

Protocol telephone follow-up

Read before calling the patient the notes on paper and the written discharge instructions in the patient's record.

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| Date: .../.../... Time: ..:.. | |
| ID nr: ... | |
| 1. Fill in [1 answer possible]: <ul style="list-style-type: none"> <input type="radio"/> Contact with patient <input type="radio"/> No telephone number <input type="radio"/> Incorrect phone number <input type="radio"/> No answer <input type="radio"/> Voicemail or answering machine <input type="radio"/> Other, | |
| 2. Goodmorning/afternoon/evening, you're speaking with [name], [function] from the emergency department of the Radboudumc. Am I speaking with mrs/sir ... ? <ul style="list-style-type: none"> <input type="radio"/> Yes [CONTINUE PROTOCOL, step 4.] <input type="radio"/> No | |
| 3. Is sir/mrs.... able to come to the phone? <ul style="list-style-type: none"> <input type="radio"/> Yes [CONTINUE PROTOCOL, step 4.] <input type="radio"/> No [Ask when the patient or proxy is able to call back. If the patient or proxy no longer wants to participate, thank him/her and wish them a good day.] | |
| 4. Yesterday/the day before yesterday/3 days ago, u visited the emergency department. I would like to ask you some questions about the discharge instructions you received in the emergency department. I am also interested if you have some further questions. Is it convenient to talk at the moment? <ul style="list-style-type: none"> <input type="radio"/> Yes [CONTINUE WITH PROTOCOL] <input type="radio"/> No, when is it suitable to call you back? | |
| 5. Do you give permission to record this conversation? <ul style="list-style-type: none"> <input type="radio"/> Yes [CONTINUE WITH PROTOCOL] <input type="radio"/> No [OFFER AFTERCARE ON THE PHONE; DO NOT FILL IN THE QUESTIONAIRE.] | |
| 6. First of all, I would like to pose you some questions and statements. You received these questions and statements on paper in the emergency department. [COTINUE ON THE NEXT PAGE] | |

QUESTIONS

1. How satisfied are you with the discharge conversation(s) and the instructions that were provided to you in the emergency department? Please rate your level of satisfaction on a range from 1 (very dissatisfied) to 10 (very satisfied).

2. Did you find it annoying to repeat the instructions that were provided to you at discharge?

No

Yes, because:

Not applicable

STATEMENTS

Please read the four statements below and indicate your level of agreement on each statement. You can choose one of the following options:

1. *Disagree strongly*
2. *Disagree*
3. *Agree*
4. *Agree strongly*
5. *Not applicable*

Statement 1:

I understand the nature and causes of my health condition(s).

Statement 2:

I know how to prevent further problems with my health condition.

Statement 3:

I am confident that I can tell when I need to go get medical care and when I can handle a health problem myself.

Statement 4:

I am confident that I can follow through on medical treatments I need to do at home.

Thank you for answering the questions and statements. [CONTINUE ON THE NEXT PAGE]

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| 8. Do you understand the reason for you visit to the emergency department and the treatment you received? | | |
| <input type="radio"/> Yes [Can you explain it to me in your own words?] <input type="radio"/> No, because... <i>[repeat the given instructions]</i> | Concordance ED diagnosis and treatment: <ul style="list-style-type: none"> <input type="radio"/> Complete <input type="radio"/> Partial <input type="radio"/> Minimal <input type="radio"/> None <input type="radio"/> Not applicable | |
| 9. Do you understand the information given to you about your medication? | | |
| <i>[Mind: change of dose, newly prescribed medication, medication stopped, picking up the medication at the pharmacy]</i> | | |
| <input type="radio"/> Yes [Can you explain it to me in your own words?] <input type="radio"/> No, because... <i>[repeat the given instructions]</i> | Concordance medication: <ul style="list-style-type: none"> <input type="radio"/> Complete <input type="radio"/> Partial <input type="radio"/> Minimal <input type="radio"/> None <input type="radio"/> Not applicable | |
| 10. Do you understand the other instructions that have been given to you at the emergency department? | | |
| <i>[Mind: lifestyle rules, mobilisation, wound care, cast/bandage, return precautions]</i> | | |
| <input type="radio"/> Yes [Can you explain it to me in your own words?] <input type="radio"/> No, because... <i>[repeat the given instructions]</i> | Concordance post-ED care: <ul style="list-style-type: none"> <input type="radio"/> Complete <input type="radio"/> Partial <input type="radio"/> Minimal <input type="radio"/> None <input type="radio"/> Not applicable | Concordance return precautions: <ul style="list-style-type: none"> <input type="radio"/> Complete <input type="radio"/> Partial <input type="radio"/> Minimal <input type="radio"/> None <input type="radio"/> Not applicable |
| 11. Do you have further questions about your appointments? | | |
| <i>[Mind: clinical, GP]</i> | | |
| <input type="radio"/> Yes [Can you explain it to me in your own words?] <input type="radio"/> No, because... <i>[repeat the given instructions]</i> | Concordance follow-up appointments: <ul style="list-style-type: none"> <input type="radio"/> Complete <input type="radio"/> Partial <input type="radio"/> Minimal <input type="radio"/> None <input type="radio"/> Not applicable | |
| 12. Do you have further questions? | | |
| <input type="radio"/> Yes, <input type="radio"/> No | | |
| 13. Does this phone call helped you to better understand your discharge instructions? | | |
| <input type="radio"/> Yes <input type="radio"/> No | | |

IMPORTANT!

1. Are you concerned about a patient's wellbeing because:

- The patient doesn't understand the instructions after several times repeating them to him/her.
 - You have the impression the patient will not manage the health care by himself at home.
 - The patient appears to be very ill?
- Consult with the emergency physician on duty!

2. Does the patient have questions, you cannot answer yourself?

- Write down patient details and consult with the emergency physician on duty.