

Amount of Last Use: **½ g / 1 g**   Method of Last Use: **IV**

BAL: **0.00**   BP: **148/96**   Pulse: **110**   Temp: **98.3**   Resp: **16**   02: **99**

☐ Is the patient extremely intoxicated? (Breathalyze them every hour until they blow below 0.200.)

Weight: **135**   Appetite: **Fair**

Allergies: **NKA**

Hygiene: **Poor**

Sleep: **Poor**

Search and Urine Screens

- ■ all printed intake forms completed
- ■ patient understands confidentiality and "release of information" to relatives/loved ones
- ☐ received payment and gave receipt

- ☐ documented payment
- ■ copies of insurance cards scanned/uploaded to EMR (if not, request)
- ■ photo taken

Search and Urine Screens

■ searched patient's person/belongings/clothing/bags according to Stepworks policies

■ completed Patient Admission Inventory

❗ Refer to the **Admission Guide** for steps to take before/when the patient arrives.

UDS Results: ___BUP , THC, MET, AMP, OPI , OXY, TCA___

HCG Result (females): ☐ Positive ☐ Negative

House Orientation

■ Tour/Introductions	■ Medication Procedures
■ Patient Workbook (enter therapist, clinical rounds, and phone/visitation/med times)	■ How to Seek Assistance from Stepworks team
	■ Emergency Procedures
■ Visitation Times/Guidelines	■ Tobacco Product Areas
■ Phone Privileges	■ First Aid/Accident Reporting
■ House Rules	■ Grievance Procedure
■ Family Therapy	■ Treatment Planning/Therapist Role
■ Bed Assignment	■ Receiving Mail/Deliveries
■ Chores/Chore List	■ Behaviors that Affect Privileges
■ Daily Schedule	■ Alcohol Use/Contraband Policy
■ Food/Drink Location/Policy	■ Grounds for Discharge
■ Laundry Location/Policy	■ Managing Anxiety/Early Discharge Thought

Early Discharge Prevention

Ask the patient, **"If you begin to talk about requesting an early discharge, what could we say (or remind you of) that might encourage you to stay?"**

Patient's response: ___"My Kids need me"___

_____

_____

_____

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_____

_____

_____

📕 Ask the patient to complete the Intake Survey on the designated iPad.

Documentation Checklist

■ scan/upload insurance cards (front/back) to the EMR

■ scan/upload all intake forms to the EMR

■ then shred (except Patient Admission Inventory and Third-Party Payer)

■ paper Patient Admission Inventory goes with patient's luggage

■ Third-Party Payer goes to admin

■ document Admission Date/Time, search and urine screen results, and patient's Mental Status (use questionnaire)

■ document admission in the Communication Book

■ add patient to the Bed Board

■ document Court Order (if applicable)

Order Labs and Schedule Assessments

■ CBC, CMP, HEP B, HEP C, RPR with reflex to FTA-ABS, and HIV

■ nursing assessment

■ biopsychosocial assessment

■ provider assessment (room setup)

Team Member Signature: _Lucille Ball_____ Date: _8_ / _1_ / _22_