

Interfaith House **Service Requirements Policy**

Coordinating Care

Policy:

Interfaith House provides a structured program in which residents can recover from an illness or an injury; it is their responsibility to follow their medical recovery plan by taking all medications as prescribed, filling prescriptions, and attending all medical appointments/therapy. Altering one's medical recovery plan without consent from a medical provider could lead to serious physical consequences. Therefore, residents should obtain any treatment changes in writing from their medical provider. In addition, residents should not give or share their medications, walking aids, or wheelchairs with other residents.

Procedure:

- Residents will automatically get signed up for the clinic during their orientation period for an intake assessment and physical. Physicians and nurse practitioners are generally available in the Health Services Clinic (Office 207) Monday through Friday. Residents may sign-up to see a clinic provider by writing their name on the list posted on the clinic door or by seeing a case manager for assistance.
- Case management will assist eligible residents with obtaining identification documentation and applying for public benefits such as SSI, SSDI, Medicaid, and Social Security. Residents establishing an income during their stay at Interfaith House are required to participate in the savings program
- Case Managers will work with residents assisting them with scheduling medical appointments, obtaining needed medications and supplies, navigate the health system and assist with establishing a medical home and providing support and education regarding health issues. Residents should take a medical appointment summary form to every medical appointment and turn in copies of all medical papers. Medical Appointment Summary forms can be obtained in office 209,

210 and 212 or at Central Desk. Residents should meet with their case manager on a regular basis for a check-in and to fill a weekly pill organizer (med box). Non-prescription medications, including pain relievers and cold medicine, are available on a limited basis in the medication room.

- Residents will meet with the Substance Abuse Referrals Counselor and Mental Health Case Manager for an assessment during their orientation period. Residents in need of substance abuse treatment or mental health treatment or aftercare will be referred for services at that time. Treatment referrals are part of the service plan and need to be followed.
- To keep medications safe and to ensure compliance, all medications must be turned into Central Desk for storage in the medication room. Creams, lotions, and solutions for dressing changes may be kept in resident rooms. Residents may see their case manager if they would like to keep inhalers, glucose tablets, or nitroglycerin in their possession. If a resident is going to be absent from the building on appointment/pass, they should take their needed medication doses with them. Otherwise, **medications should be taken in the med room**. You are given a **water bottle** upon intake, you should **only fill this bottle with water**, and you should bring it each time when taking medication.
- Interfaith House. Staff will refer and discharge residents to appropriate housing once it has been determined that they are stable to move on in the continuum of care. The average length of stay at Interfaith House is two to three months based on the resident's medical recovery plan.

Executive Director

Date