

CR Mentor Study

2 Weeks Post-Discharge Telephone Script

The study coordinator starts by reviewing any notes from the inpatient discussion. The study coordinator will then check TWH CR referral tracking sheet to see if a CR referral has been received for the patient (yes/no), if they were referred to a site closer to home (yes/no) and if the patient has been invited to an education day (yes/no), and if they attended or not (yes/no). Study coordinator will record any important information from inpatient discussion and referral information on a form for the CR mentor to facilitate the phone call.

“Hello Mr/Ms._____. This is your cardiac rehab mentor _____ (your name), calling. I came to visit you while you were in hospital a couple of weeks ago, and I wanted to call to see how you are doing.

Do you have a few minutes to chat?”

If no: find another time.

If they are not willing: thank them for their time and hang up.

If yes: CR mentor begins phone conversation as per below:

“I hope you received the card I sent you? (*if not received: confirm address and re-send*)

How have you been doing since you were discharged from the hospital?”

Patient answers; cardiac rehab mentor listens and offers support (but no clinical advice)

“While you were in hospital we discussed cardiac rehabilitation. Do you remember what cardiac rehabilitation is?”

Patient answers; if no: cardiac rehab mentor can give the patient a refresher:

“Cardiac rehabilitation is important for patients like you who are recovering from a heart problem. Health care professionals work together in cardiac rehabilitation programs and assist you with getting the treatments you need to get stronger and healthier. This process includes risk factor identification and modification in an effort to prevent disease progression. The program promotes exercise, adoption of healthy eating habits and understanding your medications. Cardiac rehabilitation had been shown to help people with heart problems live longer and have better life enjoyment than people who do not go to cardiac rehabilitation. The typical schedule is 2 visits a week, for ~ an hour and a half, for ~ 4 months.”

“When we last talked, we discussed you participating in cardiac rehabilitation at _____ (program name). I see you [*have been referred/ I see you have not been referred*], is that correct?”

If referred: “That is wonderful! Do you have any questions about your upcoming appointments?”

If not referred: “Since your referral has not been received by the program I encourage you to contact your healthcare provider and ask them to submit a referral form. When is your next doctor’s appointment? I could provide you the referral form to take with you just in case.”

For both answers cardiac mentor continues onto next section.

“Are you planning to join the program?”

If yes: “Great news! I am sure you will enjoy it!” Did you have any questions or comments about getting there, parking or what to wear, for example? *Answer questions.*

If no: “I am sorry to hear that. What is keeping you from joining?” *Cardiac mentor listens and supports patient to come up with solutions to any barriers mentioned. Help them problem solve barriers to participating in the program (time, cost, don’t think it is needed).*

- *Eg., potentially a home-based program if they have difficulty with transportation, or caregiving responsibilities (time), although not all patients may qualify depending on each CR program’s eligibility requirements (make this clear to patient if using this example)*
- *E.g., get a referral to a local pool if they have joint pain*
- *Eg., if they are returning to work, get them in the program only until their return to work date*
- *Time: The programs are usually offered at different times of the day.*
- *Cost: there are no costs at most programs. You do have to pay for parking though*

- *If they say they don’t need it: Talk about the benefits of the program. Cardiac rehabilitation programs can help you:*
 - *Feel better*
 - *Reduce your risks for future heart problems*
 - *Adopt healthy habits*
 - *Understand how your heart health can affect your emotions*
 - *Manage stress*
 - *Exercise safely and regularly*
 - *Return to your usual activities as soon as possible*
 - *Help you to be more likely to live a longer, fuller life*
- *Ensure it is a collaborative conversation to strengthen the patient’s own motivation for and commitment to enroll in rehab (i.e, ask patients what they think would happen if they did join? Or if they didn’t join? E.g., Perhaps they could play with their grandchildren or garden).*

The staff are very nice. I have met them personally and can tell you it is worth it, for your health and for your well-being.

If patient has not yet attended a CR education or other session:

“Would it be helpful if I called you back in a couple of weeks to see how you are doing?”

If yes: decide on mutually-convenient date and time. Record.

If no: “Do you have any other questions or is there anything else I can help you with?

Once they are answered: “Ok take care of yourself!” Cardiac rehab mentor hangs up.

Mentor TO Dos:

-Document call on form

-If clinical questions of issues are brought up during the phone call the CR mentor should direct patient to go to emergency if urgent or contact family doctor/cardiologist if issue is not urgent