



Pre Discharge Telephone Follow Up Information Sheet



What is Telephone Follow Up?

- Telephone Follow-Up is a way to be in touch with patients who have completed our rehab program, and their caregivers, to “check in” to see how they have been managing since leaving Toronto Rehab.

What is the *purpose* of Telephone Follow Up?

- As you are no longer a patient, telephone follow up is **not meant to solve any new problems** that may have come up.
- The follow up call is meant to be a way to help **facilitate self-management** of needs going forward.
- We may be able to direct you towards **resources in the community** to help with managing new issues that have come up after leaving Toronto Rehab.

Who will call you?

- One of your inpatient care team members will sit down with you prior to leaving the hospital to set aside a date and time that they will call you or your caregiver.
- This scheduled time will be written in your Discharge Binder on the “*Follow up appointments and Referrals*” page.

What will I be asked during the phone call?

During the phone call you will be asked some questions to see how you are doing. Some topics that may be addressed include:

- General check in to see how you have been managing at home in the weeks since leaving Toronto Rehab
- Whether you have any questions about referrals or recommendations made by your therapy team.
- If you have been able to see your family doctor to refill your prescriptions.
- If you have any new medical concerns and how you have addressed them.
- General guidance on how to manage any problems that may come up in the future.