

West County Health Centers, Inc.

Protocol:	RN Pt Short Term Follow Up	Protocol #:	
Department:	Nursing	Page:	

Summary: Basic guidelines for how to perform time limited follow up on a patient need that requires greater clinical expertise or discretion than can be performed by MA staff but that do not require provider level expertise.

Examples:

- Relaying a message regarding critical or abnormal labs or diagnostic imaging results and appropriate follow up actions to a patient on behalf of a provider. In this case, the provider should send the request to his or her care team RN with specific instructions for follow up and a summary of background information required to execute the follow up.
- Connecting patients with community resources. (In the case of patients that require ongoing case management, see protocol for RN Case Management).

Guidelines for contacting / following up with patient:

- The RN will attempt to make contact with a patient regarding follow up on a specific issue 3 times. If the first two attempts at contact are unsuccessful, a letter will be sent documenting the attempts to contact the patient and stating the reason for follow up. The RN can then document that a letter has been sent following 2 unsuccessful contact attempts and clear out the jelly bean. With each contact, the RN should state the purpose of contact and which attempt number of 2 is being made. Example:
 - “This is the first of two calls to remind you to

Guidelines for documenting follow up:

- When documenting follow up actions, be simple and concise. Avoid using telephone encounters to make anecdotal comments on a situation; be mindful that all telephone encounters become a permanent part of the patient’s chart as locked progress notes.

Effective Date:	Revision Date:
Supervisor Approval: _____ <i>Initial</i>	Medical Director Approval: _____ <i>Initial</i>