

Following Up With Patients 'Gone Home'

By Judith A. Greenfield, PhD, RN

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In his [interview](#), Dr. Feldman talks of the need for physician accessibility when patients go home after surgery. This is also addressed on *Second Opinion*, Volume I¹ – in a conversation entitled “Would You Go to a Doctor Like You?” In it, Dr. Neil Baum, a practicing urologist, talks about ‘moments of truth’ when physicians can improve interactions and relationships with their patients.

One such ‘moment’ is after the patient goes home, having had a procedure done. Here Baum recommends follow-up calls within a day or two. If physicians cannot make the calls themselves, he advises that they have their nurses call for them, telling patients: “the doctor is tied up now but wanted me to call to see how you are doing and if you have any questions.” Those patients who the nurse thinks should speak directly with the doctor can then be told that the doctor will call that night and be given a time frame for that call – asking the patients to be home and to keep the phone line free. What do you think? Wouldn't you like to go to a doctor like that?□

¹ *Second Opinion*, produced and edited by practicing physicians, is exclusively distributed by Connetics Corporation.

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