

EXAMPLE #1:

Situation Description

Mary is frequent caller to case managers, ADVSD Helpline, and anyone else she can reach and has a history of allegations. She is very active on her phone and uses it to make reports on anything she perceives as wrong. She has 2 staff to provide her care at all times, in part to give Mary options and in part corroborate for each other due to continual allegations of abuse. APS is familiar with her as are the Portland Police. The police issued her a notice indicating that they will not continue to investigate her claims due to frequency of unsubstantiated allegations.

After Hours Call Center Instructions

- Limit Duration of interaction
- Limit frequency of call interaction
- Do not page on call, she lives in a SNF (therefore, she is in secure and safe environment)
- Remind Mary that she has staff, Nurses and Management at SNF and her ADVS Case Manager to help her.
- Suggest deep breathing and relaxation as positive means for relieving anxiety.

After Hours On-call Consultant Instructions

N/A

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EXAMPLE #2:

Situation Description

APS has investigated and substantiated neglect and there is an open referral to the public guardian's office. Carol has been known to be down on the floor for multiple days at a time after falls. APS is requesting support from afterhours consultants over this holiday weekend.

After Hours Call Center Instructions

Please send out after hours consultants on both Saturday 11/25/17 and Sunday 11/26/17 to attempt home visit to check on Carol.

After Hours On-call Consultant Instructions

Please check on Carol Saturday 11/25/17 and 11/26/17. IF she is found on floor or in unsafe conditions, please call 911 for EMTs. Please update worker of outcome of visits. Please note that Carol is known to be very grumpy and to decline all interventions. Her spouse may be resistant, please assure them you just need to make sure she's okay over the weekend

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EXAMPLE #3:

Situation Description

John arrived in Portland on 4/1/18 and was hospitalized. He was discharged to a nursing facility, but was discharged from there too. He paid for a few nights in a hotel and was told he could stay through the weekend, but now the hotel is booked and he didn't reserve a room. He was kicked out of the hotel around 3pm Friday (4/20). I contacted Medicaid Services Screeners and requested a screening for him. Currently he does not have a caseworker.

John has oxygen and a bipap machine that require electricity. He has been diagnosed with end-stage emphysema, CHF, and has a pacemaker. He is unfamiliar with Portland in general and the area he is in. John injured his leg in the hotel, and believes it to be infected. He reports that it's swollen. I encouraged him to go to Adventist Urgent Health Care and provided directions.

John has a HUD housing certificate, but believes that he needs to be in a nursing facility or adult care home. We last spoke at 3pm on Friday (4/20) and he was leaving for Adventist Medical Center. He knows to call the ADRC.

#### After Hours Call Center Instructions

If he calls or someone calls about him then provide resources as needed. Verify John's location. Page on-call consultant for evaluation if needed.

#### After Hours On-call Consultant Instructions

If you receive a call about John, please evaluate for a motel voucher or advocate for him to stay in the hospital longer.