


**GUAM MEMORIAL HOSPITAL AUTHORITY  
SOCIAL SERVICES DEPARTMENT MANUAL**

<b>APPROVED BY:</b>  Zennia Pecina, MSN, RN Professional Support Division Administrator	<b>RESPONSIBILITY:</b>  Social Services	<b>EFFECTIVE DATE:</b>  7/20/92	<b>POLICY NO.</b>  6431-6	<b>PAGE</b>  1 of 2
<b>TITLE: SOCIAL SERVICES CONSULTATION AND REFERRAL PROCEDURES</b>				
<b>LAST REVIEWED:</b> 11/2008; 4/2012; 12/2015				
<b>ENDORSED:</b> FP 07/2009; FP 5/2012; FP 12/2015				

**PURPOSE:**

To illustrate the consultation/referral process of the Social Services Department.

**POLICY:**

Referrals to the Social Services Department shall be made via the Order Communication/iMed system or verbally followed by the Social Worker's acknowledgement and documentation of the referral.

**SERVICES INCLUDE:**

- Social evaluation of family or home situation for safe and secure placement at discharge
- Discharge planning: durable medical equipment and home health care coordination
- Medical and financial assistance
- Supportive counseling
- Crisis intervention
- Community resource information and referrals
- Off-island transfer coordination
- Social work services for ESRD patients
- Long term care social work services (at SNU)
- Location of next-of-kin

**OPERATIONS:**

The Department provides services to inpatients/SNU residents, outpatients, their families, physicians, and hospital staff, from 8 A.M. to 5 P.M. Monday through Friday. Services are also provided outside of regular working hours for emergency (STAT) on weekends (8 A.M. Saturday to 8 A.M Monday) and holidays from 8 A.M to the following 8 A.M. The Social Worker On Call may be reached through the GMHA Communications Center.

**PROCEDURE:**

1. Referrals for Social Services consultations are generated through the Order Communication (OC) or the iMed systems as well as verbally with written documentation by the Social Worker of the referral and by whom it was received. Referrals may come from physicians, nurses, patients/residents or their families any hospital staff, service agencies or concerned parties who express a concern that should be addressed in the patients'/residents' best interest during hospital/SNU stay.

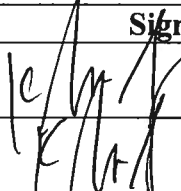
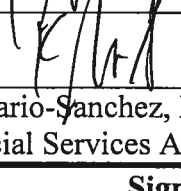
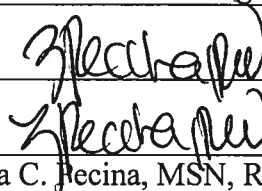
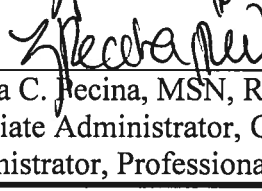
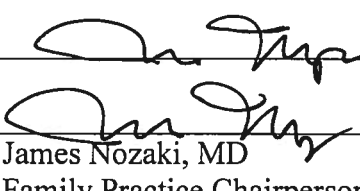
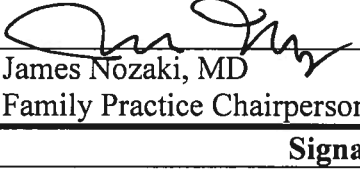
2. Social Workers shall acknowledge referrals within two hours from being sent via OC/iMed systems or being verbalized and shall begin intervention within 4 hours of the referral. Social Workers shall check for referrals throughout the work day and acknowledge referrals accordingly on the same working day.
3. All Social Work intervention and contacts and attempts at contact shall be documented via the Order Communication/iMed systems or on the preprinted Social Services Summary forms should the online system be non-functioning.
4. All Social Services documentation of case interventions shall be filed in the patient's/residents' medical chart. The Social Worker assigned to the case shall maintain a duplicate case file for the duration of case involvement. Thereafter, the record shall be secured up to one year in the department's filing system of closed cases.

**REVIEW AND APPROVAL (CERTIFICATION)**

The signatories on this document acknowledge that they have reviewed and approved the following:

- Bylaws
- Rules & Regulations
- Policies & Procedures

Submitted by: Katrina Rosario-Sanchez, MPA, MSW, LPC  
 Department/Committee: Medical Social Services Administrator  
 Title: Social Services Policies  
 Policy Number (if applicable): 6431-5 to 6431-6

Reviewed	<b>Date</b>	<b>Signature</b>
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	12.21.2015	
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