



Residential Referral Criteria and Process

1.0 Program Overview

To provide housing, high-quality supportive care, and a sense of belonging for otherwise unhoused individuals who are terminally ill and in need of hospice care. While YoloCares may become a patient's hospice provider, care may also be provided by any of the region's health systems.

2.0 Admissions Criteria

To qualify for admission to our residential program, patients must meet the following criteria:

2.1. Hospice Certification: The patient must be certified as eligible for hospice care by their referring physician as well as a YoloCares Medical Director.

2.2. Imminent End-of-Life Prognosis: The patient must have a prognosis indicating a life expectancy of days to weeks, as attested by their referring physician as well as a YoloCares Medical Director.

2.3. Unhoused or Unsheltered: Our program is offered to individuals who do not have a home in which to die safely and comfortably.

2.4. Insurance Status: We serve dying patients who are covered by Medicare and/or Medi-Cal; those with private or no insurance may be considered in consultation with Joshua's House/YoloCares staff. Please notify us if the patient is VA Pay.

2.5. Care Needs: The patient's care requirements must be manageable within the scope of our residential services. We are not equipped to serve patients with acute mental health problems, psychosis, and/or unmanageable drug/alcohol addiction that might endanger other patients and staff. ("Manageability" of addiction must have joint attestation by the clinical staff of both the referring health system and YoloCares.)

2.6. Consent: The patient (or their legal representative) must consent to hospice care and agree to reside in the facility for the remainder of their life and will sign the Patient/Resident Agreement.

3.0 Exclusions

Joshua's House is unable to accept patients who:

- 3.1 **Are registered sex offenders** (an elementary school is less than 20 yards away)
- 3.2 **Require intensive medical interventions** that exceed the resources of our facility (e.g., mechanical ventilation).
- 3.3 **Exhibit acute mental health problems**, psychosis, and/or unmanageable drug/alcohol addiction that might endanger other patients and staff (see item 5. Care Needs above).

Please screen appropriately.

4.0 Referral Process

Hospital discharge planners or referring providers should follow these steps to initiate a referral:

4.1 **Contact YoloCares Patient Access/Admissions Team:** YoloCares uses referral portal systems such as WellSky Careport. Or fax us at 530.758.9017.

4.2 **Submit Documentation:** Provide the following required documents:

- Medi-Cal coverage confirmation or pending application materials.
- Recent clinical records for the patient while under the referring system's care.
- Hospice certification form (the Orders) signed by the attending physician.
- Medical records summarizing recent care, including diagnosis and prognosis.
- Psychosocial assessment.

4.3 **Review and Decision:** The YoloCares admissions team will review the submitted materials within 24 hours and confirm whether the patient meets criteria. This review and decision will include an onsite (*at the health system*) assessment by our admissions staff. Our Medical Director will review the records and certify (or not) as hospice eligible.

4.4 **Coordinate Transfer:** Once approved, the YoloCares team will work with the hospital discharge planner/care coordinator to provide for the patient's safe and timely transfer to our facility.

5.0 Additional Information

For questions or to discuss unique circumstances, please contact our Patient Access Manager (**530.758.5566**). We are committed to working collaboratively to ensure all eligible patients receive compassionate end-of-life care.

v. 07/2025