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TITLE: Patient Education and Discharge Planning

PURPOSE: To provide education and information to patients and families while in the Emergency Department and to involve patients and families with discharge instructions

POLICY STATEMENT:

1. To provide education and information while in the Emergency Department (ED).
2. To provide a patient discharged from the ED with instructions on caring for him/ herself.
3. To ensure a patient discharged from the ED has necessary resources for caring for him/ herself after discharge from the ED.
4. The name of the follow up service or clinic will be given to the patient as clinically indicated

PROCEDURE:

- A. The Emergency Department Care team will ensure patient and their families have an understanding/information in relation to their immediate health care needs by:
 1. Explaining treatments, tests, and procedures to the patient and their families in a way that is consistent with their intellectual and emotional capabilities.
 2. Keep patient/ families updated, as information becomes available.
 3. Explain delays.
 4. Encourage patient/ families to ask questions.
 5. Document education, communication and barriers to learning in ED clinical record.
- B. The Emergency Department Care Team will ensure that patients and families have information and resources to care for self at home by:
 1. Performing discharge teaching related to discharge diagnosis, pain management, use of equipment, dressing changes, etc. Document teaching performance in ED clinical record.
 2. All patients who have been discharged by their provider will have a nurse, physician assistant or physician review their written discharge instructions with them and their families, when appropriate.
 3. Discharge instructions will include:
 - Discharge diagnosis
 - Prescription instructions, including name of drug, dose and frequency.
 - Instructions on how to care for self at home and when to follow up
 - The name of the follow up service or clinic will be given to the patient as clinically indicated
 4. Discharge documentation will be completed in the electronic health record.

STANDARDS:

The Joint Commission, 2023 *Comprehensive Accreditation Manual for Hospitals: The Official Handbook (CAMH)*. Oakbrook Terrace, IL: Joint Commission Resources, Web Edition May 17 2023.

Documents Status: **Approved**

PC.02.01.01 The organization provides care, treatment, or services for each patient.

PC.02.03.01 The organization provides patient education and training based on each patients needed abilities.

Emergency Nurses Association (2011). *Emergency Nursing Scope and Standards of Practice*

Standard IV – Planning: The emergency registered nurse develops a plan that prescribes strategies and alternatives to obtain expected outcomes.

REVIEWERS:

APPROVING OFFICIAL: