



[Your organisation's name / logo]

Follow-up procedure after consumer transfer

Contacting a consumer should be completed within 24-48 hours after transfer. This will support a person achieving better health outcomes and will give them greater satisfaction with their experience.

The script below may be used as a prompt to guide questions:

1. *"Hello, my name is <name>, and I'm calling from <facility/organisation>. I'm checking in because it has been a few days since you went home and I wanted to see how you are doing".*

2. *"How are you feeling?"*

3. *"Can I ask you a few questions to see how you are getting on?"*

4. *"How are you going with your medications? Do you have a current list? Do you have any worries about the medications?"*

5. *"Are there any problems keeping any follow-up appointments that you have? Which appointments do you have? Do you have assistance with transport?"*

6. *“Do you have any questions about the care that has been organised for you since you came home?”*

7. *“Is there anything you are a bit unsure of or worried about? How are you managing at home?”*

8. *“Has someone discussed things to look out for with your health, and when you might need to call your doctor?”*

9. *“Thank you for speaking with me today. If you have any additional questions, please call me at <phone number>”.*

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