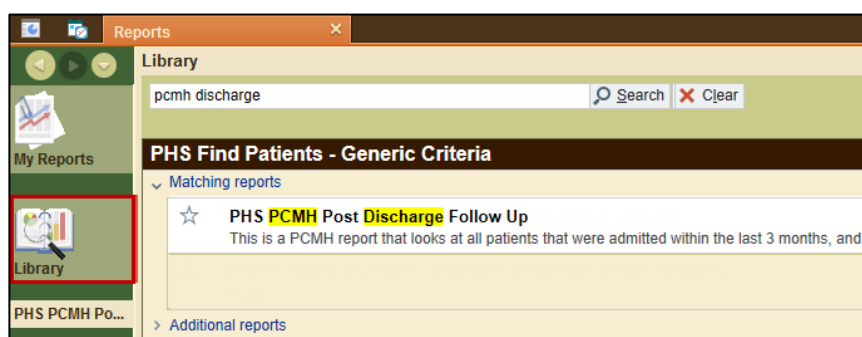# Post Discharge Call

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.

2. **Click Run** to execute report.

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

3. **Select** the Post Discharge Activity to document the Post Discharge Assessment.

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.

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".

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".

-   **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".

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.