

Stroke Follow-Up Call Triage Algorithm

This tool provides triage guidance to staff who perform follow-up phone calls with stroke survivors and their caregivers. It assists them in locating relevant information within the medical record, and provides next steps to ensure stroke survivors and their caregivers receive the answers they need.



Nurse initiates follow-up call post hospitalization with stroke survivor or caregiver

Best practice—ensure your facility has protocols in place to address specific questions or concerns the stroke survivor and/or caregiver may have. This best practice should include referral processes to ensure accountability in answering questions and meeting stroke survivor needs.

Questions regarding stroke-like symptoms

Remember BE FAST!

Questions
regarding risk factor
management,
discharge instructions,
or pending
test results

Questions regarding medications or prescriptions

Questions regarding after care plan, home care services, and follow-up appointments Emergency: Call 9-1-1

Non-urgent: Advise to contact primary care provider or neurologist

Refer to electronic discharge summary and patient after visit summary (AVS) (patient discharge instructions)

Advise to contact primary care provider

Refer to electronic discharge summary and patient AVS

Advise to contact pharmacy or primary care provider

Refer to electronic discharge summary, patient AVS, and social worker or case manager notes

Contact case manager (if applicable) or primary care provider

The Wisconsin Department of Health Services collaborates with MetaStar Inc. to provide the Wisconsin Coverdell Stroke Program. The program is supported by the Grant or Cooperative Agreement Number, DP006074, funded by the Centers for Disease Control and Prevention. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Centers for Disease Control and Prevention or the Department of Health and Human Services.