

Connect Transitions

Inpatient Discharge Call Script (Adult)

*Questions in **BOLD** may trigger an Alert based on Patient/Caregiver response noted in **ORANGE**.*

Hello, this is [Alpha Hospital] calling about your recent visit. Is this [patient name]? Please say yes or no.

We want to ensure your transition home was safe and the care you received while at our facility was excellent. We need you to take just a minute or two to answer a few brief questions. Let's get started.

Since you left the facility, would you say your health is better, worse, or about the same?

Do you have any questions about your follow up process or care instructions that we have provided? Say yes or no.

When you were discharged, were you prescribed any new medications? Say yes or no.

(If 'yes') Were you able to get your prescriptions filled? Say yes or no.

(If 'no') **Is there any reason you might not be able to fill your new prescriptions? Say yes or no.**

Do you have any questions about any of your medications? Say yes or no.

Has your follow-up appointment been scheduled? Say yes or no.

Do you have any questions about any of your follow-up appointments? Say yes or no.

Are you satisfied with the quality of care you received at the facility? Say yes or no.

(If no 'alert' triggered) **At this time, do you need a nurse to contact you regarding any other concerns? Say yes or no.**

Last question!

We like to recognize any employee or doctor who did an excellent job for you while you were in the facility. Are there any employees or doctors you'd like to recognize? Please say yes or no.

(If 'yes') OK. Please say the person's name or describe their job at the tone. When you have finished, please press the pound key.

We're done!

(If no 'alert' triggered) Thank you so much for taking the time to complete these important health questions.

(If 'alert' triggered) Thank you for your time. Someone from the facility will be contacting you in the near future. If you have immediate needs, please call your doctor or dial 911.

Take care. Goodbye.