

## Highland Hospital Nursing Home/Rehabilitation Unit Placement Process (May 2024)

Your physician and medical team have indicated that you could benefit from care in a nursing home or rehabilitation unit upon your discharge from the hospital. Highland Hospital will work on your behalf to find the most appropriate placement that meets your needs. Your social worker will work in partnership with you to help you complete the following steps towards a safe discharge.

Please note that due to COVID-19, severe staffing shortages and facilities closing, the number of available beds for rehabilitation or long-term care has been severely limited. It is likely that the bed offer you receive will be outside of Monroe County, especially if you are planning to go to long term care and need Medicaid. While that may not be ideal for you and your family, it is the unfortunate situation we are in at this time. During this crisis we will be following the outline below:

1. Complete a **Community Data Referral Form** that includes personal, family, insurance, and financial details. We have learned that nursing homes respond best to requests for admission when they receive complete information.
2. Return all completed paperwork to your social worker no later than the next day so that we may secure a nursing home placement by the time you are medically ready to be discharged from the hospital. The sooner we have complete information the better we can serve your needs.
3. We will be sending your referral to all the nursing homes in Monroe County. If we have not received any bed offers within 1-2 days, referrals will be sent out to surrounding counties/regions; day 3 to Orleans, Genesee, Livingston, Ontario, Wayne & Wyoming Counties and day 4 Finger lakes, Niagara, Chautauqua-Alleghany regions. If no offer by day 5 it will be sent throughout New York State. Note there are some Nursing Home companies that own facilities outside of New York State. You will receive a list of nursing homes in your area from your social worker. If you have preferred nursing homes, we encourage you to reach out to them to advocate for a bed.
4. Bed offers can come in very quickly once the packet is sent out. You will be expected to accept the first offered bed within 2 hours. Insurance generally will not pay for you to stay in the hospital once you have an available bed in the community.

Your social worker will talk with you about nursing home costs and how your stay will be covered. Some care in a nursing home may be covered by Medicare or other insurances. You may be required to pay for care from your own funds. Your social worker will work with you to determine if you need to be referred to one of our Financial Case Managers who will assist you with applying for Medicaid.

Thank you in advance for your partnership in our efforts to secure for you an appropriate nursing home or rehabilitation unit placement at the end of your hospital stay. It is our pleasure to assist you in this process. Please don't hesitate to contact your social worker with any additional concerns or questions.

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I acknowledge that I have received and reviewed this letter with my social worker.

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Patient/Family Representative

\_\_\_\_\_  
Social Worker

\_\_\_\_\_  
Date/Time

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Social Worker's Phone #