Post Discharge Call

This tip sheet is for nurses to properly identify recently discharged patients that may require follow-up and properly note post-discharge follow-up or exclusion documentation in telephone encounters.

Identify discharged patients requiring follow up or additional documentation

The following report looks at all patients that were admitted within the last 3 months, and discharged within the last 14 days with any of the ADT patient class at discharge from the list in addendum.

Post Discharge Report

1. Open "My Reports" activity tab, search in the "Library" for "PHS PCMH Post Discharge Follow Up" report.

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		PCMH Post Dischar a PCMH report that lo	ge Follow Up oks at all patients that were adr	mitted within the last 3 months,	, and c
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2. Click Run to execute report.

IS PCMH	Post Discharg	ge Follov	v Up [13942	554] as of F	ri 10/13/201	7 10:28 AM			? Resize 🖨	Close	×
🕸 Eilters 🖾 Options 🗸 🔁 Chart 🚯 Encounter 🖌 🚯 Bulk Orders 😹 Communication 🗸 🐨 Track Pt Outreach 🚯 HM Modifiers 🛛 🎇 Bulk PCP 🔸								More	-		
Detail Call C	omplete Visit	Scheduled									I F
D (both)	³ Patient Name	DOB	Age	Sex	PCP	^{^2} Next PCP Visit	Last PCP visit	ED Discharge D Last IP Discharge Date	Discharge Unit	DC Call Co	c D
			57 y.o.	F		11/03/2017	07/13/2016	10/09/2017	MGH ELLISON19 THOR\MED	×	×
		1/5/1995	31 y.o.	F			02/09/2017	10/12/2017	MGH BLAKE 13 OB	×	×
			68 y.o.	F		08/15/2018	08/09/2017		NSP UCC DANVERS	×	×
			73 y.o.	М		12/18/2017	03/13/2017	10/15/2015	BWH UCC FXB	×	×

The report displays a red X mark if patients did not receive a post discharge follow-up call/visit after the most recent discharge date. Any post discharge exclusion reason documented in the chart is also shown.

Document post-discharge telephone encounters

- 1. Select the patient in the report results and create a "Telephone Encounter" for patients:
 - a. that did not receive a follow up call/visit and that are required to be followed up on (no exclusion reason(s) appears in the report)
 - b. that did not receive a follow up call/visit, are not required to be followed up on and have no exclusion reason documented for the call/visit
- 2. Document the "Contacts" and "Documentation" sections in the "Telephone" activity

elephone												?	R
ELEPHONE/REFILL ENCOUNTER C	ontacts Rea	ison for Call	Medications	Allergies	BestPrac	ctice Verif	y Rx Benefits	Problem List	Documentation	MyChart Msg	Comm Mgt		
outing													
Contacts													
Linearity Out										Chaux C Down	-1.0	M. O. H. D.	
Incoming Call Outg	oing Call 🛉 C	Other							æ	Show: Permane	nt Comments	My Quick Bu	ittons
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Type: 🧹	Telephone (
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Contact comments:													
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3. Select the Post Discharge Activity to document the Post Discharge Assessment.

	Post Discharge		? Actions - Resize +
	Medications	Post D/C Phone Call Pt Outreach	— 🖉
Telephone			
Patient Instruc	Medications	Post Discharge Assessment	
		Post Discharge Phone Call	
		No data filed	
Post Discharge		Track Pt Outreach	
Health Mainte		None	
Communicati			

4. **Fill out** the "Post discharge exclusion documentation" section, if the patient does not qualify for either a call and/or a follow up visit.

Post D/C Phone Ca	all Pt Outreach			l
Post Discha	arge Assessment			†+
✓ Post dis	scharge exclusion documentation			
Re	ason(s) patient does not require f/u call			
	Follow-up appointment within 2 business days	Patient/caregiver	refused	
	Patient deceased	Followed by differen	nt specialty	
	Called by different care team member	Per provide	er	
	Per office guidelines			
Rea	ason(s) patient does not require f/u visit Post discharge phone call sufficient Followed by different specialty	Patient/caregiver refused Per provider	Patient dec Per office gu	

Notably, if you indicated the patient does not require any type of follow up, then no additional sections are needed to be documented in the "Post Discharge Navigator".

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5. If you indicated the patient requires any follow up, document any other applicable sections in the navigator.

Notably, there are two sections in the navigator that drive the report columns "DC Call Complete" And "DC Visit Scheduled".

• Follow-up appointment with PCP/Specialist: click on "Yes" if the appointment was scheduled and appointment information was reviewed with the patient. This will make the patient appear with a green checkmark in the report. The report will display a red X mark if the question "Review date/time/location of follow-up appointment with PCP/specialist" is not answered or if the answer is "No".

∼ Rev	view AVS and Discharge Summary for discharge instructions, follow-up appointments and follow-up tests
	Do you feel you are able to carry out your discharge instructions?
	Review date/time/location of follow-up appointment with PCP/specialist Dres No from discharge instructions

• **Follow-up call:** check the "Post Discharge Call Complete" box only if the call was placed. This will ensure that patient is marked with a green check mark in the report for "DC Call Complete".

Follow Up Needed:	
VNA	
PT	
PCP	
Other	
Summary of issues:	
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Cliffe Program	
	_
Post Discharge Call Complete? 🗹 Mark if completed	

Addendum

Included in report: patients discharged with and ADT patient class of Inpatient, Emergency, Observation, Newborn, Surgery Admit, SNF, Hospice, ED Observation, LTAC, Psych Inpatient, Urgent Care, Partial Hospitalization or Residential.

NOT included in report: patients discharged with an ADT patient class of Hospital Outpatient, Post Procedure Recovery or Day Surgery.