

# Discharge Lounge: Overview and FAQs

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## Overview of the Discharge Lounge

The **Discharge Lounge** was established to address capacity challenges within the hospital. The goal of the Discharge Lounge is to provide an open space for patients that are medically ready for discharge but awaiting transportation out of MGH. By facilitating earlier discharge and opening beds on inpatient floors, the lounge aims to improve patient flow and ultimately decompress the ED.

On **March 1, 2021**, we will update use of the discharge lounge to both ambulatory and inpatients awaiting rides to ensure we are making optimal use of our resources.

## Where is the Discharge Lounge?

The Discharge Lounge space is in the **Wang Lobby**, by the windows that face the Wang pick-up area. There are now 3 designated discharged inpatient spaces. Given that on most days there have not been more than 2 inpatients utilizing the area, Ambulatory patients may also use this appropriately distanced space while they await their rides.

## Who provides oversight of the Discharge Lounge?

The Lounge will be overseen by staff at the Information Desk in the Wang Lobby. These staff will have oversight of the area and are available to the patients for any questions. If a patient requires help with coordinating transportation, the staff at the Information Desk will be able to assist by accessing a **Case Management Resource Specialist at (617) 726-3666**.

## How do I bring my patient to the Discharge Lounge?

To ensure your patient can go to the Discharge Lounge, please call the **Information Desk in the Wang Lobby at 617-726-2700** to determine if there is space for your patient and inform the Information Desk you will be sending your discharged patient to await their ride home. Inpatient units may call **Volunteer Services 617-726-8540** to bring the patient from the unit to the Discharge Lounge.

## What are the hours of operation?

**Monday through Friday** (non-holidays) from **9:00a-6:00p**

## What are the patient selection criteria?

- Alert and oriented
- Ambulatory with minimal assistance
- Able to toilet independently
- No behavioral issues
- Able to self-administer medications \*outpatient pharmacy located on WANG 2 for patient pick up of discharge meds if needed
- Contact Isolation and Contact Plus precautions are permitted.
- Airborne, Droplet, Enhanced Respiratory Isolation, and Strict Isolation COVID + are not permitted.
- Patient's ride must be anticipated to arrive before 6p

## What additional information do I need about the space?

- There is TV access in the space. TV remote at information desk.
- Chair cars, Lyft drivers, and families can pick up patients in this area. There are windows in the space so that patients can see when their ride has arrived.

## What should I tell the patient?

Please set 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 transportation is unable arrive when you are medically ready for discharge, then we will transfer you to our Discharge Lounge where you can wait comfortably. The Wang Lobby Information desk staff can assist with connecting you to Case Management if you require assistance and coordination around transportation"*

Additionally, the floor ARN and/or nurses should confirm the following with the patient before the patient is transitioned 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?
- What is the name and number of patient's expected ride?