

Hospital Peer Volunteer Call #1 Script

Hello Mr./Mrs./Ms. _____, this is _____ from the **Hospital** Stroke Peer Support Program. When you had left the hospital, they asked you if you would like to receive a peer support call which you said yes to. (*) I'm calling to check in on you and see how you are getting along since getting home. Is now a good time to talk?

* If needing to leave a message, you can edit the above script to end with "I'm sorry I missed you today and I can try calling back again soon. If you could give me a call back at ###-###-#### and let me know what a good day and time is to reach you, that would be appreciated".

Call #1 Suggested Questions:

- How have things been going since you got home?
- What have been the biggest challenges to resuming everyday life due to the limitations from your stroke?
- Are you getting help at home? For example, help with getting dressing, help with being able to transfer. How have things been going with your caregivers? Do you feel you have enough help at home?
- Is your caregiver present and do you feel comfortable including them on the call?
- Do you feel safe at home?
- Did you and your caregiver feel well prepared/trained to go home?

Call #1 Medical Questions:

- Have already had your follow up appointment with your primary care physician? How did it go?
- Did you understand everything discussed with your physician?
- How are things going with your medications? Are you taking your medications as prescribed?

Finishing the Call:

"I've enjoyed speaking with you today. I hope you found it helpful and beneficial. Would it be ok if I call you again in a few weeks to check in on you again? Don't forget, if you have any medical concerns, make sure to ask your doctor at your next appointment."

Hospital Peer Volunteer Call #2 & 3 Scripts

Hello Mr./Mrs./Ms. _____, it's _____ from the **Hospital** Stroke Peer Support Program, calling to check in on how things are going for you at home. Is now a good time to talk? When we had spoken last time, things sounded like they were going well at home OR you had concerns about _____ (from call log notes).

Call #2 Potential Questions:

- If noted from Call Log notes of concerns or issues, reference those specifically: Is the issue with _____ seem to be getting better? How were you able to make that go more smoothly?
- Are things going well with your caregiver?
- Are you still needing help from your caregiver?
- Is your caregiver present and do you feel comfortable including them in on the call?
- Does your caregiver seem to be doing ok? Do you feel they appear to be tired or burned out? Do they seem like they are doing ok emotionally or physically?
- Any issues with transportation and being able to get to appointments or out into the community?

Call #2 Medical Questions:

- Have you been following all recommendations provided to you at discharge? They would have been listed in your discharge paperwork from the hospital.
- How do you feel your mood has been? Do you feel depressed at all? If yes, have you said anything to anyone about it?
- To caregiver if present: have you noticed any new mood swings or changes in memory or cognition? Have you brought these concerns up to the physician? Have you noticed any signs of depression?
- Have you noticed any new deficits?
- Have you been going to your therapies still? And have you been following any recommended home exercises they provided to you?
- Do you know the warning signs of a stroke? Can you list some for me?
- Do you know the risk factors for having a stroke? Can you list some for me?
- Reacquaint them with F.A.S.T.:
 - o Face, Arm, Speech difficulty, Time to call 9-1-1
 - o Sudden numbness to face, arm or leg
 - o New onset of difficulty with speaking, walking, vision changes, headaches or dizziness
 - o If you notice any of these, call 9-1-1 IMMEDIATELY

Finishing the call:

"It's been great getting to speak with you _____. I hope you found our conversation helpful and beneficial. It sounds like things are going well and the transition has been smooth. Do you feel like you need any more follow up calls from us? Please feel free to reach out to us if you need any more resources or have any concerns. If you have any medical concerns, please remember to ask your physician at your next appointment."