

HEALTHCARE COORDINATION FOR SUPPORTED LIVING

In most cases, if an individual receives supported living services, the individual, the house manager, or a consistent direct care staff should coordinate healthcare for the individual. The Nurse or Service Coordinator will not usually be responsible for direct coordination of healthcare, but will act as a resource for the direct support staff. In the supported living model, the following is a model for what this coordination should look like.

1. All Direct Support Staff will be trained on the individual's specific health needs and risk factors.
2. All Direct Support Staff will monitor for medical needs related to the individual's identified health needs, risk factors, and general health/welfare.
3. The provider will identify a Direct Support Staff to coordinate healthcare and doctor visits. Coordination of activities may be completed by the identified Direct Support Staff designating tasks to other staff.
4. The Direct Support Staff who accompanies the individual to appointments will assure that the individual gets to the appointment and the appropriate paper work is filled out (i.e. Health Passport, Physician Notes, MAR, etc.).
5. The assigned Direct Support Staff will then give all medical paperwork to the agency nurse within one business day of the appointment.
6. All Direct Support Staff will follow the Crisis Plans (Medical Emergency Response Plans) as written, sharing information with relevant team members when they feel a need to modify the plans.
7. Please note, if there is a health concern outside of the regularly scheduled medical appointments, the Direct Support Staff working with the individual at the time will call the Nurse/and or Service Coordinator to discuss health issue. The Nurse or Service Coordinator will advise the staff on the appropriate action to take.
8. If there is needed follow up (blood work, testing, X-rays), the Direct Support Staff identified by the provider will facilitate the appointment to assure follow up occurs. If there are difficulties in scheduling, the Direct Support Staff will discuss with the Service Coordinator and/or Nurse to schedule a timely follow up appointment.
9. The Direct Support Staff will assure that information at all Doctor's Offices will be updated to indicate the agency as the emergency contact and the agency nurse as the location to send all information (i.e. test and lab results, doctor's orders, etc.)
10. Agency Nurse will review information received, provide guidance, education and advocate for individuals to receive seamless healthcare delivery.
11. For any situations where the individual has a guardian, the Service Coordinator or Nurse will share all medical information with the guardian as agreed between the guardian and the agency. Additionally, the guardian will be informed regarding any treatment or medication which requires guardian approval.