

Attachment C: One-Month Patient Follow-up Telephone Call

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I. Introduction

RA:

Hello Mr./Ms. *[insert patient's name]*. My name is *[insert your name]*, and I am a research assistant from the Johns Hopkins Hospital Emergency Department. I am calling to follow up on your visit to the emergency at Johns Hopkins a month ago on *[insert date]*. We would like to check and see if the interventions that were given to you during your emergency room visit met your needs.

I would like to ask you a few questions, which will take about 5 minutes. Is now a good time to talk?

Patient:

[Answers yes or no]

RA:

[If patient answers "yes," then continue onto section B.]

[If patient answers "no," then ask if there is a better time for you to call back.]

II. Follow-up Questions

1. What did the provider say was the cause of your illness?

Patient's Response: _____

2. Did the provider tell you to take any medications?

Patient's Response: _____

3. How did he or she tell you to use each of them?

Patient's Response: _____

4. What are some of the worrisome symptoms the provider told you to pay attention to?

Patient's Response: _____

5. What did the provider tell you about to follow up (with whom and when)?

Patient's Response: _____

III. Close

RA:
Thank you, Mr./Ms. [insert patient's name] for taking the time to answer these questions. You have answered all of the follow-up questions that we had. Have a great day.