

**REGIONAL EMS
COMMUNITY INTEGRATED HEALTHCARE PROGRAM
PNEUMONIA (PNA)
PHONE FOLLOW UP SCRIPTED COMMUNICATION
ADMINISTRATIVE ORDER**

When conducting a phone follow up for participants referred into the CIHP for PNA, the following questions will need to be asked and responses documented on the ePCR.

How are you doing?

Have you had any changes in your cough or sputum?

Have you had any shortness of breath or difficulty breathing?

Have you experienced:
 A fever?
 Chills?
 Body ache?

Have you been compliant with your medications?

Have you had any doctor appointments? If so, what was the outcome?

How has your activity level been?

Would you like me to come to you for a home visit?

When would be a good time to call you again?

Do you understand that you can call us whenever you need us?

Any answer that demonstrates a decline in the participant's management of their disease process initiates a home visit.