

Outreach Services of Indiana

EMERGENCY ROOM CHECKLIST: DURING DISCHARGE FROM EMERGENCY ROOM

Client Name: _____

Instructions: Staff to initial each area as completed. Document any comments related to the completion of each task in the space provided. Forward or file completed Checklist according to agency protocol.

If being admitted to a hospital unit:

- _____ 1. Notify guardian/healthcare representative and agency personnel of the admission, the events that occurred in the emergency room and the person's Room number when available.
- _____ 2. Accompany person to the hospital room and assist the hospital personnel in orienting the person to the room, bed, call system etc.
- _____ 3. Inform hospital personnel of any special needs, dysphagia precautions, or adaptive equipment the person has and ensure that all health and medication information has accompanied the person to the unit.
- _____ 4. Discuss and identify any equipment or personal items that need to be brought from the home.
- _____ 5. Be sure all personal belongings and equipment has the person's name on it and it is inventoried by the hospital.
- _____ 6. Ensure all health care and contact information provided to the ER is transitioned with the person to the hospital unit.
- _____ 7. Establish a contact person at the hospital and inform guardian/healthcare representative and provider contact of the name and phone number of that person. This may be a nurse, case manager or discharge planner.
- _____ 8. Discuss with the hospital contact person the best time of day to call for information and visit the person. Explain that someone will be calling or visiting periodically to follow the person's progress and treatment course. Recommend that the hospital staff call the agency contact person for any problems questions or concerns.
- _____ 9. Document all events that occurred in the ER including all tests performed and all conversations with hospital staff and record per agency policy upon return to the home.

_____ 10. Complete necessary incident reports as needed if not already completed.

If being discharged home:

If you have concerns regarding the status of the person and are uncomfortable taking them home:

_____ 11. Voice your concerns and explain the reasons why. Contact the guardian/healthcare representative and/or provider contact person if you have concerns.

If you are comfortable taking the person home:

_____ 12. Ensure the physician discusses any new orders, new diagnosis or recommendations with the individual and ensure physician answers questions as needed. Assist with supporting communication as necessary at a level appropriate to the individual's comprehension.

_____ 13. Discuss the need for the physician to write detailed orders for medications, instructions for treatments or needed monitoring and any other recommendations or orders necessary for the management of the health issue.

_____ 14. Discuss the reason for any new medications and whether there are any special instructions related to the use of the medication including times to administer, methods of administration and anticipated side effects.

_____ 15. Discuss when any new medications should begin.

_____ 16. Ensure that any medications that are to be discontinued have specific orders for the discontinuation.

_____ 17. Discuss whether any monitoring or observation is necessary and what would prompt a call or follow up appointment to the healthcare provider.

_____ 18. Discuss whether any follow up procedures or appointments are necessary.

_____ 19. Ensure all instructions, recommendations and orders are written clearly.

_____ 20. Read orders and recommendations back to the healthcare provider to ensure they are legible and understood.

_____ 21. If any directions are unclear, get them clarified before the person leaves.

_____ 22. Be sure you receive prescriptions for any new medications.

_____ 23. Request that copies of any lab work, x-ray results, and physician notes be collected and provided with the other discharge information.

_____ 24. Inquire how the results of any tests will be obtained and/or communicated if not available at discharge.

_____ 25. Be sure to obtain the names of the treating physicians.

_____ 26. Follow agency policy for summarization, documentation & delivery of information and transcription of new orders.

Comments: _____

Staff Completing: _____ Date: _____

Outreach Services

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As a service for persons supporting individuals with intellectual/developmental disabilities, BQIS/ Outreach developed the Outreach Fact Sheet Library. The information provided is designed to enhance the understanding of the topic and does not replace other professional or medical instructions or individually developed plans. For more fact sheets and information, please visit DDRSOutreach.IN.gov.



Indiana Family & Social Services Administration
Division of Disability & Rehabilitative Services
Bureau of Quality Improvement Services

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