



**LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES
HARBOR-UCLA MEDICAL CENTER**

SUBJECT: POST-DISCHARGE WAITING ROOM

POLICY NO. 301B

CATEGORY: Provision of Care	EFFECTIVE DATE: 12/21
POLICY CONTACT: Mark Phillip Redulla, RN	UPDATE/REVISION DATE:
REVIEWED BY COMMITTEE(S):	

PURPOSE:

The Post-Discharge Waiting Room is a space specifically designed to be an area where unaccompanied adult patients who have been fully discharged from any of the inpatient services at Harbor-UCLA Medical Center can wait for family for pick-up or pending transport.

POLICY:

Adult unaccompanied patients who meet the criteria outlined in this policy and who have been discharged from an inpatient area, but who are unable to leave the hospital for home due to transportation delays or when their family/support person is unable to pick them up within two hours after the discharge process has been completed, may be relocated to the Post-Discharge Waiting Room to wait for transportation home.

Discharged patients will be provided a safe environment while awaiting transportation home. The Post-Discharge Waiting Room is a waiting room with chairs, television, telephone access, and a bathroom. Limited nourishment will also be available.

The Post-Discharge Waiting Room is not intended to be a substitute for a patient care area, rather, it is a designated space for patients to wait for transport home after discharge. In order to assist the patients with their discharge transportation arrangements, patients will be advised of the Post-Discharge Waiting Room as soon as an anticipated discharge order is initiated.

HOURS OF OPERATION:

The Post-Discharge Waiting Room will be operational Monday through Friday, from 11:00 a.m. to 7:00 p.m. (excludes County holidays).

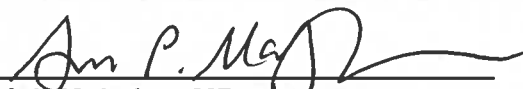
SCREENING CRITERIA:

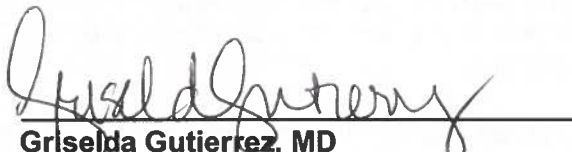
Patients accepted for the Post-Discharge Waiting Room must meet the following acceptance criteria:

REVISED:

REVIEWED:

APPROVED BY:


 Anish Mahajan, MD
 Chief Executive Officer
 Chief Medical Officer


 Griselda Gutierrez, MD
 Associate Chief Medical Officer


 Jason Black, MBA, DNP, RN
 Chief Nursing Officer



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1. Patient has a written discharge order from his/her responsible physician and the discharge process has been completed by the primary nurse.
2. Patient is an independent adult (18 years of age or older).
3. Patient is alert and oriented to person, place, and events.
4. Patient is ambulatory and capable of self-care (e.g., taking medications, feeding, toileting) with minimal to no assistance required.
5. Patient can sit in a chair for prolonged periods.
6. Discharge instructions have been reviewed with and understood by the patient.
7. Discharge medications have been ordered and released to the outpatient pharmacy and a call was placed by the discharging nurse. (No medications will be provided by the staff in the Post-Discharge Waiting Room).
8. Patient is on standard isolation precautions.
9. Transportation arrangements have been made for home or to another facility and a transportation/pick-up plan has been established.
10. Notification of the responsible party (e.g., family, friend, significant other, etc.) and/or the responsible transport method (e.g., ambulance, non-medical transport, etc.) has been established and an estimated time of arrival (ETA) has been confirmed.

STAFFING:

The Post-Discharge Waiting Room staffing will be under the supervision of the Nursing Office and will be supervised by the Nursing Office Nurse Manager/Supervisor or designee. The staffing for this space will consist of the following:

1. Licensed Nursing Staff (at least 1): RN/LVN
2. Unlicensed Staff (at least 1): Certified Nursing Attendant/Unit Clerk/Unit Support Assistant
3. Support staff such as a Unit Support Assistant, Intermediate Clerk is optional

Note: *All designated/assigned permanent staff in the Post-Discharge Waiting Room shall possess a minimum certification of Basic Life Support (BLS) from the American Heart Association and shall have completed the required orientation to the area.*

INFECTION CONTROL:

All Post-Discharge Waiting Room staff and other clinical/ancillary staff shall observe and perform routine hand hygiene practices as directed by the Infection Prevention & Control policies of the facility.

Standard precautions shall always be observed within the Discharge Waiting Room, including the use of specific protective barriers – gloves, fluid-impervious gowns, masks, and protective eyewear – as appropriate/needed as per hospital policy, and as recommended by the Centers for Disease Control to protect against blood and body fluid splashes.

Note: *COVID-19 precautions and recommendations shall apply to the Post-Discharge Waiting Room always unless otherwise advised by the hospital's Infection Prevention and Control Department. For additional information, refer to the Infection Prevention & Control policy on "Standard Precautions (SP)."*

PROCEDURE:

1. The inpatient clinical area will follow the discharge protocols and workflow for documenting the discharge in Teletracking.



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2. Once a patient has been identified and all criteria met for transfer to the Post-Discharge Waiting Room, the transport feature in Teletracking will be triggered by the unit nurse. If this is not available, the unit will call the Post-Discharge Waiting Room and will inform staff of patient pick-up from the unit.
3. A hand-off communication will be completed by the unit clinical staff and the Post-Discharge Waiting Room staff prior to physical transfer of the patient.
4. The patient will be escorted to the Post-Discharge Waiting Room by transport staff.
5. If patient has belongings stored in the hospital's Property and Valuables area, these are to be collected by unit or transport staff prior to the patient being transferred to the Post-Discharge Waiting Room and should be given to the patient.
6. The Post-Discharge Waiting Room staff will provide the individual with an orientation to the space and location of the necessary items such as the telephone, television, bathroom location, exits, etc.
7. There will be beverages and sealed meal packets available to all individuals waiting in the Post-Discharge Waiting Room.
8. The Post-Discharge Waiting Room staff will accompany the patient to the hospital lobby when s/he is ready to be discharged or leave the hospital premises. Family or transport personnel can walk to the Post-Discharge Waiting Room area to personally pick-up or accompany discharged patient outside the hospital.
 - a) Family/significant other, or any transport staff who comes to pick-up the individual from the Post-Discharge Waiting Room shall register and have their name and identification recorded and consent from discharged patient confirmed.
9. For any unexpected incidents and/or medical emergencies, staff should call a "Code Assist" via the hospital's paging system and, if clinically warranted, the individual will be transported to the Emergency Department for appropriate medical interventions.
10. For behavioral events, staff will call the Sheriff's dispatch office at x64450 for assistance.

DOCUMENTATION:

A log will be maintained that contains the following information:

1. Fully discharged unaccompanied patient's name, transport staff's name, arrival date, and time to the Post-Discharge Waiting Room.
2. The expected departure time of the discharged patient from the Post-Discharge Waiting Room.
3. Name of the person(s) picking up the discharged patient from the Post-Discharge Waiting Room.

REFERENCES:

N/A

Reviewed and approved by:
Medical Executive Committee on date 03/2022

Beverley A. Petrie, M.D.
President, Professional Staff Association