

# Memorial

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## Hospital of South Bend®

### *Quality of Life*

The **Health Professionals** have recently started doing "discharge follow-up phone calls" for 11S and 12S. The goal is to contact the patient within 48 hours of discharge, during the hours of 10:00am - 5:00pm. RN's make the calls, and they consist mostly of medical follow-up questions related to their recent hospitalization and discharge teaching, when necessary. If an urgent medical issue is discovered, the patient will be referred to their physician or surgeon, or if absolutely necessary, the patient may be directed to our ER. For any issues related to adverse post-discharge symptoms, reactions to prescribed medication or any concerns the RN is not able to assist with, the **Health Professionals** will fax a "**feedback notice**" to the appropriate physician office. In addition, "**feedback notices**" are also faxed to appropriate department directors, based on information (good and/or less than desirable) shared by the patient. We hope to be able to extend this valuable service to other units in the coming months.

Should you have any questions, please call Jane Schaefer at **574-647-7296** or the *Health Professionals* at **574-647-6800**.

***Jane Schaefer, RN MSNc***

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