REFERRAL AND DISCHARGE OF HOMELESS INDIVIDUALS TO DHS

Inpatient medical facility has homeless patient

Calls DHS Hospital to Shelter Referral Line at 212-361-5590

Client is street homeless 9 months of the last 2 years

Patient was in shelter within past year and is willing to return:
Inpatient medical facility begins process to discharge patient directly to patient’s official shelter, and follows below process, sending forms directly to appropriate shelter

Patient was not in shelter in past year OR has never been in DHS shelter but is willing to go:
Inpatient medical facility begins process to discharge patient to the appropriate Intake site and follows below process, sending the forms directly to the Intake site

Patient was in Safe Haven within past year and is willing to return:
Inpatient medical facility reaches out to see if the Safe Haven has a bed and if patient can be accommodated. If they do not, inpatient facility offers shelter and/or contacts outreach

Patient reports or is known to be chronically street homeless and is unwilling to enter shelter:
Inpatient medical facility contacts borough outreach team and works with team to determine appropriate actions. If d/c to outreach, Inpatient medical facility follows below process, sending forms directly to outreach

SHELTER AND OUTREACH REFERRAL FORM SUBMISSION PROCESS

Forms are faxed at least 24 Hours before patient discharged from inpatient medical facility

Faxed the day the patient is discharged from the inpatient medical facility

Submitted to the DHS Office of the Agency Medical Director, if requested

Form 1 – Screening
Form 2 – Discharge Planning
Form 3 – Shelter/Outreach Referral
Form 4 – Day of Discharge
Form 5 – Post-Discharge Review