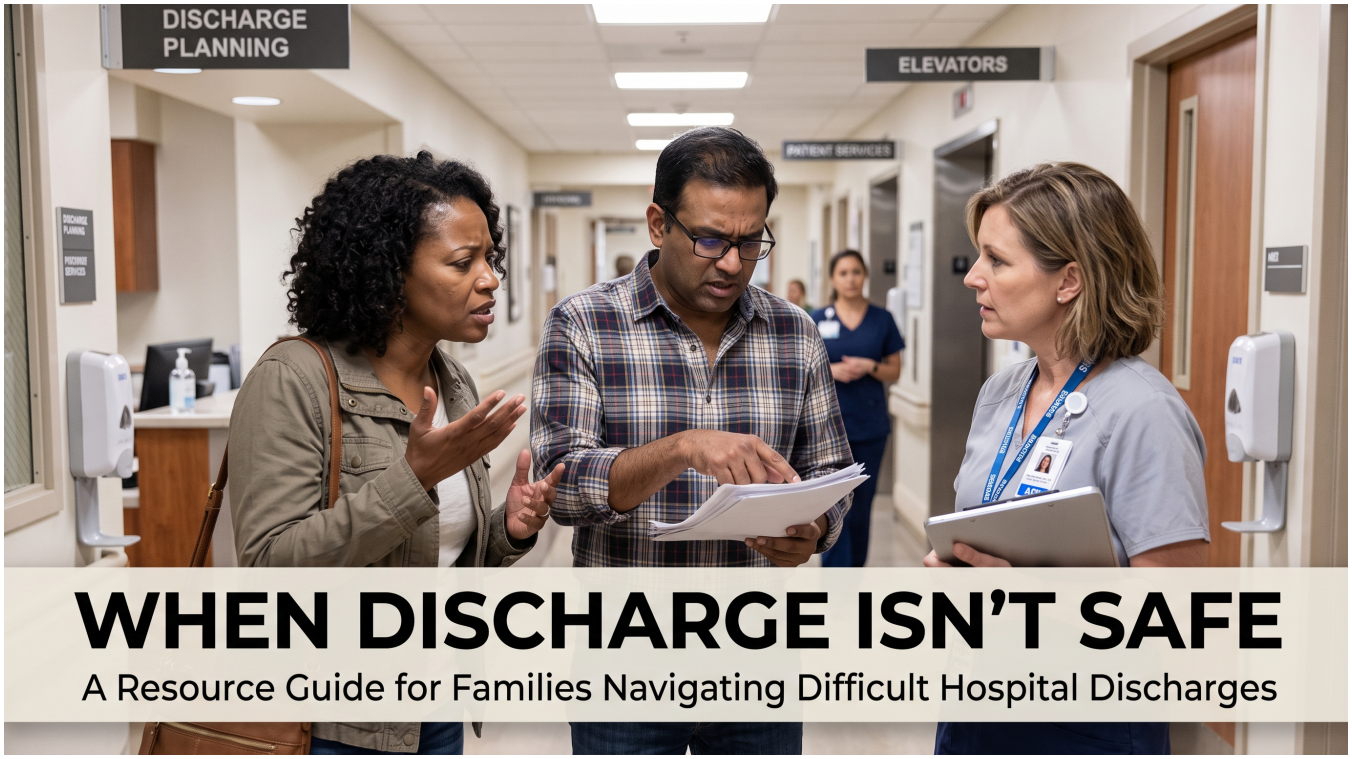
GOOD STEWARD SENIOR SOLUTIONS LLC

DBA GOOD STEWARD SENIOR CARE

Senior Care Navigation • Advocacy • Transition Coordination



EASY-TO-READ EDUCATIONAL GUIDE: Good Steward Senior Solutions LLC DBA Good Steward Senior Care provides non-medical senior care navigation and family advocacy. We are not a law firm or hospital. This guide explains hospital discharge rules and patient rights in simple, plain language so you can protect your loved one.

SECTION 1: THE 'COGNITIVE PATIENT TRAP' & YOUR POWER AS POA

QUICK SUMMARY FOR FAMILIES

Do not fight your parent in front of the doctor. Tell the Charge Nurse: 'I am formally filing an Unsafe Discharge Concern under hospital safety rules.' This forces them to stop!

Why Hospitals Push Discharges (The Big Secret):
Hospitals are busy businesses. They want to free up beds as fast as possible. If your parent can think clearly (meaning they know their name, the day, and where they are), doctors and nurses will ask them directly: *'Where are you going when you leave?'*

If your parent says *'I'm going home with my daughter,'* the hospital marks down **'Safe Home Discharge'**—even if your house doesn't have a ramp, you work all day, or your parent can't even stand up alone!

Understanding Your Power as Power of Attorney (POA):
• **The Legal Rule:** A Power of Attorney (POA) paper does *not* let you boss around a parent who can still think for themselves. If your parent is alert, the hospital must listen to them.
• **How to Win Without Arguing:** Do NOT argue with your parent at the bedside! Instead, target the hospital's safety rules. Under federal rules (CMS 42 CFR § 482.43), a hospital gets in big trouble and gets fined if they send a patient home to an unsafe house without help or equipment. When you prove the home is unsafe, the hospital's boss MUST stop the discharge!

SECTION 2: IS THIS DISCHARGE UNSAFE? (CHECKLIST)

If two or more of these boxes apply to your parent, sending them home is UNSAFE. Check all that apply:

[ ] **Can't Get Up Alone:** Your parent cannot stand up, pivot, or go to the bathroom without 2 people helping, and no 24/7 trained helper lives at home.

[ ] **Missing Equipment:** Essential gear (walker, hospital bed, oxygen, toilet chair, wheelchair) is NOT physically at the house yet.

[ ] **No Real Home Health Start Date:** The hospital says 'Home Health is ordered,' but no nurse or therapist has given you a real date and time when they will arrive.

[ ] **Therapy Notes Don't Match Reality:** Physical Therapy papers say 'Independent,' but you see your parent shaking, dizzy, or unable to take 3 steps.

[ ] **You Were Never Trained:** Nobody at the hospital showed you (the family helper) how to safely change bandages, give medicine, or help them walk.

[ ] **New Confusing Medicines:** New hard-to-take drugs (like blood thinners or insulin) were ordered, but you don't have them or know how to give them.

SECTION 3: USING THE CARE ACT (YOUR LEGAL RIGHT)

QUICK SUMMARY FOR FAMILIES

If nurses say they don't have time to train you, call the hospital's Patient Advocate right away. They are required by law to train you!

The **CARE Act** is a law in almost every state. It gives YOU (the family caregiver) 3 simple rules the hospital MUST follow before sending your parent home:

1. Put Your Name in the Computer: The hospital MUST write your name and phone number down as the official family helper in the medical chart.
2. Tell You Ahead of Time: The hospital MUST call and tell you *before* they send your parent home or move them to another building.
3. Show You How to Help (Live Training): A nurse or therapist MUST sit with you and show you live how to do hard tasks (like helping them out of bed, giving medicine, or treating wounds) BEFORE discharge day.

What to Say to the Social Worker:
'Please confirm that my name is typed in the chart as the CARE Act Designated Caregiver, and schedule my required hands-on training before any discharge date is set.'

SECTION 4: EMERGENCY APPEAL & EXACT WORDS TO SAY

How to Freeze a Discharge Before Midnight:
When your parent gets to the hospital, they get a paper called *'An Important Message from Medicare.'* On that paper is a toll-free phone number for an independent group called the **BFCC-QIO**.

Follow These Easy Steps:
1. **Find the Phone Number** on the Medicare paper (or ask the main nurse for it).
2. **Call the Toll-Free Hotline BEFORE Midnight** on the day they want to send your parent home.
3. **Say the Magic Sentence:** Tell them: *'I am filing an emergency appeal because this discharge is not safe.'*
4. **The Automatic Freeze:** As soon as you call, the hospital CANNOT send your parent home! Medicare pays for them to stay in their hospital bed while a neutral doctor reviews the medical records (usually takes 1 to 2 days).

EXACT SCRIPTS YOU CAN READ OUT LOUD:

• **To the Main Nurse:** *'We are formally stating that sending my parent home is unsafe because they cannot walk alone and equipment is missing. Please type my exact words into the doctor's chart notes right now.'*

• **To the Social Worker / Case Manager:** *'Under hospital safety rules, we require a written transition plan that includes a safe rehab or nursing facility option before any release.'*

NEED DIRECT ADVOCACY HELP?

IS THE HOSPITAL TRYING TO DISCHARGE YOUR PARENT RIGHT NOW?

You do not have to fight the hospital system alone! Good Steward Senior Care provides direct, professional care advocacy. We step in to review medical notes, talk to doctors, stop unsafe discharges, and help you find safe rehab placement.

Call Us Right Now for Immediate Help:
- **Direct Phone:** (662) 221-6268
- **Email:** hello@goodstewardseniorcare.com
- **Website & Free Consultation:** goodstewardseniorcare.com