

THE DISCHARGE LOUNGE

A COMFORTABLE PLACE FOR YOUR DISCHARGED PATIENT



Frequently Asked Questions

Where is the Discharge Lounge?

The Discharge Lounge space is in the previous patient discharge space on 2S.

Who provides oversight of the Discharge Lounge?

The transport supervisor, Security, and Patient Experience will be routinely rounding through this area. Security cameras are also present.

How do I bring my patient to the Discharge Lounge?

There is a new location for the discharge lounge added in capacity management. This can be used to notify transport that your patient is going to the discharge lounge. If you are transporting your patient yourself, there is no need to use capacity management.

What are the hours of operation?

Open daily from 8am-8pm.

What are the patient selection criteria?

Case Management and Clinical Managers will determine if a patient meets criteria during rapid rounds. Criteria is as follows:

- Alert and oriented
- Ambulatory with minimal assistance
- No hospital provided oxygen needs



- Able to self-administer medications
- No ongoing care needs
- No airborne or droplet precautions

What additional information do I need about the space?

- There is TV access in the space, as well as vending machines and a coffee station.
- Rides to Wellness and families can pick up patients in this area, as well as other ride services such as Uber or Lyft.

What should I tell the patient?

Please set the expectations with patients ahead of time that they will be moved to the Discharge Lounge if they are medically ready for discharge, but their transport is not ready. Suggested scripting: "If your ride home is unable to arrive when you are medically ready for discharge, then we will transfer you to our Discharge Lounge where you can wait comfortably."

Additionally, the patient's nurse should confirm the following with the patient before the patient is transitioned to the Lounge:

- Is the patient able to get into their building/home/destination? Does the patient have keys to get into their home?
- Does the patient have clothing and shoes so they can go to Discharge Lounge in full clothing?
- Does the patient have a confirmed ride home?