

PPOC

Script for Follow-Up Calls After an Inpatient Stay

<p>INTRODUCTION</p> <p><u>ILLNESS SEVERITY</u></p>	<p>Hello <Mrs/Mr XYZ>. This is <caller's name>. I am a <role> at <practice name>. Are you <patient's name> parent/caregiver? We received notification that <patient's name> was recently discharged from the hospital. Dr. <PCP's name> wanted me to call to see how <patient's name> is doing. Is this a good time to talk about <patient's name> health and plan of care? <i>(If no, ask if there a better time to call back)</i></p> <p>How is <patient's name> doing since discharge?</p> <ul style="list-style-type: none"> • Improved • No change • Concern about clinical change <p>What is your understanding about why <patient's name> was hospitalized?</p>
<p><u>PATIENT SUMMARY</u></p>	<p>Just to make sure we're on the same page, I understand <patient's name> was admitted for <issue> and that during that admission <tests/treatments/procedures> happened. Do I have that correct?</p> <p>Did <patient's name> receive the care that you were expecting during his/her hospital stay?</p>
<p><u>ACTION LIST</u></p>	<p>I'd like to follow-up on a few things since being discharged from the hospital.</p> <p>Discharge Instructions</p> <ol style="list-style-type: none"> 1. Do you have any questions with your hospital discharge instructions? 2. Do you feel comfortable managing <patient's name> illness now? 3. What signs and symptoms did the medical team at the hospital tell you to watch out for? 4. Do you know the symptoms or health problems that need to be seen immediately in the ED versus being seen in the office? <i>(if no, review signs and symptoms)</i> <p>Medications/Prescriptions</p> <ol style="list-style-type: none"> 5. Was <patient's name> prescribed any new medications? <ol style="list-style-type: none"> a) If yes, do you have any questions or issues related to medicine? <i>(for example, issues obtaining a medicine, questions about the dose, how to give a medicine, or possible side effects)</i> b) Have you been able to pick up <patient's name> prescription from the pharmacy?" <i>(if no, ask why)</i> <p>Equipment</p> <ol style="list-style-type: none"> 6. If your child was prescribed any new equipment, have you had any issues related to that equipment? <i>(For example, issues obtaining equipment or supplies, questions about how to use it)</i> <p>Follow-up appointments:</p> <ol style="list-style-type: none"> 7. Follow-up with <patient's name> PCP is an important way to ensure <patient's name> is recovering, and to answer any further questions you may have. Does <patient's name> have a follow-up appointment scheduled with us?" <i>(if no, offer to schedule appointment if indicated)</i> <ol style="list-style-type: none"> a) You have the following appointments scheduled: __

PPOC

	<p>b) Are there any other appointments that you need help scheduling? Our office is open <practice office hours>. We also have a provider and nurse on-call after office hours. If you have any questions or concerns, please feel free to call us.</p> <p>Pending Test(s)</p> <p>8. When you left the hospital there were still some test for which the inpatient team had not seen the results. They were <insert test names>. We will be actively looking for those results in the coming days.</p> <p>School</p> <p>9. Do you need any orders or assistance with school needs?</p> <p>Health Needs Assessment</p> <p>10. (Complete HNA)</p>
<p><u>SITUATION AWARENESS</u></p>	<p>Let's review the plans for what to do and who to call if there are issues:</p> <ul style="list-style-type: none">• If you have not received <XYZ> by <date>, call <#>.
<p><u>SYNTHESIS</u></p>	<p>To summarize, I will <action items>.</p> <p>In your own words, what are the next steps that you will do to continue to help your child recover?</p> <p>Thank you for taking the time to speak with me about your recent hospitalization. Do you have any other questions for me? Have a nice day.</p>