**Hospital Discharge Policy**

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| **POLICY** | Dispatch response to calls to the outreach hotline from hospitals and emergency rooms discharging patients following medical or psychiatric services/treatment.  |
| **PURPOSE** | To ensure that appropriate services are provided to homeless individuals being discharged from medical and/or psychiatric facilities. |
| **PROCEDURE** | Outreach workers do not provide transport as part of a hospital discharge plan for individuals, including discharge to any location, shelter, or other facility.When a hospital contacts the hotline regarding discharge of a patient to shelter, they should be informed of this policy and provided the following information: They must contact **[Special Needs Supervisor name and contact information]** to make referrals of patients to shelter.  |