

## SULLIVAN COUNTY PUBLIC HEALTH SERVICES

<p><b><u>POLICY:</u></b> New Referral: unable to make contact</p> <p><b><u>PURPOSE:</u></b> To make safe and reasonable attempt to initiate assessment visit.</p> <p><b><u>RESPONSIBLE PARTY:</u></b> RNs, SPHNs, DPS, Director PHS</p>	<p>Original Approval: 11/22</p> <p>Revised: _____</p>
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### **PROCEDURE:**

**1. Intake office is responsible for ensuring referral is complete by confirming with referral source the correct phone number and address for patient and emergency contact.**

- a. Assigned RN/Therapist is to call the patient, preferable the day before scheduled visit; if no answer, leave a message identifying self, provide call back number for yourself and SCPHS office, and document this attempt to make contact.
- b. Call emergency contact listed on referral. If no answer, leave a message identifying self, provide call back number for yourself and SCPHS office, and document this attempt to make contact.
- c. Call referring agency/Case Management/MD office and inquire if the patient has been discharged home and to confirm correct contact information.
  - i. If hospital confirms patient as discharged to home, request to speak with **PATIENT ACCESS** to confirm correct address/phone as well as emergency contact phone. If **new information** is obtained, document in admission note as well as update profile. Attempt to contact patient/emergency contact using new information. Notify intake supervisor of incomplete referral.
    1. If visit is confirmed with emergency contact be sure to request confirmation that the patient (if of sound mind) is receptive to start of care visit.
- d. If no other information is available from referring agency/Case Management/MD office; review the referral and use critical thinking/nursing judgement to determine if a drive-by attempt is warranted, discuss with supervision. RN/Therapist may request police escort. Document same.
  - i. Drive-by attempt with or without police escort; document findings: Open patient to care if appropriate.
    1. If you feel unsafe upon arrival to home, do not get out of your vehicle, drive to a safe location and call for police escort/safety check and notify supervision.
  - ii. If there are concerns related to safety that are apparent on the referral; request police visit home for safety check and report findings to SCPHS (provide contact information) to determine if it is safe for the RN/Therapist to visit home.
  - iii. If patient is **NOT HOME/NOT FOUND** have intake send “unable to contact” letter to patient’s address and notify MD. Document.
  - iv. Wait 1(one) week for response and then make patient **NOT TAKE UNDER CARE**. Document.