

Discharge Planning: Frequently Asked Questions

Treatment within a hospital can be busy and overwhelming. Whether this is your first time being hospitalized or not, as you are being discharged, you may have questions about the next steps in your care and recovery journey. Below are some frequently asked questions that can help you talk to your provider and obtain the information you need to successfully continue your care.

1. What is my role?

You are the most important part of your care team! Taking an active part in your care increases treatment success and your recovery. Ask lots of questions, such as what your diagnosis and the plan of care are. If you are able, schedule your follow-up appointments to ensure that they are on dates, on times, and at locations that are convenient for you.

2. Who can I talk to if I need support?

Hospital staff, including a caseworker, can help in answering any questions or concerns you may have. Depending on the facility, you may also have access to a dedicated staff person, such as a Certified Recovery Specialist or Peer Support worker, who can guide, assist, and connect you with resources as you navigate your care journey. Clinical Case Managers at PerformCare can also help you access resources.

3. What happens after I leave the hospital?

You should have an appointment within 7 to 10 days of your discharge. Make sure you understand who the appointment is with, why it is important, and what you need to take along with you to the appointment, like your discharge instructions.

4. How do I manage my medications?

Many times during a hospital stay, a new medication may be prescribed, or changes can be made to a medication you were already taking. At the time of your discharge, your prescription is sent directly to the pharmacy of your choice. Ensure that you can pick them up promptly to avoid going without your medication. In addition, it is important to follow up with your community provider promptly to make sure that they are aware and can monitor changes made while you were in the hospital.

5. What happens if I have a crisis?

Life happens, and sometimes a return to your community may trigger emotions, a relapse, or thoughts of self-harm and even of suicide. Before your discharge, a crisis plan should be developed to help you know what to do in the event a crisis develops. This plan should include things/people/places that may trigger you, ways in which you can manage your triggers, and what to do if you are unable to manage on your own. It should include the names and contact information of people and community resources. Share this plan with people who will support you when you get home.

In addition to these questions and answers, here is some information that may be useful to you on your care journey:

- If your basic needs — like having enough food, safe housing, and child care — are taken care of, it will be much easier to stay in treatment and focus on feeling better.
- Having the support of your family, friends, and community improves your health and recovery. Other supports, such as Peer Support Services or case management, may also be helpful for your recovery.
- Access to information (including information about your treatment) can increase your chances of recovery.
- Having support with finances matters especially if you have missed work while in the hospital. Support can make your recovery smoother and less stressful.
- Access to reliable transportation can help you keep going with your treatment and stay on track with your progress.

Questions about your discharge or discharge plans? Call PerformCare at:

Capital Area (Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties)

Member Services: 1-888-722-8646 | TTY: 1-800-744-4344 or PA Relay 711

North Central (Franklin and Fulton counties)

Member Services: 1-866-733-7917 | TTY: 1-800-744-4344 or PA Relay 711

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PerformCare provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

PerformCare provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact the PerformCare Member Services number for your county.

Capital Area (Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties)
Member Services: 1-888-722-8646
TTY/TDD: 1-800-654-5984 or PA Relay 711

North Central Area (Franklin-Fulton Counties)
Member Services (Franklin-Fulton): 1-866-773-7917
TTY/TDD: 1-800-654-5984 or PA Relay 711

We are available 24 hours a day, 7 days a week.

If you believe that PerformCare has failed to provide these services or discriminated in any way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation, you can file a complaint with:

PerformCare
Complaint/Grievances
040 Carlson Road
Harrisburg, PA 17112

Capital area (Cumberland, Dauphin, Lancaster, Lebanon and Perry Counties): 1-888-722-8646, North Central area (Franklin-Fulton Counties): 1-866-773-7917 TTY/TDD: 1-800-654-5984 or PA Relay 711,
Fax: 717-671-6555, or OCRComplaints@amerihealthcaritas.com

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, TTY/PA Relay 711, Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, PerformCare and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Multi-language interpreter services

English: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-722-8648 (1-800-654-5984 (TTY)/PA Relay 711).

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711).

Chinese: 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711).

Arabic:

انتباه: إذا كنت تتحدث العربية، فإن خدمات مساعدة اللغة، مجاناً، متوفرة لك. اتصل بالرقم: (1-800-654-5984 (TTY)/PA Relay 711) 1-888-722-8646

Nepali: ध्यान दिनुहोस्: यदि तपाईं नेपाली बोल्नुहुन्छ भने, भाषा सहायता सेवाहरु, नि: शुल्क, तपाईंलाई उपलब्ध छ। सम्पर्क गर्नु: 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711) 번으로 전화해 주십시오.

Cambodian/Khmer: ការប្រុងប្រយ័ត្ន: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរឥណ្ឌូ-ខ្មែរ ភាសាសំស្ក្រឹតឥណ្ឌូស្រាវ័ង្ស ឬ ភាសាសំស្ក្រឹត: 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)។

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711).

Burmese: အထူးဂရုပြုရန်: သင်အင်္ဂလိပ်ထက်အခြားဘာသာစကားတစ်ခု ကိုမပြောတတ်လျှင်, တာဝန်ခံအခမဲ့ဘာသာစကားအကူအညီများဝန်ဆောင်မှုများ, သင်တို့အားရရှိနိုင်ပါသည်။ ခေါ်ဆိုခ: 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711).

Haitian Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis ed pou lang ki disponib gratis pou ou. Rele 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711).

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711).

Bengali: সতর্কতা: যদি আপনি বাঙালি, বিনামূল্যে ভাষা সহায়তা সেবা, আপনার জন্য উপলব্ধ। কল করুন: 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711).

Albanian: KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711).

Gujarati: સાવધાન: જો તમે ગુજરાતી બોલતા હોવ તો ભાષા સહાય સેવાઓ મફતમાં ઉપલબ્ધ છે. કોલ કરો: 1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711).

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