

POST-DISCHARGE PATIENT FOLLOW-UP CHECKLIST

Cloud Communications Improves Aftercare

Post-discharge patient follow-up is crucial to avoiding hospital readmissions. [Inadequate post-discharge follow-up care](#) is a leading cause of hospital readmission within the first month of a patient's release from the hospital. Hospitals and providers at every level have an important role in providing follow-up care to patients.

Using a unified cloud communications and collaboration solution can help you provide quality post-discharge care.

This checklist offers a set of steps to ensure patients get the care they need and avoid hospital readmissions.

INCREASE PATIENT ENGAGEMENT

1. Are patients willing, able, and knowledgeable about taking care of themselves? Yes No
2. Do you have strategies in place to promote positive patient behavior? Yes No
3. Can patients connect with their healthcare providers?
• A cloud communications platform enables patients to contact their healthcare provider anytime, anywhere, on any device. Yes No

IMPROVE PROVIDER COORDINATION

1. Can providers effectively work together to create a discharge plan that will keep the patient out of the hospital? Yes No
• A healthcare cloud communications platform allows providers to communicate securely.
– Providers could, for example, hold a video conference and share screens to discuss a patient's discharge plan.

ENHANCE FOLLOW-UP CARE

1. Is it easy for patients to get the follow-up care that they need? Yes No
2. Can patients get their questions answered without having to book a follow-up appointment? Yes No
• A healthcare cloud communications platform allows patients to connect with their providers.
– Through a Patient Care Navigator helpline, call center agents can contact providers directly to get answers quickly.
– Patients can hold live video chats with providers to get better insights into their post-discharge follow-up care.