

Telephone Follow-Up: Being Active and Managing Stress

**TSU PATIENT CENTERED CARE COLLABORATION TO IMPROVE
MINORITY HEALTH (PCCC) INITIATIVE**

Date: _____

Patient Name (Last name, First initial): _____

Client ID: _____

Date of Birth: _____

Study diagnosis (circle all that apply): Hypertension Diabetes

Date of the First Home Visit: _____

Pharmacist: _____

- **Blood pressure at first home visit:** _____
- **Hemoglobin A1C at first home visit:** _____

Script:

Intern: Hello, my name is _____. I am with the medication therapy management program at Texas Southern University College of Pharmacy. On _____ (date of first home visit), a pharmacist visited with you to discuss your blood pressure/diabetes and medications. Your blood pressure/hemoglobin A1C at that time was _____. Do you have about 20 minutes to talk to me about your blood pressure/diabetes?

Patient answer: **No** (then proceed with the following question)

1. "When is a good time to contact you?"

Record time and date: _____

"Okay, thank you very much Mr./Ms. (say patient's last name.) We will definitely try calling you back at this more convenient time and look forward to speaking with you. Have a good day."

OR

Patient answer: **Yes** (then proceed with the following questions)

2. Medication Adherence

Medication (Name/ Strength)	Purpose	Schedule	Date of Last Dose	Special Instructions
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				

- o Has the patient missed any doses in the past two weeks? Yes No

If answer is yes, explain why.

Knowledge Questions Exercise: Ask the patient the following questions and mark their answers (refer to appropriate section below based on patient's diagnosis)

I. Hypertension:

1. Exercise can lower your blood pressure.
a) **True**
b) False
2. How much physical activity is enough?
a) 20 minutes everyday
b) 90 minutes a day once you are in shape
c) **150 minutes a week**
d) It depends on the size of your heart
3. People who have hypertension can do any kind of exercise they want.
a) True
b) **False**
4. Exercise can be dangerous if it increases your heart rate too fast.
a) True
b) **False**
5. Serious depression is common in people with hypertension, but treatment can help.
a) **True**
b) False

II. Diabetes:

1. For a person in good control of their diabetes, exercise lowers blood glucose.
a) **True**
b) False
2. Examples of aerobic exercise include which of the following activities?
a) Brisk walking
b) Swimming
c) Dancing
d) **All of the above**
3. Exercise can cause low blood glucose levels.
a) **True**
b) False
4. When you're stressed, it's hard to keep your blood glucose on track because:
a) Your body makes hormones that affect your blood glucose

- b) It's hard to pay attention to your diabetes
- c) **Both of the above are correct**

5. Serious depression is common in people with diabetes, but treatment can help.

- a) **True**
- b) False

For office use only:

1st attempt: Date Time: Outcome:

2nd attempt: Date Time: Outcome:

3rd attempt: Date Time: Outcome:

After three failed attempts, the patient is dropped from program.