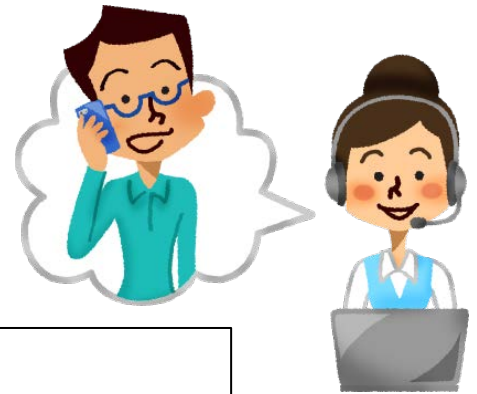


Fellow's Guide to Home Hospice Call

THE DOs AND DON'Ts OF HOME HOSPICE CALL



Do be prepared

Be familiar with your hospices Local Coverage Determination (LCDs)
Be familiar with your hospice's formulary
Be ready to schedule that bowel regime when you start scheduled opioids

Do be patient

Not all hospice nurses are created equal, some may need help providing pertinent info
Make sure to listen carefully so that you are not asking your nurse to repeat information

Do utilize SBAR

Situation-Do you have a good understanding of why your nurse is calling?
Background-What is the brief summary of the patient you are being called about?
Assessment-What is your nurse's assessment of this patient?
Response-Most importantly, what is it that your nurse is asking of you?

Don't Be Afraid to Clarify

It might be tempting to rush through those middle of the night calls
You will most likely save time, if you clarify what is being asked of you.

Don't Delay

Life happens, but try and return calls within 5-10 min of missed calls.

Don't Forget to Humanize

Seems simple, but don't forget to ask your nurse their name and thank them.
Try not to interrupt and be too frustrated, we all have our off days.

