



The Sibley Report

November 2001

... the place to find valuable information to help make your job - and your life easier! If you have a topic idea or any other suggestions, please give our Editor - Angie Catenaro - a call. Sibley & Associates is a national disability management firm with a decade of experience, nearly 200 healthcare professionals and state-of-the-art technology. Our customers benefit from all the advantages a large company has to offer...while also benefiting from the "small business" customer service philosophy of our dedicated Insurance Services Division.

Sibley

& ASSOCIATES INC.

Fast & Efficient Discharge Planning

It seems inevitable... something most of us have experienced at one time or another - a call comes in late Friday afternoon indicating your claimant, who sustained multiple injuries, is being discharged from hospital that day, and they need to know who will be there to handle the discharge? Discharge planning, especially with multiple injuries, can be very complicated. To ensure excellent service for your claimant, it is important to use an experienced healthcare professional!

Not only does discharge planning usually have to happen immediately - all within the same day - there is so much that has to happen! For the discharge to run smoothly, it usually involves a hospital visit, a home visit, organizing equipment, assessing attendant care and coordinating attendants, as well as arranging transportation home from hospital.

It usually also involves coordinating other health care services, such as nursing and physiotherapy, in conjunction with OHIP-driven resources, such as the CCAC (Community Care Access Centre).

Experienced occupational therapists, nurses and catastrophic injury case managers are usually the most qualified - and best choice of health care professional to handle these kinds of complicated files.

It is critical that they have experience accessing multiple health care systems, ideally within the region in which the claimant lives. This will enable them to quickly make contact with outside resources and organizations that might be needed.

For an outline of activities involved in discharge planning, please see the attached overview.

Steve Sibley
President & C.E.O.
Jim Richings
Vice-President, Operations
Cam Lowther
Vice-President, Sales and Marketing

3027 Harvester Road, Suite 401
Burlington, Ontario L7N 3G7

Tel: 905-633-7800 or
1-800-363-8900
Fax: 905-633-7900

www.sibley.ca

sibley@sibley.ca