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.

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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.

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)

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

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

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