

# Discharge Planning Checklist

**DISABILITY RIGHTS**  
NORTH CAROLINA

*Champions for Equality and Justice*



North Carolina law requires that the hospital or other facility and your Local Management Entity (LME) make appropriate arrangements for you. This is called a Discharge Plan. The plan should spell out what happens to you after you leave the hospital, but it should be written before you leave. Your Discharge Plan should be individualized so it meets your needs. It should be written in a way that is easy to read and helps you understand what you can expect after you leave the hospital.

In North Carolina, professional facility staff, the LME, and any family members you want to be involved, and your guardian (if you have one), all have a role and responsibility in designing a successful discharge plan for you. The most important person in writing the Discharge Plan is you.

**The facility** must help. They must provide sufficient information to the LME about what you need to have a safe and orderly move home.

**The LME** must use that information to make sure you get all of the services you need to stay on your path to recovery.

**You** should talk about what you want and need to live successfully in the community. Speak up. Ask questions until you have a good idea about what will happen after you leave.

Linking you to the community services and supports is essential to making sure that you continue to get the care you need after you leave the facility. The services you need should be in place *before* you leave the facility. This checklist should help you do that.

## **Before leaving a facility you should:**

- 1. Know where you are going to live. Is it a safe place to live?**  
The discharge plan must identify your needs and talk about food, housing and employment.
- 2. Understand your health; know what to watch out for and what to do if you have problems.**  
If you don't understand your medical needs, ask questions and get instructions *before* you leave the facility.
- 3. Know where and how you will receive treatment after you leave the facility.**
  - a. Who will be your doctor?
  - b. *Before* you leave the facility you should have an appointment with a care provider within the next 7 days.
- 4. Know how you will get to the appointment (will you drive yourself or take a bus?).**  
*Before* leaving the facility, you should know who will help you get to your appointments and pick up your medications.
- 5. Know what medications you need, how to take them, and what side effects to watch for.**
  - a. Know the name and person you should call if you have questions.
  - b. Before leaving the facility, find out about medication payment assistance programs. Contact the Mental Health Association in North Carolina: 1-800-897-7494
  - c. Have a list of your medications written down.
- 6. Know the name and phone number of your legal guardian (if you have one).**
- 7. Know whom to call if you have questions or problems.**

## **Take this information to your follow-up appointment:**

- Your written discharge plan
- List of current medications
- Summary of your health information

# **If you need help with your discharge plan or after you leave the facility, the resources listed below might help you:**

## **Need help or have a complaint about your discharge plan or the discharge planning process?**

Call the DHSR Complaint Intake Unit: **1-800-624-3004** (within NC) or **919-855-4500**.

## **Need help or have a complaint when in a state facility?**

Ask to speak with the Facility Advocates: Every state facility has advocates who listen to and help you with complaints.

## **Need help locating mental health providers or services? Unhappy with a service or provider?**

Call your Local Management Entity (LME). LME is the local office that manages mental health services to people in your area. To get your LME phone number call the NC MH/DD/SA Customer Service Line: **919-715-3197**.

## **Confused? Need some help getting services or have questions about or problems with your services?**

Call the N.C. MH/DD/SAS Advocacy and Customer Service Line: **919-715-3197**.

OR

Call the Mental Health Association in NC: **1-800-897-7494**.

*This handout was developed in conjunction with the Mental Health Association in North Carolina.*

# Discharge Planning Q&A

## Should I have a case manager?

A case manager helps you manage your services and appointments and can help you with Medicaid and Social Security Disability forms, as well as housing. Ask to have a case manager as a part of your discharge plan and an appointment date with your case manager before you leave the hospital.

## How do I get Medicaid and Social Security Disability?

If you need help paying for treatments, medications, housing, or food, you may qualify for Medicaid and/or Social Security Disability. Pick up an application from your county Department of Social Services or call and ask them to mail an application form to you. If you have a disability, a county employee may be able to come to your home and assist with the application process. Some health centers and facilities/hospitals may also have application forms and may be able to help you fill them out. To find out the phone number or address of your local Department of Social Services, just dial 211 on your phone. It is a free call.

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2626 Glenwood Avenue • Suite 550 • Raleigh, North Carolina 27608  
919-856-2195 or 877-235-4210  
888-268-5535 TTY • 919-856-2244 fax

*Upon request, information is available in alternate formats.*  
*North Carolina's Protection and Advocacy System*  
[www.disabilityrightsncc.org](http://www.disabilityrightsncc.org)

*Disability Rights North Carolina is a federally mandated protection and advocacy system with funding from the U.S. Department of Health and Human Services, the U.S. Department of Education, and the Social Security Administration.*