



Family/Support Person Frequently Asked Questions for Lifeline Connections' Withdrawal Management

How long is someone in Withdrawal Management (WM) services?

- Patients are admitted on an average of 3-5 days, depending on their personal WM needs. Nursing staff provide personalized evaluations multiple times each day to ensure each patient is safe and meets a medical need for continued services.

What type of services does a patient receive while in WM?

- Patients participate in an intake process upon entering the WM unit. Soon after, the patient meets with the nursing staff. During their stay, patients are encouraged to participate in ongoing contact with nursing staff and will be offered an opportunity to meet with a medical physician and a substance use disorder clinician.

How do I contact a patient?

- Friends and loved ones are welcome to call (360) 397-8246 ext. 40000 and leave a message. The message will be passed on to the person if they are on the unit. If they are not on the unit, we will dispose of the message. We cannot confirm or deny admittance of any patient unless they have completed a release of information (ROI) with your name on it.

What is the discharge process?

- Once the patient no longer meets medical criteria for WM services, the nursing staff will clear the patient for discharge.
- Staff will coordinate transferring patients to a different level of care, within Lifeline Connections or with partnering agencies.

What if the patient wants to leave before being medically cleared?

- Admission and discharge are always patient choice. Patients can choose to be discharged from WM at any time. No one is ever held against their will.

Can I drop off property to a patient?

- Yes. Please refer to the "[What do I pack?](http://www.lifelineconnections.org)" link available at www.lifelineconnections.org
- We cannot confirm or deny a patient is on the unit, unless the patient has completed a release of information (ROI) with your name on it, prior to the property drop-off.
- Support people are welcome to drop off property at any time. Approved property will be given to the patient if they are on the unit. Non-approved items go directly into the patient's stored property, accessible at discharge. If the individual is not on the unit and there is no ROI on file, we will hold onto the property for up to 30 days.

What if the patient is transferred to a hospital?

- Safety is our number one priority. If a patient needs a higher level of medical care than we can provide, transfer to a local hospital will occur. Emergency contacts will be called if the patient has completed an emergency contact ROI.
- The emergency contact cannot pick up or transport the patient to or from the hospital. All transportation is coordinated by Lifeline Connections.
- If the patient leaves the hospital, they are voluntarily discharged from WM.
- If the patient is admitted to the hospital, they will be discharged from WM.

Can I visit patients who are admitted to WM?

- Visitation is not offered due to the short length of stay.

Additional services we offer:

- Medication Management to aid in withdrawal symptoms
- Nicotine Replacement Therapy
- Substance Use Disorder Assessments
- Access to Primary Care Services that offer bridged medical services
- 24-hour access to make phone calls
- 24-hour access to multiple televisions
- Weekly Substance Use Disorder Group
- Weekly Art Group
- Access to community resources