

Community support

Anyone can get help accessing community resources. The following is a listing of community resources you may wish to explore upon discharge from the hospital:

- **811:** Call 811 for 24/7 health information and advice or visit <https://811.novascotia.ca>
- **211:** Call 211 to help you find resources and services offered by local community groups, non-profits and government departments 24/7 or visit <http://ns.211.ca>
- **Continuing Care:** 1-800-225-7225
- **Mental Health & Addictions**
www.nshealth.ca/mental-health-addictions
Crisis line: 1-888-429-8167 (24/7)
- **Department of Community Services:**
www.novascotia.ca/coms

**What are your questions?
Please ask.
We are here to help you.**

Have questions?

Contact the Overstay Policy Representative for your hospital:

Looking for more health information?

Find this pamphlet and all our patient resources here:
<http://library.nshealth.ca/PatientGuides>

Contact your local public library for books, videos, magazines, and other resources. For more information, go to <http://library.novascotia.ca>

Connect with a registered nurse in Nova Scotia any time:
Call 811 or visit <https://811.novascotia.ca>

Learn about other programs and services in your community:
Call 211 or visit <http://ns.211.ca>

Nova Scotia Health Authority promotes a smoke-free, vape-free, and scent-free environment.

Please do not use perfumed products. Thank you!
www.nshealth.ca

*Prepared by: Policy and Planning Acute Medicine Services
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The information in this brochure is for informational and educational purposes only. The information is not intended to be and does not constitute health care or medical advice. If you have any questions, please ask your health care provider.

WX85-1742 © November 2018 Nova Scotia Health Authority
The information in this pamphlet is to be updated every 3 years or as needed.

2018

How Hospital Beds Are Used

(Overstay)

What happens in the discharge planning process?

Our goal is to give you the care you need. When you arrive, we start thinking about the supports you and your family will need after your stay in the hospital. As your condition changes, these supports may also change. It can take time to make arrangements. That's why it's important that we start to consider the next steps after your hospital stay early on in your time with us.

It is important for you and your family to tell your health care providers your goals and concerns for your hospital stay and on discharge from the hospital. Having this information early gives us time to plan for any services you and your family may need after your hospital stay. This will help you and your family to be more prepared and confident in your care after leaving the hospital, and less likely to need to come back into hospital.

Early planning also allows for a shorter hospital stay. While we take pride in the quality of care we give to you and your family, the hospital is not always the best place for your ongoing recovery. We want to make sure you are cared for in the right place by the right care providers to meet your needs.

What is the 'Provincial Overstay Patient Policy'?

The Provincial Overstay Patient Policy is based on the *Hospitals Act*, and requires patients who are medically discharged, and no longer require insured hospital services, to contribute to the cost of their care if they wish to remain at the hospital.

To make sure that hospital beds are available for acute (urgent) care patients, it is important that all patients are fully part of the discharge process. Once a patient is no longer in need of acute care hospital services, they are expected to leave the hospital. The health care team will work with you and your family to plan for discharge.

A patient who refuses or delays care options, refuses to leave the hospital after being discharged, or refuses the first available bed within 100 km of their preferred community, will be considered an 'overstay' patient and be required to contribute to the cost of their care.

What happens in an 'overstay' situation?

One of our administrators will talk with the patient or their substitute decision-maker about the overstay policy. The options for an overstay patient include fully engaging in the discharge planning process, leaving the hospital, or paying the \$373 per day overstay charge after three days' written notice.