The Referral Process- Workflow

A healthcare facility (HCF) determines they have a homeless patient with no alternative options

The HCF calls HCF referral line at 212-361-5590 to determine if the client has a current shelter of record

- Patient has not been in a DHS shelter ever or within the past year but is willing to go
- Patient was in shelter within past year and is willing to return
- Patient was in a Safe Haven within the past year and is willing to return
- The patient is street homeless and is unwilling to go to shelter

HCF fills out Referral Form at [https://www1.nyc.gov/site/dhs/shelter/singleadults/single-adults-hospital.page](https://www1.nyc.gov/site/dhs/shelter/singleadults/single-adults-hospital.page), and emails the form to the receiving shelter, Safe Haven, Outreach Team, Medical Director’s Office, or women’s intake as appropriate

HCF will receive a determination regarding the medical appropriateness of the patient within 2 business days

- If the patient is not appropriate for discharge to a DHS shelter, the HCF may be offered resources if available to create a safe discharge plan for the patient to a more appropriate setting
- If the patient is appropriate for shelter the HCF can plan to discharge the patient between the hours of 9:00am and 3:00pm Monday-Friday
- If the patient can be accommodated, appropriate discharge plan is made and patient is discharged to the Safe Haven
- If the patient cannot be accommodated, the HCF and Safe Haven will communicate

HCF contacts borough outreach team and works with the team to create an appropriate discharge plan