WHEN IT IS TIME TO GO HOME

What is discharge planning?
Who does it?
When should it happen?
What services are available?
Will insurance pay for it?

THE VALLEY HOSPITAL
DEPARTMENT OF CASE MANAGEMENT AND SOCIAL SERVICES

To enhance your recovery at home, Valley Home Care provides professional medical care to those who recover from surgery or manage their medical conditions in the comfort of their home. This care includes physical therapy, occupational therapy, speech therapy, skilled nursing care, medical social work and nursing assistance. Ask your case manager about a referral or call Valley Home Care at 201-291-6000.

VALLEY HOSPICE

Our hospice professionals are known for their compassion and commitment in helping families through the difficult emotions and stages of end-of-life care. The Valley Hospice team includes physicians, nurses, clergy, social workers, rehabilitation therapists and volunteers. They provide a wide range of adult and pediatric services to meet the physical and spiritual needs of terminally ill patients and their families. Helping a patient live his or her final days comfortably and with dignity is the primary goal of Valley Hospice. Call 201-291-6131.

ADDITIONAL RESOURCES

Valley C.A.R.E.S. is a web site that offers information, resources and links to make informed decisions concerning the care of a loved one. Visit Valley C.A.R.E.S. at www.ValleyHealth.com/ValleyCares.

YOUR HOME CARE COORDINATOR

Valley Home Care coordinators are registered nurses who are available to you and your family to assess and assist you in setting up home care services. We work in collaboration with your physician and case manager to assure that all of your home care needs are met.

The Valley Home Care coordinators are highly regarded for their compassionate nature and ability to accommodate the many diverse needs of patients. Your Home Care coordinator will work in your best interest within the guidelines determined by your insurance company.

Services include:
- IV therapy
- Certified home health aides
- Telemangement
- Skilled nursing
- Specialty clinicians
- Rehabilitation
- Maternal and child health
- Medical social work
- Hospice and palliative care (adults and children)
- Nutritional counseling
- Case management
- Nurses on call 24-hours a day

VALLEY HOME CARE

Services include:
- Counseling and crisis intervention
- Facilitating adjustment to hospitalization and/or illness
- Educating and coordinating planning for long-term care
- Providing information on resources
- Networking with community, county and federal services
- Dealing with end-of-life issues
- Referring to legal services
- Coordinating discharge plans in conjunction with case managers
- Facilitating support groups

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Case managers visit patients during their stay in collaboration with a patient’s physician and family to evaluate needs and make referrals for post-hospital care.

Case managers provide clinical information regarding the patient’s hospitalization to the patient’s insurance company upon their request.

Working With Your Case Manager
Your case manager coordinates your care with your healthcare team.

Your case manager will work in your best interest within the guidelines determined by your insurance company. If you have insurance questions during your stay, please ask to speak with your case manager. As a reminder, you or a member of your family should contact your insurance provider as soon as possible if you are admitted through the Emergency Department.

When You Leave the Hospital
Your doctor decides when you are ready to leave the hospital. Please talk to your family early in your hospital stay about an arrangement for transportation, so you are prepared when your discharge date is set. Care after discharge from The Valley Hospital may include transferring you to a rehabilitation center or skilled nursing facility, coordinating home care or hospice, and arranging for medical equipment.

The following services can be arranged by members of your healthcare team if ordered by a physician and criteria are met and approved by your insurance company.

Assisted living/personal care facility: Your case manager or social worker can provide a list of available facilities, but these services generally are not covered by insurance.

Medical equipment: If you require medical equipment as ordered by a physician after you leave the hospital, such as a wheelchair, walking aid or nebulizer, your case manager and home care coordinator can assist you with arrangements.

Skilled nursing facility: Your case manager can provide you with lists of these facilities and assist you with your placement and transfer. You and your family are responsible for completing the application, if necessary, and visiting facilities in a timely fashion.

Pharmacy: For your convenience, you or a family member may pick up your prescription at Valley Health Pharmacy at the Luckow Pavilion, located at One Valley Health Plaza, Paramus (201-634-5799), or you can ask your doctor to call your prescription in to your local pharmacy prior to discharge.

Pediatric and mother/baby services: If you are an expectant mother, or your child is a patient at The Valley Hospital, your case manager will work with you to make sure you understand services specially designed for your needs. These services may include home health care, durable medical equipment and referrals to county agencies specializing in pregnancy support, children and youth.

YOUR SOCIAL WORKER
The medical social workers are licensed, masters-prepared professionals with specialized knowledge, education and experience in the fields of human behavior, psychology and problem solving.

Medical social workers meet with patients and their families or significant others to discuss concerns regarding the patient’s illness, hospitalization and/or return home.

Working With Your Social Worker
Licensed medical social workers provide referrals and coordinate services to ensure our patients receive a continuum of care.

Discharge planning should begin as soon as possible after your admission to the hospital. If your hospital stay is planned, discharge planning can begin even before admission.

Discharge planning involves:

- assessing the patient’s physiological, psychological, social and cultural needs;
- developing a plan of care after hospitalization; and
- arranging for the provision of services.

DISCHARGE PLANNING AT THE VALLEY HOSPITAL
During your stay at The Valley Hospital, you will be cared for by a team of doctors, nurses and other skilled professionals. An important member of this team is your case manager. Every patient admitted to Valley has a case manager who can assess and plan for your needs when you leave the hospital. Depending on your needs, your discharge planning may also involve the services of social workers and Valley Home Care coordinators.

YOUR CASE MANAGER

- Case managers are registered nurses.
- Case managers work closely with patients, family members and physicians to ensure patients receive the best care possible.