

# Script for COPD 48-72 hour post discharge telephone contact

1. Look on EPR system before phoning in case readmitted
2. Check appointment date given at discharge

Patient Name: \_\_\_\_\_ Hospital Number: \_\_\_\_\_  
Date of Call: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time of call : \_\_\_\_\_  
Duration of call: \_\_\_\_\_ minutes Patient not at home (record details): \_\_\_\_\_  
\_\_\_\_\_

**Upon Answering:** "Hello, my name is XXXXXXXXX. I'm calling from XXXXXXXXX Hospital to ask you how you have been getting on since you went home. If there are any problems I can let your GP or the community COPD team know so they can see you if necessary."

**1) Do you feel that you are getting better, staying about the same, or getting worse since you went home?**

(Circle as appropriate)

Same Better Worse

**2) Is your breathing keeping you awake at night?**

Yes  No

**3) Do you have a follow up appointment?**

Yes  No

**4) Do you have a written self management plan?**

Yes  No

**5) Are you smoking?**

Yes  No

– If yes would you like help to quit?

**Any other specific problems identified?**

**Advice given (e.g. who to contact) ?**

## Outcome

Are there causes for immediate concern? Yes  NO  (if yes fax GP and/or community COPD team)

If emergency advised contact emergency services  or done yourself .

**Follow up appointment** (Circle as appropriate)

Confirmed

Not yet booked

Declined

Not indicated

Caller Name: \_\_\_\_\_ Caller Signature: \_\_\_\_\_