

Transition Process & Continuity of Care Guidelines: Monroe County Community Standards ¹

These guidelines are written to assist staff working with individuals who are:

- Discharged from psychiatric facilities (acute, intermediate, and long-term),
- Released from Jail (local or otherwise),
- Released from Prison, or
- Returning to the community from other venues

The discharging facility, in collaboration with the outpatient provider, will be responsible for addressing aspects of a comprehensive transition plan, including, but not limited to, arrangements for housing, aftercare treatment, family and social supports, and benefits (including payment for follow-up services). In addition, when indicated, the discharging facility will initiate referrals for case management services.

1. Individuals will return to their previous outpatient provider ², unless otherwise indicated (i.e., a client prefers another provider or when specific clinical needs suggest a different provider would be better suited to serve the client).
2. When the previous outpatient provider rejects a referral, senior management staff will explore accommodating the treatment needs of the patient within their larger system.
 - a. If the agency cannot accommodate the treatment needs of the patient, senior management staff of that agency will consult with other providers to explain why it is contraindicated for them to treat the person and request assistance to achieve acceptance of the patient's ongoing care by another provider.
3. When there is no previous outpatient provider, patient choice, clinical needs, and practical considerations (e.g., where the person lives) will be considered and prioritized. If consideration of these variables does not result in a specific referral, the following procedure should be followed:
 - a. In the case of *RPC discharges* – a referral will be made to the outpatient provider affiliated with the acute inpatient unit that referred the person to RPC.
 - b. In the case of *acute unit discharges* – a referral will be made to the outpatient system affiliated with the inpatient unit from which the patient is leaving.
4. When the overall provider system does not offer an appropriate level of treatment to a particular patient, the Director of the Monroe County Office of Mental Health and/or her designee will facilitate a resolution of a final disposition.

¹ Original Guidelines were reviewed and agreed upon at the RPC/Monroe County Providers Chiefs Meeting on 4/23/03. The revised Guidelines were reviewed and agreed upon at the RPC Chiefs meeting on 5/23/07. A further update was agreed to at the 8/25/10 meeting. Please see page 2 for a list of agency representatives who were either present at the meeting on 8/25/10 or who later endorsed the Guidelines.

² The “previous outpatient provider” is defined as the public mental health agency that was either treating the individual or attempting to engage the individual in treatment prior to the current hospitalization or incarceration. Brief contact with the individual prior to the current hospitalization or incarceration does not necessarily mean that that agency is the “previous outpatient provider.”

The following individuals participated in the development of the Transition Process & Continuity of Care Guidelines and/or have approved them on behalf of their agency.

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