

Follow-up with Consumers

Follow-up is the act of making contact with a consumer or caregiver at a later stage (usually 48-72 hours) after discharge or a consultation. Follow-up contact can be used for the following reasons:

- > Confirming medication instructions are clear.
- > Clarifying complex information.
- > Scheduling appointments.
- > Verifying follow-through on referrals.
- > Reporting laboratory results.
- > Reinforcing knowledge.
- > Monitoring health status.

There is a range of methods that can be used for follow-up and these need to be agreed upon with the consumer or caregiver beforehand so that contact details can be confirmed and documented in the consumer's medical records/notes. Also the person making the contact needs to be identified to the consumer or caregiver beforehand (e.g. medical officer, nurse, and administrative staff).

Follow-up can be made by:

- > Visit to a consumer's home
- > Phone call
- > Follow-up forms/technology – consumer or caregiver records information at home and brings that record to their next appointment
- > Email
- > Post

For more information

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