

# CALL BACK SCRIPT

Hello Mr./Ms \_\_\_\_\_ I am \_\_\_\_\_, a nurse from St. Joseph's Hospital. I am just calling to check on how things are going since you were discharged from the hospital. I am hoping to talk to you about your medical issues, see how you are doing, and see if there is anything I can do to help you. Do you mind if I ask you a few questions so I can see if there is anything I can help you with? Is now a good time to talk? It will probably take 15-20 minutes, depending on the number of medicines you are taking.

## Health Status Diagnosis:

I wanted to start out by asking you about your primary discharge diagnosis. This is the main problem you had during your recent hospital stay. Using your own words, can you explain to me what your main problem or diagnosis is?

Teaching Points:

- Ensure patient understands what primary diagnosis is, if not, re-educate

What did your nurse and doctor at the hospital tell you to watch for to make sure you're ok?

Teaching Points:

- Ensure patient understands what specific symptoms to watch out for regarding their specific diagnosis (e.g.: weigh self, check blood sugar, check blood pressure, s/s of infection for wound)

Do you have any questions for me about this problem?

Since you left the hospital, do you feel your main problem (diagnosis) has improved, worsened, or not changed? What does your family/caregiver think?

Notes:

- If condition worsened, refer to appropriate physician, pharmacy, etc.

Have any new medical problems came up for you since you left the hospital? If yes, Who have you spoken to about the problem?

Notes:

- If yes, ask refer to PCP, ER/Urgent care, Hospital, Home Health

## Medicines:

I'm going to ask you about your medicines to make sure you were given the right ones and you're taking them correctly.

Notes:

- Review Medicines with patient asking them:
  - how often they take the medicine,
  - how they take it and
  - what the medicine is for
  - if they have missed taking the medicine
  - if they have had side effects.
- Consider referral to Pharmacy if questions/issues regarding medications

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## Clarify Appointments:

Now, I'm going to make sure you and I have the same information about your appointments and tests that are coming up. You were given appointments with your doctors when you left the hospital.

- What is your next appointment you have scheduled?
- Who is the appointment with?
- What is it for?
- What is your plan to get to your appointment?
- Are you about to make it to your appointment, is there anything that might get in the way of getting to this appointment?
- Do you have the questions that you have written down to ask the your physician when you arrive?

Notes:

- *If the patient has difficulty getting to appointments, consider contacting Social Services for assistance.*

## What To Do If a Problem Arises

**Before we hang up, I want to make sure that if a medical problem arises, you know what to do. If you are having an emergency, what would you do?** (give examples of disease specific problems so that they will know who to contact)

## ENDING:

We've covered a lot of information, is any questions I can answer for you? Thank you for your time