

Discharge from the Emergency Department

This document was created to support hospitals, clients and families to use during the discharge process from emergency. Specifically, it's intended to guide people who have come to emergency departments in Champlain for reasons of mental health issues and/or substance use, and it may help to inform hospital emergencies in their discharge planning process.

Information that is shared between the client and the hospital:

- Client health information sheet
- Client's crisis plan, wellness recovery action plan, and/or treatment plan (if they exist)
- Signed information sharing consent form
 - Includes names and contact information for who information should be shared with (family, friends, and community resources/workers)
- List of existing services client is accessing (e.g. mental health or addictions workers, psychiatrist, family doctor, Community Care Access Centre)

Discussions that take place between the client and the healthcare workers:

- Discussion on how medication will be paid for
- Place to stay confirmed
- Did you share information about which community resources you have? Did you receive information about other community resources that would be helpful?
- Discharge summary notes reviewed with client and person accompanying client if applicable

What the client should leave the hospital with:

- Follow-up appointment date and time provided
- Phone number for follow-up appointment provided
- Prescription written and shared with client or sent to pharmacy
- Transportation from emergency department organized (bus tickets/taxi voucher provided if needed)
- Are you open to a follow-up phone call after your discharge?
- Copy of discharge summary notes provided
- Contact information on peer and/or family support provided

What information families, friends or community resources should be given?

- Key family, friend or workers contacted
- Other personal items provided as needed e.g. clothing