30-Day Call Script

Hello, this is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I am a pharmacist from Uptown Pharmacy. Is *(patient’s name)* available? (If not available, schedule a time to call back. If available…) I’m calling to follow-up from our discussion a few weeks ago on your emergency department visit at OSU East Hospital. As a reminder, you signed up for the pharmacy delivery and follow up service which includes 3 follow up calls from the pharmacists here at Uptown over 30 days. This is the third and final call. Do you have any questions so far?

If yes:

*Answer questions*

If no:

Okay wonderful. During our last call we mentioned that we would be conducting a survey during this call to gather some information and ask you about your experience with this service. So if you have no questions at this time, let’s begin!

**Questions:**

**For our first question, since we last spoke on the phone, have you gone back to any hospital (OSU East Hospital or other hospital)?**

1. *If no*
   1. Excellent! I’m glad to hear that!
2. *If yes*
   1. Explain to me what happened? *(make sure answers to a-g get answered during discussion)*

Okay, next question. **Since we last spoke, how many times did you miss your (*insert new medications here*)?**

1. *If none*
   1. That’s good news! Excellent job!
2. *If doses were missed*
   1. **What may have caused you to miss a dose?**
   2. **How many doses did you miss?**
   3. **Is there anything that may have helped you take all of your doses?**

In regards to your primary care doctor, we have talked about how important it is to make and attend an appointment with them to help keep you out of the hospital. **Since you left the emergency department 30 days ago, have you seen your primary care physician or have you been to a clinic?**

1. *If yes:*
   1. Great!
2. *If no*:
   1. Hopefully you get the chance to set up an appointment with your doctor. Please let us know if we can help in any way

Now I’d like to move into the satisfaction part of this survey. I will present a series of statements about the service and I’d like for you to rate them on a scale of 1 to 5, with 1 being strongly disagree and 5 being strongly agree. **Does that make sense?**

1. *If yes*
   1. Great!
2. *If no*
   1. What questions can I answer for you?
      1. *Address and answer questions*

**On a scale of 1 to 5, the transition from hospital to home was easier with the delivery service.** *(mark response)*

**On a scale of 1 to 5, I would choose to have my discharge medications delivered to me in the future.** *(mark response)*

**For this question, I’ll have you choose a category. If I had to pay for the delivery my medications in the future, I would be willing to pay:** $1-4, $5-9, $10-14, $15-19, $20+ *(mark response)*

**On a scale of 1 to 5, after talking with the pharmacists, I am confident about how to manage my health condition.** *(mark response)*

**On a scale of 1 to 5, after talking with the pharmacists, I can confidently identify the purpose of my new medication(s).** *(mark response)*

**On a scale of 1 to 5, I found the pharmacist consults to be helpful.** *(mark response)*

**In my opinion, the ideal number of times to speak with the pharmacist is…***(mark response)*

**On a scale of 1 to 5, it was helpful to have a nurse visit me in my home.** *(mark response)*

**On a scale of 1 to 5, the combination of phone calls and nursing visits was beneficial to my care.** *(mark response)*

**On a scale of 1 to 5, if I were to return to the hospital, I would choose to have this service again.** *(mark response)*

**On a scale of 1 to 5, I would recommend this service to a friend.** *(mark response)*

**For this question, I’ll have you choose a category. If I had to pay for this service in the future, I would be willing to pay:** $25-49, $50-74, $75-99, $100-124, $125+ *(mark response)*

**In your opinion, what was the best part of the service you received?** *(mark response)*

**What things would you change about the service you received?** *(mark response)*

**Conclusion of phone call:**

Okay wonderful! This concludes the survey, and this also marks the conclusion of the study period. Thank you for taking the time to talk with me today along with the other two phone calls. From all of us at Uptown Pharmacy and The Ohio State University, we thank you for your participation. You will now be entered into the monthly drawing for a $25 gift card to Kroger. If you are the monthly winner, you will receive a call from us to let you know you are the winner, and we will mail the card to you. Thank you again for your participation!