

**ARROWHEAD REGIONAL MEDICAL CENTER**  
**CLINICAL SOCIAL WORK POLICIES AND PROCEDURES**  
**2025 Summary of Policy Revisions**

Policy & Issue #	New	Major	Minor	Reviewed	Policy Title	Explanation (New and Major Revisions Only)
			X		Index	
001 v2				X	ARMC Mission Statement	
002 v4			X		Department Mission Statement	
003 v4		X			Scope of Service	Condensed verbiage. Removing hospital area descriptions as Social Service Practitioner (SSP) have the same scope of practice in all areas. Removed On-Call attachment as it's a Standard of Practice (SOP), not policy. Added verbiage on alignment with State/Accreditation standards. References updated.
004 v3			X		Description and Function	
005 v4			X		Methodology	
006 v6		X			Organization and Chain of Command	Condensed verbiage. Removing On-Call attachment, it's a standard of practice, not policy. Updated Leadership chain of command.
007					No Policy	
008 v6			X		Provision of Care	
009-019					No Policies	
020 v5			X		Description / Classification	
021 v5		X			Social Services Manager	Delete. Human Resources position descriptions are not required in department policy and procedures.
022-023					No Policies	
024 v2		X			Office Assistant IV	Delete. Human Resources position descriptions are not required in department policy and procedures.

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025 v4		X			Office Assistant III	Delete. Human Resources position descriptions are not required in department policy and procedures.
026 v1		X			Supervising Social Service Practitioner	Delete. Human Resources position descriptions are not required in department policy and procedures.
027 v2		X			Social Service Practitioner	Delete. Human Resources position descriptions are not required in department policy and procedures.
028					No Policy	
029 v2		X			Lead Social Service Practitioner	Delete. Human Resources position descriptions are not required in department policy and procedures.
030 v2		X			Departmental Divisions / Assignment	Renamed and combined Clinical Social Work Policy No. 030 Departmental Divisions/Assignments and Clinical Social Work Policy No. 031 Staff Assignment.
031 v3		X			Staff Assignment	Delete. Combined with Clinical Social Work Policy No. 030 Departmental Divisions/Assignments.
032 v3		X			Burn Unit	Delete. Role of Social Service Practitioner is covered in Clinical Social Work Policy No. 003 Scope of Service.
033 v4		X			Intensive Care Units	Delete. Role of Social Service Practitioner is covered in Clinical Social Work Policy No. 003 Scope of Service.
034 v4		X			Pediatrics	Delete. Role of Social Service Practitioner is covered in Clinical Social Work Policy No. 003 Scope of Service.
035 v6		X			Medical / Surgical Units	Delete. Role of Social Service Practitioner is covered in Clinical Social Work Policy No. 003 Scope of Service.
036					No Policy	

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037 v5		X			Emergency Department	Delete. Role of Social Service Practitioner is covered in Clinical Social Work Policy No. 003 Scope of Service.
038					No Policy	
039 v4		X			Outpatient Clinics	Delete. Role of Social Service Practitioner is covered in Clinical Social Work Policy No. 003 Scope of Service.
040 v5		X			Women's Health – Inpatient / Clinics	Delete. Role of Social Service Practitioner is covered in Clinical Social Work Policy No. 003 Scope of Service.
041 v5		X			Neonatal Intensive Care Unit	Delete. Role of Social Service Practitioner is covered in Clinical Social Work Policy No. 003 Scope of Service.
042 v4		X			Outpatient Dialysis	Delete. Role of Social Service Practitioner is covered in Clinical Social Work Policy No. 003 Scope of Service.
043-044					No Policies	
045 v2		X			Stroke Unit	Delete. Role of Social Service Practitioner is covered in Clinical Social Work Policy No. 003 Scope of Service.
046 v2		X			Palliative Care	Delete. Role of Social Service Practitioner is covered in Clinical Social Work Policy No. 003 Scope of Service.
047-049					No Policies	
050 v6			X		Information Privacy, Security & HIPAA Compliance	
051 v6			X		Emergency Operations Plan	
052-053					No Policies	
054 v5			X		MSW Internships	
055 v4			X		Telecommunications	

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056 v6		X			Time and Attendance	Condensed verbiage. Removed duplication of topics addressed in Administrative (ADM) Policies 210.01-210.04.
057-069					No Policies	
070 v7		X			Staff Orientation	Workflow remains the same. Removed attachments of orientation sheets due to constant change. Standard of practice, not policy.
071 v5			X		Staff Meetings	
072 v5			X		Medical Center In-Services and Education	
073 v5			X		Professional Development	
074 v5			X		Community Liaison Activities	
075 v5				X	Annual Competency Education	
076 v6			X		Department Specific Competency	
077 v3				X	Medical Center Standard Practice	
078 v5			X		Department Policy Development / Revision	
079 v3				X	Confidentiality	
080 v5			X		Patient Self-Determination Act	
081 v6		X			Weekend and Holiday Protocols / Procedures	Workflow remains the same; removed attachment (it's a standard of practice, not policy).
082 v6				X	Case Management Philosophy	
083					No Policy	
084 v5				X	Multidisciplinary Consult Requests	
085 v5		X			Requests for Legal Counsel	Updated chain of communication, current process and outlined specifics.
086 v5			X		Identification of John / Jane Unknown	

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087-089					No Policies	
090 v4		X			Department Objectives	Delete. Hospital-wide department Performance Improvement requirements are covered in Administrative Policy No. 300.03 v15 Quality Assurance and Performance Improvement Plan.
091 v6		X			Annual Reporting Schedule	Delete. Hospital-wide department Performance Improvement requirements are covered in Administrative Policy No. 300.03 v15 Quality Assurance and Performance Improvement Plan.
092 v5		X			Summary Reports	Delete. Hospital-wide department Performance Improvement requirements are covered in Administrative Policy No. 300.03 v15 Quality Assurance and Performance Improvement Plan.
093-099					No Policies	
100 v4				X	Function	
101 v4				X	Patient / Family Education	
102 v2				X	Multidisciplinary Plan of Care	
103 v5				X	Forms / Format	
104 v5				X	Methodology	
105 v4		X			Access to Patient Medical Record	Delete. Process is outlined in Policy Health Information Management Policy No. 321.00 Release of Patient Medical Records/Health Information & Policy Administrative Policy No. 810.02 Release of Medical Records Patient Information.
106 v6				X	Department Records (Activity Sheets)	
107-109					No Policies	

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110 v4				X	Inpatient Assessment	
111 v4				X	Disability Referrals	
112 v5		X			Medi-Cal Issues / Referrals	Workflow remains the same. Cleaned up repetitive and old verbiage.
113					No Policy	
114 v5			X		Self-Pay Patients	
115					No Policy	
116 v4				X	Requests from Utilization Review	
117-129					No Policies	
130 v5				X	Services Statement	
131 v3		X			Meal Provisions	Delete. Topic covered in Administrative Policy No. 630.02 & 630.03.
132 v5		X			Shelter / Homeless Referrals	Delete. Policy is a duplication of Administrative Policy No. 690.24 Homeless Discharges.
133 v2		X			Alcohol / Drug Rehab	Delete. Referral procedures covered under Clinical Social Work Policy No. 161 Patient Choice.
134 v5		X			Domestic Violence	Delete. Referral process covered under Clinical Social Work Policy No. 161 Patient Choice. Domestic Violence procedures covered under Administrative Policy No. 620.04 Reporting of Abuse-Domestic Violence.
135					No Policy	
136 v3		X			Referrals to Behavioral Health	Delete. Referral procedures covered under Clinical Social Work Policy No. 161 Patient Choice.
137 v5			X		Newborn Adoptions	

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138 v4		X			Interpreter Services	Delete. Interpreter Services process is covered under Administrative Policy No. 900.02 ADA Effective Communication for Dead or Hard of Hearing & Administrative Policy No. 900.05 Limited English Proficiency Effective Communication.
139 v3		X			Indigent Burial Arrangements / Morgue Referrals	Delete. Morgue visit is covered under Administrative Policy No. 690.05 Morgue Placement Viewing and Releasing of Bodies. Details on disposition of fetus is not within Clinical Social Work scope of practice and covered under Maternal Child Health Policy No. 5245 Miscarriage Stillbirth and Previabile Neonate Care. Referral process for morgue resources covered under Clinical Social Work Policy No. 161 Patient Choice.
140 v4			X		Immigration / Consulate Services	
141 v3		X			Safe Surrender of Newborn	Delete. Duplication of Administrative Policy No. 690.08 Safe Surrender. Administrative Policy was updated to include distribution of packets.
142 v4			X		Dependent Care Services	
143 v4		X			Hospital Home Schooling	Workflow remains the same. Updated verbiage, added correct References.
144-149					No Policies	
150 v4		X			Perinatal Substance Abuse Screening	Workflow remains the same. Verbiage updated, References updated, clarified Children Family Services process.
151 v5		X			Suspected Adult Abuse	Delete. Duplication of Administrative Policy No. 620.02 Elder, Dependent Adult Abuse.
152 v6		X			Suspected Child Abuse	Delete. Duplication of Administrative Policy No. 620.01 Reporting of Abuse-Children.

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153 v5		X			Suspected Assault / Domestic Violence	Delete. Covered under Administrative Policy No. 620.04 Reporting of Domestic Violence Abuse.
154-159					No Policies	
160 v6			X		Discharge Planning	
161 v4				X	Patient Choice	
162 v6			X		Interfacility Transfers	
163 v6			X		Release of Minor	
164 v6		X			Conservatorship / Public Guardian	No change to policy. Attachments updated.
165-168					No Policies	
169 v5				X	Patton State Hospital	
170 v5			X		Board and Care	
171 v5			X		Discharge to Home	
172 v2			X		Room and Board	
173-179					No Policies	
180 v6		X			Non-Medical Transport	Workflow remains the same. Verbiage updated. Distribution process is a standard of practice, not policy.
181 v6		X			Medical Transport	Titled changed. Merged Clinical Social Work Policy No. 181 & Clinical Social Work Policy No. 182 as both related to Medical Transports. No change to workflow of securing Medical Transport. Verbiage updated. Attachments removed due to varying case by case and level of need.
182 v4		X			Medical Transport - Medivan	Delete. Merged with Clinical Social Work Policy No. 181 Medical Transport.