

# MDPQC DISCHARGE PHONE CALL CHECKLIST



**Prior to discharge from a hospital, the MDPQC Parent and Baby Advisory Council (PBAC) recommends you take the following steps:**

- Inform the patient and their family the hospital will be contacting them within 24 to 48 hours after discharge.**
  - Explain the purpose of the phone call and why they will receive it.
  - Provide the patient and family a resource such as a one-page informational sheet to reference.
  
- Tell the patient and their family who will be contacting them, and what department they are from.**
  - Provide the patient and family with the actual phone number the call will be from, if known/possible.
  
- Ask the patient and their family how best to communicate with them.**
  - Ask for an alternate contact person (i.e.: spouse, sibling, parent).
  - Ask what is the best time of day to make contact with the patient and/or alternate contact.
  
- Practice the communication plan.**
  - Reconfirm the patient and family's communication preferences.
  - Call the patient and alternate contact person(s) prior to discharge.
  - Discuss the questions that the hospital team member will be asking when they make contact.

*Disclaimer: Hospitals are advised to consult with their legal team to ensure compliance with legislative requirements.*