

Patient Call Manager Discharge Call Guidelines

Introduction:

Discharge phone calls are made from the nursing units from which patients are discharged using a system called Patient Call Manager. The goal of the calls is to make sure patients are home safely and have the resources they need to care for themselves.

Preparing for the Call before Discharge

Best practice is for the nursing team to ask patients while they are still in the hospital if they would like to receive a phone call after discharge.

- Check with the patient to see if they do not want to be called, if they gave permission to speak with a family member and if they gave permission to leave a voicemail message. If the patient indicates that they would not like to be called, select “Do Not Call” after pulling up the Patient Call List.
- Patients discharged to home should all receive a discharge phone call. If the patient is discharged to another facility or level of care, please select the patient and then “Remove” after pulling up the Patient Call List.

Guidelines for Making Calls:

✓ Time of Day for Calls

Discharge calls should preferably be made in the afternoon and early evening hours between 11:00 am – 8:00 pm. (Most units make calls between 11:00am – 2:00pm)

✓ Call Attempts

Calls should be made 24-48 hrs post discharge and no more than 2 call attempts should be made. Patients will stay in the Patient Call Manager system for up to 7 days after discharge. You can see if a patient has received a call under the Action column in Patient Call Manager. If you are unable to get a hold of a patient or they indicate it is not a good time, you can reschedule the call to another time via the Close button at the bottom of the call script. The patient will fall off of the call list until the time that you’ve indicated.

To see calls that have dropped from the call list either due to the 2 attempts being made or calls not made within 7 days of discharge, select call type “Dropped” on the patient call center screen.

You can also search for a patient via the “Search” dropdown at the top right of the patient call list.

✓ Using the Telephone Script- Section by Section

When making discharge calls, refer to the Discharge Telephone Call Script in Patient Call Manager. The script includes a call greeting and closing as well as a set of core questions. Patient feedback and comments can be documented via the “Add Note” feature next to each question.

Below are the standard call questions used at MGH. Individual units may select additional custom questions for their unit by contacting the MGH Service Excellence team.

Call Questions:

- How are you feeling since you got home?
- Do you have any questions about the discharge instructions we shared with you?
- We're always looking to improve our services. Do you have any suggestions for things we could do better?
 - Send feedback to other departments to follow up with patients
- We like to recognize nurses, physicians and other staff if they have provided very good care to you. Is there anyone that stands out that you would like us to recognize?
 - Mention members of the team that make a difference for patient
- Do you have any other questions for me?

Concluding the call

For internal purposes only, document the following 2 questions included at the end of the call script.

- Was clinical advice or care coordination provided?
 - Indicate any clinical questions answered for the patient/family
 - *Document clinical issues in Epic – open a telephone encounter*
- Were interpreter services used for this call?

For patients wishing to discuss additional concerns, callers can either:

- Click on escalate call and select the appropriate nursing unit from the list to send an email to that nursing director.
- Provide the patient with the contact information for Patient Advocacy included at the bottom of the call script.

After completing a call attempt, please click on Close at the bottom of the call script and select the appropriate Call Status. Please note: calls will drop off of the active call list after 2 call attempts but can still be accessed by selecting call type “Dropped” on the patient call center screen.

For additional discharge call program resources, please consult:

- Patient Call Manager Caller Guide – Found under Help tab in PCM
- Chris Wilterdink, Project Manager, MGH Service Excellence. 617-724-8724
- Cindy Sprogis, Senior Project Manager, MGH Service Excellence. 617-643-5982