

**OLIVE VIEW-UCLA MEDICAL CENTER  
POLICY & PROCEDURE**

**NUMBER: 39  
VERSION: 3**

**SUBJECT/TITLE: DISCHARGE WAITING ROOM**

**POLICY:** Discharged patients from Medical, Surgical and SDU units meeting pre-established criteria will wait in the Discharge Waiting Room when open.

Discharge Waiting Room, located in 1D 143 (x6860, 6861), is open Tuesday to Friday 09:00 to 7:30. It is closed on weekends, holidays and when staffing is critically short.

The DWR is integrated into the Patient Flow Program and is supervised by Patient Flow Manager (PFM). The DWR is staffed with a Licensed Vocational Nurse (LVN) and a Nursing Attendant (NA). When a Licensed Vocational Nurse (LVN) is not available, DWR will be staffed with two (2) Nursing Attendants. DWR's total capacity is eight (8) patients.

**PURPOSE:** To expedite patient movement and enhance utilization of acute care beds by directing stable discharged patients to the Discharge Waiting Room (DWR)

**DEPARTMENTS:** All

**DEFINITIONS:**

**PROCEDURE:** **I. Discharged patients meeting the following pre-established criteria should wait in the DWR:**

- Have a written discharge order
- Stable and capable of self-care
- No history of hostile or aggressive behavior
- Do not require isolation
- Destination known
- Pre-arranged transportation
- Final departure time no later than 30 minutes before closing time.

**II. Unit Nurse/Discharge Coordinator**

1. Discharge patient per established Olive View-UCLA Medical Center policies and procedures.
2. Contact DWR to ascertain availability.
3. Discharge patient in the Electronic Health Record and indicate that patient is discharged to DWR.

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4. Document in the unit's Discharge Log that patient is discharged to DWR.
5. Notify family/friend/CDO to pick up the patient in the DWR.
6. Give report to DWR LVN/NA and arrange escort/transport to DWR. Ensure patient's belongings and supplies accompany the patient.

### **III. Discharge Waiting Room Staff**

1. Accept patients based on pre-established criteria and provide safe environment. Provide snacks if requested.
2. Ensure discharge prescriptions are taken to Pharmacy. Take prescription for patients who are not able to go to Pharmacy on their own. Pick up prescription from Pharmacy, if necessary.
3. Ensure patients receive previously ordered PT/OT equipment.
4. In the event patient's condition becomes unstable, the DWR staff will notify the patient's physician (primary team, or covering on-call team.
5. If patient has not left the DWR by closing time, call person/service providing transportation to ascertain approximate time of arrival and notify them of patient's relocation to the alternate waiting area. Inform PFM/ANO so arrangements can be made to relocate the patient to the First Floor lobby waiting area.
6. Maintain patient log.
7. Investigate delay when patient waits beyond anticipated time of departure and report to PFM/ANO Manager.

### **IV. Dietary**

Provide snacks for patients in DWR.

References:	
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