## 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.