FAMILY SUPPORT CALLS

**Purpose:**
- To reduce number of calls from family members to the nursing unit
- To offer supportive check in calls
- To forward questions/needs callers cannot address to appropriate resources
  - Spiritual care
  - Patient Relations/Patient Engagement
  - TR group (can help distract lonely patients, can facilitate facetime calls)
  - Case Managers for discharge planning questions
  - Nursing for nursing questions
  - Physicians/APNs for medical questions

Outpatient therapists are part of a team that is reaching out to the families of your patients to offer “comfort” calls.

**Process:**
- Check with nursing first to determine if there are any patients/families they should **not** call
- Call/visit patient to ask if they can reach out to a family member to offer support
- Call family member

Your assigned family support caller is:

Kim Pedersen