

AE-106

Admissions Guide

The referral, assessment, and acceptance process for families and professional partners.

This guide explains how someone moves into Aeternum: who can refer, what information we need, how the assessment works, what we consider when accepting a referral, and how quickly things typically move. It is written for families and for hospital discharge planners, case managers, and coordinated care organization partners alike.

Who can refer

- The individual themselves, or a family member or friend
- Hospital discharge planners and social workers
- Community mental health programs and case managers
- Coordinated care organizations and health plans
- Primary care and behavioral health providers
- Guardians, conservators, and legal representatives
- County and state program staff

The process, step by step

- 1 Initial contact. A phone call or referral email. We gather basic information and answer immediate questions. Same business day response.
- 2 Referral information. We request the clinical and practical documents listed below so we can assess fit accurately.
- 3 Person-centered assessment. A conversation with the individual – and, with consent, family and current providers – about daily routines, support needs, health history, goals, safety considerations, and what home should feel like.
- 4 Tour and meeting. The individual visits the home, meets staff, and sees the room. Whenever possible, this happens before any decision is made.
- 5 Fit determination. Our team reviews whether Aeternum can meet the person's needs safely and well. We give a clear answer, with reasoning, within two business days of receiving complete information.

- 6 Funding and agreements. Coverage confirmed, service agreement signed, and costs explained in plain language before anything is finalized.
- 7 Move-in. Room prepared, medications coordinated with the pharmacy and prescriber, and an orientation completed during the first week.
- 8 Support plan. A person-centered plan built with the resident within the first days, then reviewed on a set schedule.

Information we request with a referral

Category	Details
Identification	Name, date of birth, contact information, preferred name and pronouns
Clinical	Current diagnoses, recent history and physical, discharge summary, psychiatric evaluation, and any recent assessments
Medications	Current medication list with doses, prescriber, and pharmacy
Safety	History relevant to safety planning, current risk factors, and any protective orders or legal conditions
Functional	Assistance needed with daily living, mobility, communication, and any adaptive equipment
Supports	Providers, case manager, guardian, family contacts, and releases
Funding	Insurance, Oregon Health Plan or CCO enrollment, county funding, or private-pay arrangement
Legal	Guardianship or conservatorship papers, advance directives, court orders

A good fit generally means

- An adult 18 or older who is seeking or open to a supported residential setting
- Support needs that can be met safely with awake staff on site around the clock
- Ability to live respectfully alongside a small group of housemates
- Health needs manageable with community-based medical and behavioral health providers
- A funding source or payment arrangement in place

We may not be the right home when

- Someone requires hospital-level medical, psychiatric, or nursing care
- Safety needs exceed what a small residential home can responsibly support
- Active, unaddressed risk to housemates or staff is present
- Care needs require secured or locked residential settings

Our commitment — When Aeternum is not the right fit, we say so promptly and help identify other Oregon options rather than leaving a referral in limbo.

Timeline

Stage	Typical timing
Response to initial referral	Same business day
Assessment scheduled	Within 1–3 business days of receiving records
Fit determination	Within 2 business days of a complete referral
Move-in after acceptance	As soon as the same week, funding permitting

Non-discrimination

Aeternum does not discriminate on the basis of race, color, national origin, ethnicity, language, religion, age, sex, gender identity or expression, sexual orientation, marital status, disability, veteran status, or source of payment.

Contact admissions

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Hours	Monday – Friday, 8:00 AM – 6:00 PM; staff on site 24/7
