Volunteer Telephone Concern for Discharged Patients
Kot WY(1), Chan KM(1), Wong MY(1)
(1) Community & Patient Resource Department, Pamela Youde Nethersole Eastern Hospital

Keywords: volunteer, discharged patients

Introduction
By clinical invitation, a team of hospital volunteers were invited to deliver regular telephone concern calls to the discharged patients since 2006. In 2015, five volunteer’s teams were developed (Fall Prevention, Summer & Winter Surge, Respiratory, Total Joint Replacement, Integrated Care for High Risk Elders) with clinical collaboration of the Department of Medicine and the Department of Orthopaedics & Traumatology. This volunteer telephone concern service is aiming at to reduce re-admission through early detection and brief assessment. The recruited volunteers were trained by doctor, nurse and social worker on different aspects, including skills on symptom detection, influence of winter surge on elder, health tips on hot weather and advanced skills on phone concern etc.

Objectives
1. To interview the discharged patient and fill in the form/questionnaire provided by clinical partners
2. To provide psycho-social support and caring
3. To provide post-discharge follow-up where necessary
4. To introduce community support where necessary

Methodology
Social worker of Community & Patient Resource Department (C&PRD) acted a coordinator on volunteer recruitment, provision & coordination of trainings, service supervision, communication between volunteers & clinical partners, case referral to community formal service. Clinical partners acted a facilitator on preparing protocols/forms/questionnaire, case referral, handle special cases, case follow up.

Result
In 2014, a total of 381 cases were referred from clinical partners and a total of 1,794
phone calls were made. By rendering regular concern call, the volunteers provided basic medical knowledge and health screening to the frail elders and high risk patients. The volunteers also advocated the concept of self-management and patient empowerment to them. This helps to reduce unnecessary re-admission in long run. Conclusion According to the positive feedback from trained volunteers shared on the evaluation meeting, it is a meaningful volunteer service on closely work with clinical partners for health detection and assessment. The development of the volunteer telephone concern found effective in building a sense of care and harmony for the patients. The collaborative effort by C&PRD and clinical partners also demonstrates the better utilization of existing community resources “VOLUNTEER”.