

# The Sibley Report

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...the place to find valuable information to help make your job and your life easier! If you have a topic idea please call Angela Veri our Director of Customer Relations. Sibley & Associates is a national disability management firm with over a decade of experience, nearly 300 staff/consultants and state-of-the-art technology.

## **Communication! Communication! Communication!** – the Key to Effective Discharge Planning!

To ensure efficient and effective discharge planning, the ideal scenario is to refer *early* - while the client is still in hospital. This makes the transition from hospital to home (or alternative housing environment) much smoother because it allows more time for an in-depth assessment. This way, you feel confident that all aspects of your client's needs are addressed prior to leaving the hospital. Early referral also provides more time for the client to adjust to the idea of discharge and what the future will hold for him/her.

### ***Ongoing Communication Between Adjuster & Client -***

Ongoing communication with your client from the time of application/contact to discharge ensures you are aware of your client's situation. As treatment progresses, you are better able to forecast discharge. As a result, you can proactively refer for discharge!

### ***Ongoing Communication Between Adjuster & Rehabilitation Professional -***

Ongoing communication with the Rehabilitation professional also promotes a smooth transition as he/she should keep you informed of his/her assessment so you can critique/approve necessary equipment and/or services as appropriate.

In addition to ongoing communication with the adjuster, the Rehabilitation Professional should also have open and continuous communication with the hospital/internal Discharge Planner and Rehabilitation Team so that appropriate attendant services are in place at the right time.

To assist you, once you have referred for discharge planning, please find attached an overview of the process the Rehabilitation Professional should follow to comprehensively handle your client's discharge needs.

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