

## Scripting To Prevent Missed Visits

### **SOC Visit – The patient or family member does not want a next day visit after being discharged from the hospital.**

Your doctor has prescribed home health for you as continued medical care from your hospital stay. It is important that we see you right away after your hospital discharge, so we can assess your health, pick up any problems early and prevent you from returning to the hospital.

### **The patient says, “I don’t need home health or I don’t see how home health will benefit me.”**

Your doctor prescribed home health as continued medical care from your hospital stay to help you feel better and prevent you from returning to the hospital. The clinician seeing you will help you set goals for your plan of care and it will be sent to your doctor.

- What would you like to do that you can’t do now?
- What would you like your life to be like in 2 months or a year?
- What is the hardest part about having \_\_\_\_\_ (disease or condition)? We have evidence based clinical pathways of treatment for your condition to help you get better.

### **The patient says, “I am too tired or do not feel well enough for a visit today.”**

It is very important to have a visit when you are tired or not feeling well. Your doctor prescribed home health to help you feel better and we are here for you. I would like to come out and give you a check-up. There may be something we need to notify your doctor about and we certainly do not want you to end up back in the hospital. I promise to go easy and keep the visit quick and simple. I really feel it is important to see you today.

### **The patient says, “The house is such a mess and I am embarrassed.”**

I am coming to see you and am not at all concerned about your house. When I have been sick my house can get pretty messy too so please don’t feel embarrassed. It is important that I come today.

### **The patient indicates that they feel like they don’t have control over what is happening to them.**

I have worked with patients with similar problems and I was able to help them feel better and helped them get back to doing things that were important to them.

I will only do what you want me to do and will ask your permission first.