



Department of Nursing POLICY AND PROCEDURE

POLICY NUMBER: 248
VERSION: 1

SUBJECT: NOTIFICATION TO KNOWN HOMELESS PATIENTS

PURPOSE: To outline a procedure to provide follow-up to a known homeless patient requiring diagnostics, additional treatment or follow-up care.

POLICY: Nursing staff will utilize all identified contact numbers provided to reach patients without a permanent address, for broken appointments, test findings and unscheduled follow-up return visits.

DEFINITION: Homeless patient - a patient without a permanent residence.

PROCEDURE:

1. At registration, obtain and/or update all possible means of contact; friends, family, recent shelter, cell phone or other telephone number.
2. At disposition, nursing will verify and obtain any possible means of contact; last or current temporary residence, friends or family to reach, or other means of contact. In addition, nursing will provide the patient with follow-up appointments and any and all pertinent instructions regarding diagnostic testing.
3. Obtain permission to contact a patient through a local shelter by leaving a message or with other contacts identified.
4. Nursing will utilize all identified contact numbers to notify patients of broken appointments, results of diagnostic tests, additional treatment or unscheduled follow-up return appointments.
5. For more comprehensive discharge needs, refer to the DHS policy 374.001, Discharge Planning Protocols and Procedures for Department of Health Services' Homeless or Unstably Housed Patients.

Approved By: Susan Knapp (CHIEF NURSING OFFICER I)	
Date: 10/08/2013	Original Date: 09/15/2011
Reviewed: 06/17/2015	Next Review Date: 10/08/2015
Supersedes:	