Your Discharge Planning Checklist:

For Patients and their caregivers preparing to leave Kingsbrook Jewish Medical Center

1(718) 604-6886
The Progression of Care Department is composed of Social Workers, Registered Nurse Case Managers Transitional Care Coordinators and Administrative Assistants.

The team of Nurse Case Managers and Social Workers assist in assessing, planning and coordinating your care needs for a safe discharge.

Social Workers are available to provide Intervention to you and your family to help ease the transition during your pre-hospital through post-hospital experience, by providing crisis intervention, information and referral, as well as supportive counseling services. The Social Worker is able to help you adjust to your illness in a more positive and effective manner. In addition, the Social Worker can provide you with resources available in your community and options for alternative levels of care, which include skilled nursing facilities and hospice services.

Eligibility criteria information for entitlements and applications for Medicaid are available in the Progression of Care Department and the Social Worker will provide this information to you, as needed.

Case Managers, who are nurses, are available and will research your insurance coverage to determine your eligibility and benefits, and obtain approval for continued care services and post discharge needs and services.

Based on your individual needs, the Case Manager will coordinate those eligible services which could include: Home Care, AdultHome, acute or subacute Rehabilitation, Nursing Home, Meals on Wheels, Medi-Alert, equipment, and other resources that may be available in your local community. Geographic lists of agencies and resources are available based on request.

For additional information, contact the Progression of Care Department at ext. 5269. Office hours are Monday through Friday, 8 a.m. to 4 p.m. On Weekends and Holidays call the operator and request to be connected to the covering Social Worker and/or Case Manager.
Notification of Availability of Home Health Agencies, Rehabilitation facilities, Long Term Care Centers, Adult Homes

If you need home healthcare, rehabilitation, skilled nursing services when you are discharged from Kingsbrook Jewish Medical Center, you have the right to choose your provider.

The information that we will be able to provide to you will include:
• A professional assessment of your needs for services. (Home Health Care Services, Rehabilitation, Nursing Home)
• Listings of certified agencies and/or facilities that serves the area in which you reside or will receive services

Please note: If you are a member of a managed care plan, you must have their approval for follow-up care and must receive services from agencies with which they have contracted in order for services to be reimbursed. Listings of certified agencies and/or facilities are available from your Social Worker or Nurse Case Manager or by calling ext. __________

Discharge Procedure
Please make arrangements for your trip home before your day of discharge and ask someone to bring your clothing, keys to the Hospital one day before you are to leave.
If you have concerns about the discharge procedure, please discuss them with your nurse, primary care physician, case manager and or social worker

Process
After your physician writes your discharge order on your chart, the person who will take you home should speak to the Security Officer who will direct him/her to the patient pick-up area. Before leaving, check your room to ensure that you have all your belongings. For your safety, a staff member or volunteer may escort you.

Patient Satisfaction Feedback
Feedback from our patients regarding their care experience at Kingsbrook Jewish Medical Center is important to us. After your discharge, you may receive a patient satisfaction survey in the mail or by telephone, we hope you will take a moment to complete the survey.
During your stay, your doctor and the staff will work with you to plan for your discharge. You and your caregiver (a family member or friend who may be helping you) are important members of the planning team. You and your caregiver can use this checklist to prepare for discharge.

**INSTRUCTIONS:**

- Use this checklist early and often during your stay
- Talk to your doctor and the staff (like a discharge planner, social worker, or nurse) about the items on this checklist.
- Check the box next to each item when you and your caregiver complete it.
- Use the notes column to write down important information (like names and phone numbers)
- Skip any items that don’t apply to you.

<table>
<thead>
<tr>
<th>Action Items</th>
<th>NOTES:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What's Ahead?</strong></td>
<td></td>
</tr>
<tr>
<td>□ Ask where you’ll get care after you leave (after you’re discharged). Do you have options (like home health care)? Be sure you tell the staff what you prefer.</td>
<td></td>
</tr>
<tr>
<td>□ If a caregiver will be helping you after discharge, write down their name and phone number.</td>
<td></td>
</tr>
<tr>
<td><strong>Your Health</strong></td>
<td></td>
</tr>
<tr>
<td>□ Ask the staff about your health condition and what you can do to help yourself get better.</td>
<td></td>
</tr>
<tr>
<td>□ Ask about problems to watch for and what to do about them. Write down a name and phone number of a person to call if you have problems.</td>
<td></td>
</tr>
</tbody>
</table>
## Action Items

- Use “My drug list” on page 5 to write down your prescription drugs, over-the-counter drugs, vitamins, and herbal supplements.

- Review the list with the staff.

- Tell the staff what drugs, vitamins, or supplements you took before you were admitted. Ask if you should still take these after you leave.

- Write down a name and phone number of a person to call if you have questions.

## Recovery & Support

- Ask if you’ll need medical equipment (like a walker). Who will arrange for this? Write down a name and phone number of a person you can call if you have questions about equipment.

- Ask if you’re ready to do activities below. Circle the ones you need help with, and tell the staff:
  - Bathing, dressing, using the bathroom, climbing stairs
  - Cooking, food shopping, house cleaning, paying bills
  - Getting to doctor’s appointments, picking up prescription drugs

- Make sure you have support (like a caregiver) in place that can help you. See “Resources” on page 6 for more information.

- Ask the staff to show you and your caregiver any other tasks that require special skills (like changing a bandage or giving medication). Then, show them you can do these tasks. Write down a name and phone number of a person you can call if you need help.

- Ask to speak to a Social Worker if you’re concerned about how you and your family are coping with your illness. Write down information about support groups and other resources.

- Talk to a social worker or your health plan if you have questions about what your insurance will cover, and how much you'll have to pay. Ask about possible ways to get help with your costs.
Action Items

☐ Ask for written discharge instructions (that you can read and understand) and a summary of your current health status. Bring this information and your completed “My drug list” to your follow-up appointments.

☐ Use “My appointments” on page 5 to write down any appointments and tests you’ll need in the next several weeks.

NOTES:

Your Health

☐ Do you have any questions about the items on this checklist or on the discharge instructions? Write them down, and discuss them with the staff.

☐ Can you give the patient the help he or she needs?
  ☐ What tasks do you need help with?
  ☐ Do you need any education or training?
  ☐ Talk to the staff about getting the help you need before discharge.
  ☐ Write down a name and phone number of a person you can call if you have questions.

☐ Get prescriptions and any special diet instructions early, so you won’t have to make extra trips after discharge.

NOTES:

More Information for people with Medicare

If you need help choosing a home health agency or nursing home:
  • Talk to the staff.
  • Visit Medicare.gov to compare the quality of home health agencies, nursing homes, dialysis facilities, and hospitals in your area.
  • Call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048

For more information on your right to appeal, visit Medicare.gov/appeals, or visit Medicare.gov/publications to view the booklet “Medicare Appeals.”
MY DRUG LIST

Fill out this list with all prescription drugs, over-the-counter-drugs, vitamins, and herbal; supplements you take. Review this list with the staff.

If you have Medicare and limited income and resources, you may qualify for Extra Help to pay for your Medicare prescription drug coverage. For more information about Extra Help, visit Medicare.gov/publications to view the booklet “your guide to Medicare Prescription Drug Coverage.”

<table>
<thead>
<tr>
<th>DRUG NAME</th>
<th>WHAT IT DOES</th>
<th>DOSE</th>
<th>HOW TO TAKE IT</th>
<th>WHEN TO TAKE IT</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

My appointments

<table>
<thead>
<tr>
<th>Appointments and tests</th>
<th>Date</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
RESOURCES

The agencies listed here have information on community services, (like home-delivered meals and rides to appointments). You can also get help making long-term care decisions. Ask our discharge planning staff for more information.

Thank you for Choosing KJMC

Area Agencies on Aging (AAA’s) and Aging and Disability Resource Centers (ADRCs): Help other adults, people with disabilities, and their caregivers. To find the AAA or ADRC in your area, visit the Eldercare Locator at eldercare.gov, or call 1-800-677-1116.

Medicare: Provides information and support to caregivers of people with Medicare. Visit Medicare.gov/campaignsa/caregiver/caregiver.html.

Long-Term care (LTC) Ombudsman Program: Advocate for and promote the rights of residents in LTC facilities. Visit ltcombudsman.org.

Senior Medicare Patrol (SMP) Programs: Work with seniors to protect themselves from the economic and health-related consequences of Medicare and Medicaid fraud, error, and abuse. To find a local SMP program, visit SMPresource.org.


State Technology Assistance Project: Has information on medical equipment and other assistive technology. Visit resna.org, or call 1-703-524-6686 to get the contact information in your state.

National Long-Term Care Clearinghouse: Provides information and resources to plan for your long-term care needs. Visit longtermcare.gov.


State Health Insurance Assistance Programs (SHIPs): Offer counseling on health insurance and programs for people with limited income. Also help with claims, billing and appeals. Visit Medicare.gov/contacts, or call 1-800-MEDICARE (1-800-633-4227) to get your SHIP’s Phone number. TTY users should call 1-877-486-2048.

State Medical Assistance (Medicaid) Office: Provides information about Medicaid. To find your local office, visit Medicare.gov/contacts, or call 1-800-MEDICARE.