Criteria Led Discharge

To improve our service to patients we have established a discharge process that is led by your recovery. This is called “Criteria led discharge” and means that discharge is dependent on a set of clinical criteria (milestones) you must meet before going home.

**What should you do if you experience problems or are unhappy with your care?**

If you are unhappy with any aspect of your care, please ask to speak to the nurse in charge of your ward.

If you do not feel that they are addressing your concerns, ask to speak to the Patient REACH service on 0417 083 199 for a clinical review or the After Hour Nurse Manager on 0429601811, and their office is located in the Emergency Department.

**REMEMBER...Hand washing**

All patients, visitors and staff need to clean their hands with soap and water or alcohol-based rubs to help reduce the spread of infections in health facilities.

As a patient, you should clean your hands:

- Entering and leaving the ward
- After coughing, sneezing & using tissues
- After using the toilet
- Before eating and drinking

It is important to remind relatives and friends to clean their hands before and after they visit you.

Don’t be afraid to ask visitors and staff if they have cleaned their hands before coming to you.

IMAGES: Courtesy of Clinical Excellence Commission, Hand Hygiene Program
**Criteria Led Discharge**

**What is Criteria Led Discharge?**

(Discharge means to go home or transfer to another health care facility)

Many people find hospital a worrying and confusing time. Not knowing when they will leave the hospital (discharge) causes many patients a great deal of stress.

Criteria Led Discharge is a process that makes sure your discharge from hospital is not delayed and that you can safely transition home or to another care setting as soon as you are medically ready. It has many benefits:

- It clearly outlines what both you and your healthcare team need to do during your hospital stay.
- You spend less time in hospital because decisions about your transfer are made earlier in your stay.
- You spend less time waiting for the decision to let you go home.
- You spend less time in hospital for the benefit of your health.
- Your planning should start early for transport home.
- Discuss transport or home care difficulties with your care team.
- IPTAAS travel claims may be available if you have travelled more than 100km. Freecall 1800478227.

**PLEASE NOTE: on your Doctor’s advice you may be transferred more than 100km. Freecall 1800478227.**

**Benefits for you**

You’ll know what needs to happen before you can leave the hospital.
- You won’t need to stay in hospital any longer than necessary.
- You’ll know what needs to happen before you leave the hospital.
- The estimated date you will leave the hospital is available.
- You and your family can plan well.

Together with your doctor, you choose what needs to happen while you are in hospital.

You can collect the things you need and bring them home with you.
- All of your expenses.
- Food and drink.
- Clothing and shoes.
- Accommodation if you cannot go straight home.
- Your travel.

For your comfort: you become fully responsible for any of your needs after you are discharged. You become fully responsible for any of your needs after you are discharged.

**After you leave the hospital:**

Community-based support may be available.
- Understand any home-based support services or equipment required.
- Ask your doctor about GP or specialists’ medical advice.
- Ask your medical cardholder or carer who your GP (and medical advice) is.
- Understand your card for use to manage at home.

**Before you leave the hospital:**

- Keep your My Health Record (Red Book) updated.
- Book/TIM and ready at all times.
- Keep your viewing authorisation card and any GP’s medical advice.
- Keep your pension card/ concession card and bank details.
- Keep a list key family/friends phone numbers in your call (or a list of who to call if they are in your phone).
- Keep a list of key family/friends phone numbers in your wallet.
- Keep a bag at the ready in the car boot to cover any unforeseen emergencies.
- Keep a bag at the ready in the car boot to cover any unforeseen emergencies.

- Underline your own discharge number in your phone helpful for emergencies.
- Put in case of emergency number or ICE in your phone.

**Some suggestions you may like to consider to be prepared:**

- Put an In Case of Emergency number or ICE in your mobile phone. An ICE number in your phone helps emergency services.
- Arrange with a friend to have access to your house and collect what you may need.
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**What will happen under Criteria Led Discharge?**

You and your team agree on a set of milestones for you to meet. Your milestones might include a combination of clinical criteria such as having a normal temperature or not needing a drip, and social (physical) criteria for example being able to be independent where you normally live. These milestones will be documented in your medical record. The team will work with you to meet these milestones. You will be able to leave if you meet all the agreed milestones.

**How will you know you have met the milestones?**

A senior staff member will confirm that you have met all of the agreed milestones. If there are no outstanding issues, you will be able to leave on your doctor’s advice. If there are any concerns the team will contact the doctor to review your health before going home.

**How will this differ if you do not see a doctor at home?**

You will continue to see your doctor regularly throughout your hospital stay. Criteria Led Discharge means that you and the team have agreed on a set of milestones. These decisions have been led by the senior doctor. A senior staff member will monitor that these have been met.

**What will happen when you leave hospital?**

When you leave the hospital, you will need to take care of your medical needs. If you have no outstanding issues, you will be able to leave on your doctor’s advice. If there are any concerns the team will contact the doctor to review your health before going home.

**How will you be treated?**

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