

**Attachment D:**  
**Three-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 three months ago on *[insert date]*. Is now a good time to talk? This will take less than 5 minutes.

**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. When you visited the emergency room three months ago, you did not have insurance. Have been able to get insurance since your visit three months ago?

Yes *[Skip to question #3 if patient answers "yes."]*

No

Patient's comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. What has prevented you from getting insurance since your visit three months ago?

Patient's answer: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Is there anything further that we can assist you with regarding either your insurance or your visit to the emergency room three months ago?

Patient's answer: \_\_\_\_\_

\_\_\_\_\_

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### 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.