



# UCSF Care Transitions Outreach Program

## Voice Call 1 Script

Please note, responses in *red italics* indicate that an alert will be sent to your follow-up staff.

### Step 1 Language:

#### Transition Text:

Hi, this is Registered Nurse Meg from UCSF with an important follow-up call about your health, or the health of your family member.

- To continue in English, press 1;
  - Ok, thanks.
- To continue in Spanish, press 2;
  - Ok, thanks.
- Or to continue in Cantonese, press 3;
  - Ok, thanks.

### Step 2 Who Answered:

#### Prompts:

- If you or your family member were recently discharged from UCSF Medical Center, please press 1;
  - Ok, thanks. Caregivers and parents, please complete this call on behalf of the patient.
- If you would like us to call you back later, press 2;
  - Ok, we'll call you back at a later time.
- Or if we have reached the wrong number, press 3;
  - Ok, we're sorry to have bothered you. Have a nice day.

### Step 3 Symptoms:

#### Transition Text:

We want to know if you are doing well or if you need any help, so please answer all eight questions. If at any time you experience a medical emergency, please call 9-1-1 or go to the nearest emergency room.

#### Prompts:

Ok, let's get started! Are you having any new symptoms, or symptoms that are getting worse?

- *Please press 1 for yes;*



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- *Ok, we will call you back as soon as we can. If it's an emergency, call 9-1-1.*
- Or press 2 for no;
  - Ok, thanks.

### Step 4 Prescriptions:

#### Transition Text:

Taking your medication correctly is important for your wellness and recovery.

#### Prompts:

If you were prescribed new medicines when you left the hospital, press 1.

- *Proceed to Step 5*

If you were not prescribed new medication when you left the hospital, press 2.

- Ok, thanks.

### Step 5 Prescriptions II *Only asked if they press 1:*

#### Prompts:

Do you need help getting your new medicines?

- *Please press 1 for yes;*
  - *Ok, we will call you back.*
- Or press 2 for no;
  - Ok, that's great to hear.

### Step 6 Medications:

#### Prompts:

Do you have any medication questions or concerns?

- *Please press 1 for yes;*
  - *Ok, we'll call you back.*
- Or press 2 for no.
  - Ok, thanks.

### Step 7 Follow-Up Help:

#### Transition Text

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Many patients are told to schedule or attend home visits or follow-up appointments after going home from the hospital.

### Prompts:

Do you have questions about your follow-up plan or need the phone number to schedule your appointment or home visit?

- *Please press 1 for yes;*
  - *Ok, we'll call you back.*
- Or press 2 for no;
  - OK, thanks for letting us know.

### Step 8 Discharge Instructions:

#### Transition Text

When you left the hospital, you were given instructions on how to care for yourself at home.

### Prompts:

Do you have any questions about those instructions?

- *Please press 1 for yes;*
  - *Ok, we'll call you back.*
- Press 2 for no.
  - OK, great.

### Step 9 Satisfaction:

#### Transition Text

We strive to provide the best experience for our patients and families.

### Prompts:

Were you satisfied with your stay at UCSF Medical Center?

- *If you were completely satisfied, press 1;*
  - Great, we're happy that you were very satisfied with your stay.
- *If you were somewhat satisfied, press 2.*
  - *"OK, thanks for letting us know, we are sorry that we did not meet your expectations."*
- *If you were not satisfied, press 3;*



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- *We're sorry to hear that we did not meet your expectations. If you would like to speak with our Patient Relations department regarding your experience, please call 415-353-1936.*

### Step 10 Other Clinical Issues:

#### Transition Text:

One last question.

#### Prompts:

Would you like the opportunity to discuss another clinical issue about your hospital stay with a UCSF nurse?

- *Please press 1 for yes;*
  - *Ok, we'll call you back.*
- Press 2 for no.
  - OK, thanks.

### Step 12 Goodbye:

#### Transition Text:

Thank you for answering our questions. Have a nice day. Goodbye.