

PROTOCOL FOR: Communication with Families Following Infant's Discharge from the Nurseries

SUPPORTIVE DATA: As families make the transition from NICU/Nursery hospitalization to home, anxiety about their caregiving competence is to be expected. It is not unusual for families to contact nursery staff with questions about their infant's care. Information given by nursery staff should clarify previously given discharge instructions. Nursery staff should support the family's relationship with their primary care provider, recognizing that staff no longer have current information about the infant once discharge has occurred.

- POLICY:
1. Information given to families after discharge of their infant from the nurseries should be limited to clarification of discharge instructions and answering simple, straightforward questions about the infant's hospital course.
 2. New clinical issues and questions about symptom management or changes in care should be directed to the primary care provider.
 3. Communication should be documented on a Progress Note entitled "Post-Discharge Communication." This note should be stamped with the infant's addressograph plate (if still available on the unit). If the addressograph plate is not available, write the infant's name and TOO # (from the log book) in the identification section.
 - a. The Progress Note should contain the following information:
 - 1) date and time of call
 - 2) name of person who made the call
 - 3) information requested by the family member
 - 4) specific information given to the family member
 - 5) signature and credentials
 - b. Place the completed note in the basket for medical records.

APPROVAL: Nursing Standards Committee
Risk Management

EFFECTIVE DATE: 6/00

REVISION DATES: 2/03

REVIEWED DATES: 12/08