Carolina Center for Recovery

SECTION:	NUMBER:	TITLE:
Core Treatment Program	18.1	Transfer to Urgent Care or Emergency Medical Services
DPH REFERENCE:	**CARF REFERENCE:**	**LAST UPDATED:**
N/A	Withdrawal Management - 3.G.15	January 2025

POLICY:

It is the policy of Carolina Center for Recovery, LLC to transfer persons served to emergency medical services when their emergent biomedical and/or psychiatric needs fall outside the scope of the program.

PURPOSE:

The purpose of this policy is to remain in compliance with the standards of the Commission on Accreditation of Rehabilitation Facilities.

PROCEDURE:

Carolina Center for Recovery, LLC will ensure that persons served who present with an emergent biomedical and/or psychiatric issue are promptly observed by the medical team and/or nursing team so that an appropriate recommendation for follow-up actions, if any, can be made. This observation may include all the following:

- Reviewing medical history
- Recording vital signs
- Assessing for signs/symptoms

Carolina Center for Recovery, LLC will ensure that persons served who present with an emergent biomedical and/or psychiatric issue that requires treatment that falls outside the scope of the program are either transported to an urgent care facility by personnel or transferred to a hospital by emergency medical services, depending on the severity of the issue. If the latter, then personnel will do at least all the following:

- Call emergency medical services
- Print the medical facesheet of the person served and provide it to emergency medical services
- Cooperate with emergency medical services

Carolina Center for Recovery, LLC will request that the medical team and/or nursing team cooperates with any urgent care facilities and hospitals that temporarily assume care for persons served due to an emergent biomedical and/or psychiatric issue that falls outside the scope of the program to ensure that said persons served do not experience a lapse in care.

Carolina Center for Recovery, LLC will ensure that any emergent biomedical and/or psychiatric issues of persons served, whether they fall outside the scope of the program or not, are documented in the electronic medical record system.

Carolina Center for Recovery, LLC will ensure that the emergency contacts of persons served are notified in situations that result in transfer to a hospital by emergency medical services.

Carolina Center for Recovery, LLC will request that a critical incident report is completed whenever persons served are transferred to a hospital by emergency medical services.

Carolina Center for Recovery, LLC will ensure that offsite persons served are properly accounted for and monitored, whether by personnel or by an alternative facility, during situations that result in transportation to an urgent care facility or transfer to a hospital by emergency medical services.

Carolina Center for Recovery, LLC will ensure that persons served who receive treatment for any emergent biomedical and/or psychiatric issues and who receive clearance from the facility at which they receive treatment are allowed to return to the program. Any documentation related to said treatment, such as lab reports, medications prescribed, and other information, may be requested by the medical team and/or nursing team prior to the return of persons served.

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Carolina Center for Recovery, LLC will ensure that persons served who are transferred to a hospital by emergency medical services and are admitted into the hospital's inpatient program are medically discharged from the program. Such persons served are allowed to return to the program if the following conditions are met:

- They are successfully discharged from the facility at which they receive treatment, including receiving medical clearance
- They wish to return to the program
- Returning to the program will provide some additional benefit to them