

**Cottonwood, Inc.  
Policies and Procedures**

**SECTION:** Consumer Related

**POLICY NO:** 05-006

**SUBJECT:** Acute Illness or Accident Emergency Follow-up

**PAGE(S):** 1 of 1

**EFFECTIVE DATE:** June 2012

**Policy:**

It is the policy of Cottonwood, Inc. to provide follow up supports to individuals for whom Cottonwood, Inc. acts as the Designated Health Care coordinator when admitted and discharged from a medical hospital, nursing facility, or psychiatric facility as a result of an acute illness or accident emergency.

**Procedures:**

1. When an acute illness or accident emergency occurs in any of Cottonwood Inc.'s programs the appropriate policy will be followed for that particular department.
2. The Targeted Case Manager (TCM) in coordination with the Health Support Nurse Manager will seek information from the involved team upon being informed that an individual has been admitted to a hospital, nursing, or psychiatric facility. The TCM, Health Support Nurse Manager, and Residential Coordinator will determine together who will be the primary contact with the parent, guardian or involved family member during the time and will inform the parent, guardian or involved family member as per stated expectations of the involved consumer representative.
3. Communication with the hospital or post-acute rehab facility will be led by the Health Support Nurse Manager (or proxy) serving as the main contact person, who will directly communicate with facility and the support team unless special circumstances indicate otherwise.
4. Communication with the rehab, short-term skilled nursing facility, or psychiatric facility will be led by the TCM who will directly communicate between the facility and support team unless special circumstances indicate otherwise.
5. Discharge: If needed, the TCM will arrange for a meeting with the support team to determine the need for extra supports upon discharge from a medical hospital, nursing, or psychiatric facility. Specific tasks will be discussed at this meeting and clear action plans identified and recorded as to responsibility for obtaining special medical equipment, temporary visiting nursing services, etc.