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Social Service Consultations for Inpatient Medical and Outpatient Areas

Athol Campus –includes Inpatient Medical Unit Outpatient Areas such as Emergency Department , Special Procedures & Oncology

Heywood Campus-Inpatient Medical, Surgical and ICU,Acute ,Pedi, OBS and Outpatient Areas such as ED, Special Procedures, Oncology, SDC and Wound Center
















Policy:

Social Service shall have a standardized process for Social Service consultations.









Objective: To implement and maintain a consistent standard for ordering Social Service Intervention/Consultation.

Procedure:

Consultation for service may be made by the multidisciplinary team at anytime during the patient's hospitalization. Consultations should be made via computer system for statistical and quality measures. There is no fee for service and is available to patients of all ages.Social Service also accepts consultations at the patient/family and significant other's request. ***Need for Social Service Consultation based on the following:***









-  Alleged Abuse, Neglect and Mistreatment
-  Cultural & Spiritual Beliefs/Customs Practices Needs Identified
-  Financial Information and Guidance
-  Information & Referral Services
-  End of Life Care/Palliative Care
-  Extended Care Placement
-  Bereavement Services
-  Crisis Intervention
-  Discharge Planning
-  Guardianship
-  Behavioral Health needs
-  Addiction Services needs
-  Patient Advocacy/Mediation
-  Counseling and/or Supportive Services
-  May benefit from an Assessment

Social Service Consultation for Special Procedures, Emergency Department & other Outpatient Departments

-  Alleged Abuse, Neglect and Mistreatment
-  Information & Referral Services
-  New Patient to Oncology
-  End of Life Care
-  Bereavement Services
-  Crisis Intervention
-  Counseling and/or Supportive Services
-  May benefit from an Assessment

Heywood Campus only:

Social Service Consultation for Maternal Child Health Services

-  Alleged Abuse, Neglect and Mistreatment
-  Cultural & Spiritual Beliefs/Customs Practices Needs Identified
-  Substance Abuse
-  Bereavement Services
-  Crisis Intervention
-  Adoption Services
-  Teen Pregnancy
-  May benefit from an Assessment

Once consultation is received, Social Worker will conduct an assessment within 48 hours and document assessment within the EMR. Based on patient care needs will determine whether or not case will be continued to be followed or not. Social Worker will follow standardized policies and procedures for intervention, resources, referrals and documentation.

Heywood Campus only:

Behavioral Health Units~Mental Health, GeriPsych and Partial Hospitalization

Social Work has all cases on the units opened for Social Service Intervention. With that said, in the event additional patient, family, staff, providers request a consultation, Social Service will follow up with a consultation based on that specific request.

Community Consultations both Hospitals:

Social Service shall also accept referrals for consultation from the community at large as this is part of our community outreach initiatives supported by the department as we have provided support that through this intervention, we can reduce re-hospitalizations, additional Emergency Room visits through providing information and referral services.