July 3, 2017

Q: Is it a regulation to make a follow-up phone call after a resident is discharged to a home setting?

A: CMS and IDPH stated that there is no current, specific regulation that requires an LTC facility to conduct a phone follow-up for any discharged resident. However, it is necessary that the facility communicates necessary discharge information to the resident, any continuing care providers and/or other authorized individuals at the time of the resident’s discharge. More specifically, see the State Operations Manual (SOM), Appendix PP, under F284 implemented on 3/8/17. A follow-up phone call is good policy in general and should be addressed in your discharge policies and procedures.

Additionally, we are awaiting on the release of all of the new interpretive guidance which we are told will be coming out soon and will let you know if there is any more specific guidance related to this.