

Policy Statement

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Patient Support Services

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Patient Support Services

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After discharge, patients treated in the emergency department (ED) frequently require access to community resources for medical and social reasons. The American College of Emergency Physicians (ACEP) recognizes the influence of social determinants, including poverty and food insecurity, violence, poor medical literacy, and inadequate access to health care, as well as substance use disorders and other psychiatric comorbidities, on the health and well-being of patients.

ACEP supports hospital development and maintenance of partnerships with community-based organizations, governmental agencies, and other appropriate entities to ensure prompt access to community resources for its patients, to include reliable continuous lines of

communication to facilitate and enhance care after discharge from the ED.

Examples of such resources include but are not limited to the following:

- Community-based behavioral health and chemical dependency assessment and treatment services
- Local housing and food service agencies
- Assistance with access to qualifying medical coverage
- Local federally qualified health care institutions
- Peer and other support groups
- Domestic violence shelters and hotline information

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