

# We're glad you're able to go home

## Your feedback can help us ensure a safe transition

Now that you're headed home from Via Christi Hospital, we want to make sure you're confident in being able to care for yourself. Within the next week, you'll receive two brief, automated phone calls.

**First call:** Within three days of discharge, you'll receive a call asking specific questions about how you are doing, such as:

- Do you have any questions about your medications?
- Do you have the information you need to schedule and attend a follow-up visit with your doctor?

If you have any concerns, a nurse will call you back as soon as possible.

**Second call:** Within seven to 10 days of discharge, you may also receive a phone call from Professional Research Consultants (PRC) about your hospital stay. This will allow you to express your concerns and let us know whether or not you had a positive experience while in our care.

**Thank you for choosing Via Christi. Your feedback can help make sure your needs at home are met and future patients have a positive experience.**



*...because your life matters*