

5. Patients have telephone or office follow-up within 14 days of medication initiation.
 Goal: Follow-up within 7-14-days for 70% of patients.

Common Problems

Common Solutions

Practice does not maintain follow-up portion of Patient Log.

Studies indicate that 20-30% of families not having contact with the office during the 1st month of therapy stop medication.

- Assign Log Manager
- Keep Patient Log in accessible location and track follow-up
- Use follow-up portion of the log to determine when phone call needs to be made for each patient
- Review log weekly to make sure calls are being made
- Document on log when calls are made

Parents not calling the office by 14 days.

Note: Data from 60 community practices indicates that no practice does better than 67% when relying on parents to initiate the call.

Practice to assign a person or team to place follow-up phone calls when the parents do not call in to practice.

Nobody was given the responsibility or time to place follow-up calls.

Assign an ADHD Log Manager or pair to check the Patient Log at a specific blocked off time each week and give them time to place follow-up phone calls using the Phone Script.

Log manager is not comfortable making ADHD follow-up phone calls.

- Provide manager with the Phone Script and instruct them on use.
- Have manager train additional staff to use the Phone Script and make calls.

Follow-up calls started at 14 days, but the family was not reached and therefore, contact with parent was after 14 days.

Initiate follow-up calls starting 7 days rather than at 10-14 days.

Ask parents to call the office after 7 days and have a designated person place the follow-up call between 7-10 days.

For practices with EMR, PCP sends flag reminder to themselves or to designated phone-caller to make phone call 7-10 days after medication is started.

Follow-up contact is not documented in the patient's chart.

PCP or nurse who speaks with family documents conversation in the chart or inserts Phone Script into the chart.

PCP or nurse speaks with family, communicates discussion to Log Manager so that the call is documented on Patient Log.