

Patient Acct# _____

IF YOU REACH A PATIENT'S VOICEMAIL

This is _____ from Montgomery General Hospital with a message for PATIENT NAME. Please call us at **304-442-_____**. Thank you. *Do not leave medical information or the reason for the call.*

IF YOU REACH A FAMILY MEMBER

Hello. This is _____ from Montgomery General Hospital. May I please speak with PATIENT NAME. If the person answering the phone probes for additional information, inform him/her that the purpose of the call is confidential and then ask to speak with the patient.

IF YOU REACH THE PATIENT proceed to the questions below:

Introduction

Hello, may I speak with _____. Hello Mr./Ms. _____, my name is (your name), a **Discharge Call Case-Manager** from Montgomery General Hospital I. I know you were just in the hospital and I wanted to see how you were doing. Do you have a few minutes to speak with me about how you're doing?

If YES – Thank you. Do you mind if I ask you a few questions to see if there is anything I can help you with? How have you been feeling since you're been home?

If NO – OK, when would be a good time to call you back? We want to make sure that you are doing well and would like to check on you again.

(Confirm patient's address)

(circle patient's response)

Condition since discharge

1. How have you been feeling at home since you left the hospital?

Very Good Good Fair Poor Very Poor

Comments _____

2. How is your pain? (use pain scale) **0 1 2 3 4 5 6 7 8 9 10**

Questions Patient Asked about Pain/Symptoms _____

Describe Your Response

<p>Discharge Instructions</p>	<p>3. Before you went home, we went over some instructions with you about how to take care of yourself at home and what things to watch for. Do you have a copy of your instructions? If YES, did you understand these instructions?</p> <p style="text-align: center;">Yes Somewhat No</p> <p>If YES, ask patient to repeat back in summary the instructions to ensure the patient has a healthy understanding. What questions do you have about these instructions?</p> <p>If NO, Review discharge instructions</p> <p>Questions Patient Asked about Discharge Instructions _____</p> <p>_____</p> <p>Describe Your Response</p> <p>_____</p> <p>_____</p>
<p>Medications</p>	<p>4. May we review the medications you've been taking since you got home? I want to make sure they are the same as the ones we have on our list.</p> <p>5. I show that you were prescribed some (antibiotics) and/or (pain medication), example. Were you able to get all your new prescriptions filled? Have you started taking these medications yet? Yes In Process No, none of them</p> <p>6. Would you tell me how you are taking each medication and what you are taking it for? Do you have any questions about your prescriptions instructions? Yes No</p> <p>If YES, Review medication names / doses / purpose etc. with patient. Reinforce particularly high-risk meds and see if any meds are causing them any problems.</p> <p>Questions Patient Asked about medications _____</p> <p>_____</p> <p>If Side Effects describe _____</p> <p>Describe Your Response</p> <p>_____</p> <p>_____</p>

Follow-Up Care	<p>7. I'd like to talk about your follow up appointments. Have you scheduled your appointment? Yes No When are you going? _____</p> <p>If no, ask when are you going to schedule your appointment, do you need assistance with scheduling? Yes No</p> <p>Describe Your Response</p> <p>_____</p> <p>_____</p>
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Patient Satisfaction	<p>8. Are there any specific questions or concerns you have for me at this time? Yes No Would you like someone to call you back? Yes No</p> <p>(HINT: be attentive to nonverbal communication such as hesitations and a change in voice. Probe as needed and be prepared to perform service recovery)</p> <p>If NO, respond If you think of any questions or concerns after we hang up, please call me. Again my name is _____ and my phone number is _____.</p> <p>9. Would you like to recognize any individual who provided exceptional service?</p> <p>_____</p> <p>10. What was the one thing we did best during your stay?</p> <p>_____</p> <p>11. What could we have done better or different during your stay?</p> <p>_____</p>
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End Call – Wrap Up	<p>Thank you for your time today, Mr./Ms. _____. You may receive a patient satisfaction survey in the mail or by phone. If you do, I hope that you will take a few minutes to complete it because we rely on your feedback to improve our service.</p> <p>Have a nice morning / afternoon / evening.</p>
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Call Attempt #	Date	Time	Call Conducted by (print your name)

Comments
