LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER
- SHREVEPORT

SOCIAL SERVICES DEPARTMENT

Purpose:
To define the department’s role as an integral part of the hospital's provision of health care.

To ensure that the provision of health care services to the patient and their family promotes optimal psychosocial functioning. “Social Services” intervention is defined as those activities performed with the specific intent to prevent or treat a social and emotional dysfunction arising from or exaggerated by illness or injury.

Services:
- Direct coverage to the NICU and Emergency Medicine Department (EMD). Services may include rehab/nursing home placement, transportation, medicines, shelter, equipment, counseling, etc.
- Enrollment in Pharmaceutical Indigent Patient Programs
- Financial benefits counseling and referral
- Emergency community referral for basic life essentials (food, shelter, clothes)
- High Risk Groups assessment and intervention, esp. for follow-up services.
- Support Groups
- Schedule interpreter service through contracted agencies.
- Assessment and referral of suspected abuse and neglect cases
- Newborn adoption coordination

Procedure:
Social Services responds to written and verbal referrals from any source (i.e., physician, hospital staff, patients, families, community). The referral shall specify the nature of concern. Social Services shall generate an assessment and intervention, as appropriate.

Evaluating the Patient for Services:
Psychosocial needs and available resources shall determine what, if any, social services can be provided. The social worker is responsible for sharing this information with the patient care team.

Recording Services Rendered:
Summary recordings shall be noted in the patient’s electronic health record of any ongoing contact with the patient and family.

Participation in Patient Care Conferences:
Participation in patient care conferences shall be upon the request of the physician, case manager, or other patient care team member.
Hours:

Hours – M-F 0800 to 1700. An Administrative House Manager shall be available for emergency coverage after hours, weekends and holidays. Social Services staff shall be available via beeper for telephone consultation.

Administrator

8/27/12

Date

Approved by Clinical Board: 5/15/01, 6/17/03, 3/21/06, 5/19/09, 8/21/12
Written: 5/1/01
Reviewed: 4/09, 8/12
Revised: 5/03, 3/06, 4/09, 8/12