



# SAKAKAWEA MEDICAL CENTER

510 8<sup>th</sup> Ave. NE, Hazen | (701) 748-2225

## Follow-Up Phone Calls

- **Assessment of Health Status**
  - How are you feeling?
  - Are you having any unusual symptoms or problems?
- **Discharge Instructions**
  - Were your discharge instructions clear and understandable?
- **Medication Check**
  - Have you filled your new prescriptions yet?
  - Do you have any questions about your medications?
- **Follow-Up Appointments**
  - Reminder of follow-up appointment *OR*
  - Were you able to make a follow-up appointment with your PCP?
  - If no, can we help you make your follow-up appointment?
- **Coordination of Post-Discharge Home Services**
  - Review the services that were set up for patient post-discharge.
- **Review of Red Flags for Disease Process**
  - Review steps to take in an emergency.
- **Advance Care Planning**
  - If patient doesn't have an advance directive and would like more information or would like to make changes to a current advance directive, set up a time to meet with them to go over the ACP process.
- **Satisfaction**
  - Is there anything we could have done to make your stay better?
  - Is there anyone you want to recognize for doing an outstanding job?
- **Phone Survey**

- Reminder that the patient may receive a telephone survey regarding their hospital stay.