

Perioperative - Postop Call Tracking Board



This Quick Reference Guide will explain how to:

Manage Postop Phone Call consent and completion using the Postop Call tracking board.

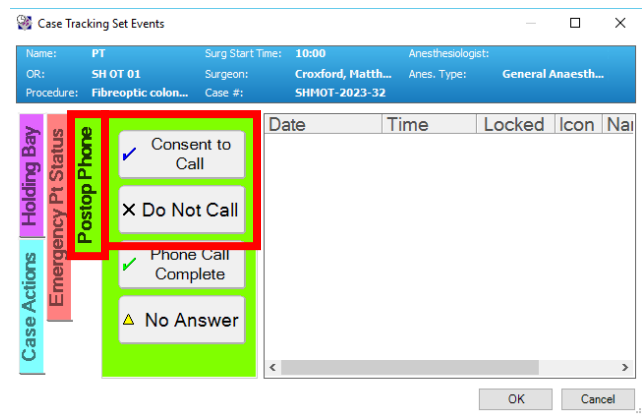
Using the Postop Call Tracking Board

The Postop Call tracking board is used by the DPU PACU Stage III nurse to capture a patients consent to call, the number on which to contact them, and tracking when the call has been completed. When a patient call is completed it is documented using the Surgical Follow Up Questionnaire under AdHoc forms.

Capturing Consent to Call on the day of surgery

From the Perioperative Tracking Board – PACU, double-click the Status field to open Case Tracking Set Events and select the Postop Phone tab

- If consent received – select **Consent to Call**. Consent to Call is indicated by a blue tick in the Call Status Column
- If the patient declines a Postop Follow-up Phone Call – select **Do Not Call** as indicated with a black X. This patient will not show on the Postop Call Board
- Patient Phone Number populates from registration on arrival in iPM – this is confirmed at discharge; if the number is different document in Shared Comments by free text.



Completing the Postop Phone Call

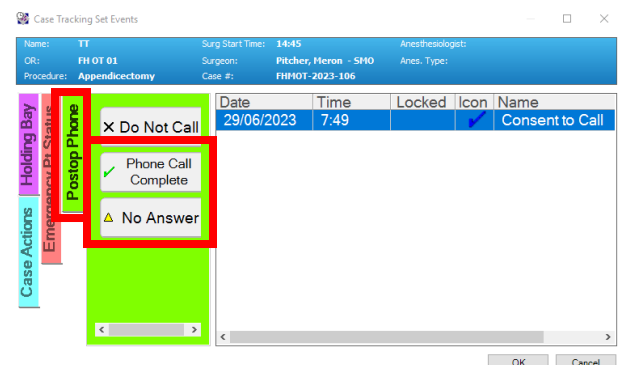
1. Open the Postop Call Tracking Board. Names and phone numbers show for patients who are to receive a Postop Follow-up Phone Call

AO	Start	Patient Name	JURN	Age / Sex	Case #	Allg Operation Description	Consultant/Surgeon	Anaesthetist	Phone Number	Call Status
+	29/06/2023 14:45:00	Test, Tayla MISS	7000665	29 years / Female	FHMOT-106	Appendicectomy	Pitcher, M		0420561362	Consent to Call

2. When calling the patient, complete the Surgical Follow Up Questionnaire using AdHoc Forms.

3. Using the Postop Call Tracking Board double-click the Call Status field to open Case Tracking Set Events.

4. Select the appropriate status of Phone Call Complete or No Answer, and Press OK.



Handy Hints

- Patients can remain on the **Postop Phone Call Board** up to 10 days to allow time for call
- Patient will fall off **Postop Phone Call Board** - 6 min after phone call complete status