

# Discharge Planning

## Quality Care. Strategic Transition.



Employee health is important to the success of any company. When hospitalization is required, it is vital to remember the steps that follow. Our discharge planning program serves our mission – to transform managed care with everyone in mind – which benefits both the injured worker and the employer.

We've made it a priority to help the injured worker prepare for their discharge, while ensuring that appropriate care and treatment is received upon their release from the hospital. Discharge planning helps ensure that the same quality care is provided throughout the treatment process in order to prevent re-hospitalization or further illness.

Our approach to discharge planning begins at the initial point of hospitalization. Clinicians work collaboratively with the patient, the doctors/nurses, family/caregiver and claims staff throughout the transition from the hospital to home or facility.

Appropriate medical support is planned and executed at every step of the process, to demonstrate compassionate care while optimizing recovery. For example, when surgery is approved by utilization review, our nurse will expedite the scheduling, durable medical equipment, post-operative therapies, admission to skilled nursing facility, home health care, and other support services.

## FEATURES

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- Educates family members to continue support care at home or in a facility
- Refers to necessary health services (e.g., physical therapy, occupational therapy, etc.)
- Validates prescribed medications to prevent duplications, omissions or harmful side effects
- Provides translation/transportation services

## BENEFITS

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- Connects in-patient and out-patient care
- Ensures related treatments and supplies are reviewed, approved and obtained before discharge
- Ensures communication with claims examiner throughout the process