

Script to Assist in Patient Acceptance of Homecare Services

Six Points to Cover at the Intake Call

Introduction: “Hello, my name is [NAME]. I’m [ROLE] calling from [AGENCY NAME]. Your doctor asked us to check on you at your home after your recent hospital stay.”

- Pause to answer questions at any time during the call.

“Your doctor feels it is important to have a home visit done within [X DAYS/TOMORROW/etc.]”

- “Homecare visits can help you get better faster and may prevent you from returning to the hospital.”
 - Options for responding to the patient:
 - “This is especially true if you are not feeling well or are having difficulty at home, and we can come to you.”
 - “I want to make sure you are okay.”
 - “What isn’t feeling good today? Let’s work together to help you feel better so you can stay at home.”

“Medicare frequently pays for home care services when needed (medically necessary).”

- “There is no charge for the assessment.”
- “Frequency of visits can vary based on your needs and the assessment.”
- “We usually schedule visits or calls about two to three times a week for the first couple of weeks.”
- “Visits decrease as you improve or increase if needed.”

“At the assessment visit, the nurse will...”

- “Determine any urgent needs you may have.”
- “Review your medication and treatments.”
- “Help you understand your discharge instructions and treatment plan.”
- “Talk to you about which services you need and qualify for.”
- “Notify your doctor if there are any concerns.”

“Our nurse is available at [TIME] or [TIME] tomorrow. Which time works for you?”

- “Okay – the nurse will be there at [TIME].”
- “Please call us if you need to reschedule this appointment. Our phone number is [PHONE NUMBER].”



“Have you made a follow-up appointment with your doctor yet?”

- If yes... “That’s great!”
 - “When is it, and with which doctor?”
 - “Do you need help getting to your appointment?”
- If no... “Do you need help making your appointment?”
 - If yes... “I will let the nurse know you need help with that.”
 - If no... “Please make your follow-up appointment as soon as possible or call us back if you need help.”