

DISCHARGE PHONE CALL

Patient ID

PART I: Complete **PRIOR** to discharge

1. Discharge Date: _____ Make discharge phone call by: _____
3. Discharged to: Home SNF/Rehab/ Nursing home/ Higher level of care Expired
4. Procedure/Diagnosis: _____
5. **Best** telephone number to reach you at : _____
6. May we leave a message? YES NO
7. The best time to call you is: MORNING AFTERNOON EVENING
8. Language: ENGLISH SPANISH OTHER: _____

Empathy and Concern	‘Ms/Mr.. _____. This is <name>. You were discharged from my unit yesterday. I just wanted to call and see how you are doing today...’
Clinical Outcomes	<ul style="list-style-type: none"> • “Did you understand all of your discharge instructions?...” • “Did you get your prescriptions filled? ...” • “Did you make a follow up appointment with your doctor? ...” • “Are you experiencing any pain/other symptoms now? ...”
Service	<ul style="list-style-type: none"> • “We want to make sure our patients were satisfied with their care. How was your care? ” • “Would you recommend our hospital to your family/friends? ...”
Process Improvement	<ul style="list-style-type: none"> • “We are always looking to get better. Do you have any suggestions for what we can do to be even better..”
Recognition	<ul style="list-style-type: none"> • “We like to recognize our employees. Did any staff member do an excellent job for you while you were in our hospital? ...” • “Can you tell me why <staff member> was excellent? ...”
Patient Appreciation	<p>* We appreciate you taking the time to speak with us about your follow up care. You may be receiving a survey in the mail; I hope you will take a few minutes to complete and return it. Your feedback is extremely valuable and important to us.</p> <p>* Is there anything else I can do for you today?</p>

CALL ATTEMPTS:

Date/Time: _____	Results: _____	Initials: _____
Date/Time: _____	Results: _____	Initials: _____
Date/Time: _____	Results: _____	Initials: _____

***** Please document your call on log and on progress note *****