

**REGIONAL EMS
COMMUNITY INTEGRATED HEALTHCARE PROGRAM
CHRONIC OBSTRUCTIVE PULMONARY DISEASE (COPD)
PHONE FOLLOW UP SCRIPTED COMMUNICATION
ADMINISTRATIVE ORDER**

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

How are you doing?

How is your breathing?

Are you remaining compliant with your medications?

Have you experienced any difficulty breathing or shortness of breath?

Is your breathing improving or declining?

Have you been keeping track of your good, average, or bad days for breathing?

How many have you had of each?

Have you had any increase in activity and/or mobility?

Have been compliant with your home oxygen? (If applicable)

Have you been to see the doctor? If so, what was the outcome of that visit(s)?

Have you had the need to increase the use of your inhaler?

What is your pulse oxygenation? (For participants that have home SPO2 units)

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.