

**CENTRAL CARE POLICY**  
**IMMEDIATE TRANSFER OF CONSUMER FROM**  
**CENTRAL CARE COMMUNITY HOMES**

<b>SUBJECT:</b>	IMMEDIATE TRANSFER OF CONSUMER FROM CENTRAL CARE COMMUNITY HOMES
<b>ANNUAL REVIEW MONTH:</b>	June
<b>RESPONSIBLE FOR REVIEW:</b>	Director of Central Care
<b>LAST REVISION DATE:</b>	August 2010

**POLICY:**

To establish rules for emergency procedures for consumers in Central Care's Community Home Program who needs to be admitted to regional crisis/stabilization, acute medical programs due to behavioral or acute medical issues.

**REFERENCES:**

GA Rules and Regulations Chapter 290-5-35-.23 - Immediate Transfer of Consumers; GA Rules and Regulations Chapter 290-9-37-.27- Expedited Transfer or Discharge Planning; Central Care Policies and Procedures relating to Physical Health, Behavioral Health and Physical Emergencies.

**EMERGENCY ORDER:** This is defined as any Physician's Certificate executed by any authorized LICENSED staff, ordering emergency admission of a Central Care consumer to Central State Hospital for Immediate and Temporary Care for DD consumers; a 1013 form for MH consumers; or a referral to another emergency receiving facility for acute medical care.

**REQUIREMENTS:**

- A. Central Care Community Homes may initiate an expedited transfer or discharge planning process to relocate a consumer immediately from one of its residence if the consumer develops a physical or mental condition requiring continuous medical care or nursing care, beyond that for which the home is capable of providing care or if the condition or continuing behavior of a consumer directly and substantially threatens the health, safety, or welfare of that consumer or others.
- B. When appropriate, the expedited transfer or discharge planning process will involve the consumer (if he or she is able to participate), the treatment team, a family member/guardian, a representative from the Regional office, and (if developmental disabled) a member of the Intake and Evaluation Team and the assigned Support Coordinator.
- C. In all cases where an expedited transfer or discharge is to be made, the home will

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transfer the consumer to an appropriate facility or service provider where the needs of the consumer can be immediately met. Prior to making such a discharge or transfer, the administrator /designee of Central Care will

1. Notify the consumer and his or her family member/legal guardian, if any, of the immediate transfer;
2. Inform the consumer and his or her family member/legal guardian, if any, about the consumer rights and choice regarding the proposed discharge or transfer; and
3. Inform the consumer and his or her family member/legal guardian, if any, of the place where the consumer is to be discharged or transferred.

D. Within 24 hours of the discharge or transfer, the Central Care Administrator/designee of the residence will:

1. Provide a full photocopy of the consumer's file to the receiving facility or service provider if required; and
2. Document in the consumer's file the following:
  - a. The reason for the discharge or transfer;
  - b. Notification that the consumer, family member/legal guardian, if any, and the Regional Office were informed according to the above;
  - c. The name, address, and telephone number of the place to which the consumer is to be discharged or transferred.

**PROCEDURES:**

- A. If a consumer becomes unstable due to their psychiatric and/or medical condition after being enrolled in a Central Care Community Home, the following procedures will be followed:
1. The consumer will be immediately evaluated by the on-site manager or other designated staff to determine their status.
  2. The on-site manager/designee will immediately contact one of the following (in this order):  
Team Leader for the consumer, Service Director, and Director of Central Care.
  3. Prior to informing the consumer that they will be taken to an emergency receiving facility, the staff will:
    - o Call an ambulance or the local law enforcement agencies and have them available to ensure the protection of both the consumer and others **if a behavioral or mental health issue.**
    - o Inform all personnel of the decision so that everyone will be aware of the need to take any necessary steps to secure the area and prevent the consumer

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from leaving the area.

- Limit contact with other consumers if the consumer is considered aggressive or may become aggressive, to ensure safety, staff will monitor the consumer's behavior, and maintain necessary control over the situation.

After the ambulance and Local Law enforcement staff have arrived and above steps followed, the consumer will be informed about the decision to admit him/her to an emergency receiving facility by the on-site manager or, in their absence, a Law Enforcement Officer will assist Central Care staff in informing the consumer.

The consumer will be informed of:

- The reason for the emergency admission procedures,
- The role of Law Enforcement staff, if any, involved with the procedures, i.e., to help ensure the safety of the consumer and others and comply with legal requirements of this emergency procedure,
- The fact that this action does not constitute a punishment,
- The right to have their questions answered in an appropriate, understandable and friendly manner.

If the consumer is being admitted to an emergency receiving facility

- Staff will contact the respective emergency receiving facility and receive approval to transport the consumer to their facility. Central Care Mental Health or Emergency Room staff will contact the Local Law Enforcement Department and request their assistance in transporting the consumer to the regional crisis stabilization program/emergency room/emergency receiving facility. The following protocol will be observed:
- Staff will complete and send the CSH Client Information Sheet for Off Campus Medical Services form CSH-1007 (10-04) along with a list of the consumer's medications to the hospital, and e-mail a copy of the form to Utilization Management.

4. For those consumers who require medical/health services from an acute medical facility, the primary physician will be notified by the onsite manager. The physician's instruction will be followed and if it is an emergency, then 911 will be called immediately. Then the physician will be notified to meet the consumer in the emergency room of the receiving area of the local health care facility.
5. Others who will be notified of the above actions are, as listed:
  - Consumer's representatives, legal guardian
  - Appropriate community agents, such as community case managers
  - Administrator or on-site manager

- Central Care Team Leader, Service Director and Director
- And the Regional Director/CSH's CEO
- Forensic treatment team members, if the consumer is court mandated to be there.
- All pertinent steps and information will be documented in the consumer's record. Following the emergency transfer, the on-site manager or designated staff will make daily contact with the personnel at the emergency receiving facility in order to:
  - Receive a report on the consumer's behavioral status and/or health condition.
  - Determine an estimate of the duration of stabilization or medical treatment
  - Begin coordination of treatment between Central Care and the stabilization program/healthcare facility.
  - Begin coordination of treatment between Community Home and the stabilization program/healthcare facility.

**B. RETURN TO COMMUNITY HOMES:**

The following procedures would be used for all emergency consumers returning to Central Care Community Homes.

1. The team leader or designated staff will:
  - Talk with the personnel of the emergency receiving facility and request information indicating that the consumer is stable and appropriate for admission or return to Central Care.
  - Request a discharge summary and other pertinent records and documentation from the emergency receiving facility.
  - Inform the following persons of the consumer's return to the program:
    - Director of Central Care
    - Consumer's representatives/legal guardian
    - Appropriate community contacts
2. Upon return to Community Homes:
  - Consumer will be returned to the program,
  - Consumer's Intake and Evaluation Team (if DD) and primary staff (if MH) will either complete their initial assessments or update their assessments,
  - Consumer's condition, care, and treatment needs will be reviewed by the treatment team at the next team meeting,

- Consumer's community service monitor will make contact as soon as possible to initiate or continue discharge planning if needed.

**APPROVED:**

\_\_\_\_\_ **TITLE:** Director of Central Care **DATE:** \_\_\_\_\_  
George Harris, LCSW