

Congregational Care Process
Mt. Olive UMC

1. A ***participating congregation member (Patient)*** is hospitalized and the ***Pastor*** is contacted.
 - a. Lifebridge Health: contact from Navigator or Chaplain
 - b. Other hospital: contact from patient, family member or other.
2. ***Pastor*** visits
 - a. Discusses permissions/confidentiality
 - i. Bulletin
 - ii. Prayer chain
 - iii. Visitation
 - iv. Cards
 - b. Assigns Liaison
 - c. Hands off file to Liaison
3. ***Liaison***
 - a. Based on permissions
 - i. Activates ***Prayers and Cards Team***
 - ii. Activates ***Visitors Team***
 - b. Keeps log of all contacts and duties delegated
 - c. Attends discharge planning
 - d. Copy of discharge plan to file
 - e. Activates ***Meals*** and ***Drivers*** as needed in plan
 - f. Maintains contact with ***Patient*** to ensure process is happening.
 - g. Works with ***Navigator*** or ***Chaplain*** to troubleshoot/problem solve
4. ***Visitor Team***
 - a. Visits
 - b. Keep logs (logs to Liaison periodically)
 - c. communicates with ***Liaison*** and, if needed, ***Pastor***
5. ***Meals Team***
 - a. With team, provides meals as planned
 - b. Keep logs (logs to Liaison periodically)
 - c. communicates with ***Liaison*** and, if needed, ***Pastor***
6. ***Drivers***
 - a. Drives patient to follow up medical appointments as needed
 - b. Keep logs (logs to Liaison periodically)
 - c. communicates with ***Liaison*** and, if needed, ***Pastor***
7. ***Feedback meeting***