Postpartum Discharge Phone Call Script

"Hello, this is ___ Hospital calling with an after delivery care call, may we talk for a few minutes about how you're doing?"

"I see you delivered by <u>vaginal birth/cesarean birth</u> are you having any pain? Is it related to cramping or your incision? How would you rate your pain? Is it controlled by the medications you were prescribed? How often do you need them?" (If appropriate: "How does your incision look? Is it draining? Reddened?")

"Has your bleeding decreased? How many pads do you need each day or how many hours does a pad last? Are you passing any clots? If so, what size are they? Have you noticed any foul odors to the bleeding? Have you felt feverish? If so, have you checked your temperature?" (If vaginal delivery: "Are you still using the peri care bottle to keep that area clean?")

"I see you <u>did/did not</u> have elevated blood pressure during your hospital stay, have you made an appointment with your doctor? Have you had your blood pressure checked since you left the hospital? If you were prescribed blood pressure medicine, are you still taking it? Do you have a headache? Have you noticed any swelling of your feet or legs, or anywhere else? Blurry vision? Chest pain or heartburn?"

"Are you diabetic or were you diabetic during your pregnancy?" (If appropriate: "Did it require medication or checking your blood sugar? Are you still checking your blood sugar? Has your doctor changed the dose of your medication?")

"How often are you urinating? Do you feel like you are getting rid of many fluids? Are you having any problem starting or stopping urinating? Have your bowel movements returned to your normal pattern? How has your appetite been? Are you drinking water each time you feed your baby?"

"Have you been feeling sad or noticed a lack of interest in activities since going home? Do you have a history of depression or anxiety? Were you taking medication for this prior to delivery? Have you contacted your provider to continue or change your medication now that you've delivered?" (If yes, continue to ask questions related to the Edinburgh Postnatal Depression Scale and refer to MD/ED as necessary.)

"Are you still taking your prenatal vitamins or any other medications prescribed after delivery?"

"May we talk about your baby for a minute? (Know if the baby was live born, discharged home, remains in NICU, etc.) I see you had a <u>boy/girl</u>, (if boy, did you have your son circumcised? How is that healing?) How is <u>he/she</u> doing? Are you still breastfeeding? How many times per day does the baby feed? How many wet or dirty diapers is the baby having? Is the baby having any diaper rash or other skin concerns?" (Refer to the correct number of wet/dirty diapers for breastfed/bottle fed babies by age.)

"How are your breasts feeling? Has your milk come in? Are your nipples cracked? Are you pumping breast milk? Have you gone for a lactation follow up visit or baby weight check?"

"Does the baby's skin look yellow at all? Has the umbilical cord fallen off yet? How is the baby sleeping? Are you placing the baby on <u>his/her</u> back to sleep, not using any pillows, stuffed toys or other soft surfaces? Have you scheduled a doctor's appointment for your baby yet?"

"I know I've asked many questions and I am glad to hear that you are enjoying your time home with your baby (<u>if this is accurate</u>). Do you have any questions for me? Thank you and have a great day."

References

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