

Attachment A

Sample Script:

Hello, my name is _____, and I'm calling from (name of facility). I'm checking in because it has been a few days since you went home and I wanted to see how you are doing. How are you feeling?

I'd also like to ask you a few questions about your after-care plan.

- Were you able to get your prescriptions filled?
- Are you taking your medication(s) as your doctor ordered?
- Are you taking any other medications that are not on the list?
- Do you have any questions about your medications?
- Did you make your follow-up appointments (if the hospital did not do this before discharge)?
- Is there any reason you might not be able to keep your follow-up appointments?
- Do you have any questions about your care plan?
- Do you have any questions about your condition?
- Do you know which symptoms to watch for that would mean you would need to call your doctor right away? (read list of symptom prompts if needed)
- Do you have any questions about the follow up process or any instructions that we have provided?

Thank you for speaking with me today. You may receive a patient satisfaction survey in the mail in the next few weeks, please fill it out and return it. If you have any additional questions, you can call me at (phone number).

