

Staff Education Tool: COPD: Phone Monitoring Assessment Guide

REVIEW PURPOSE OF TELEPHONE CALL WITH PATIENT:

- | | |
|---|--|
| <ul style="list-style-type: none"> To check for current signs or symptoms of worsening COPD To answer any questions you may have about COPD | <ul style="list-style-type: none"> To promote early action for worsening COPD To help you to overcome problems with self-care management |
|---|--|

ASSESSMENT OF CURRENT CONDITION- Questions to ask:

How have you felt since the last telephone call/home visit? __Better __Same __Worse	What is your level of shortness of breath (0-10 scale) When does shortness of breath occur – with activity or at rest?	Are you feeling more tired than usual?
Are there any changes in your cough? __New cough __How often __When __Mucous production	Are there any changes in your leg, ankle, abdomen swelling?	Have you had any episodes of chest pain? • When did pain occur – with activity or at rest? • Actions taken
Do you have any feelings of restlessness, or confusion?	Have you had any episodes of dizziness or lightheadedness? • When did this occur? - with activity - with standing or other position changes?	Medication use • Are all prescriptions currently filled? • Any problems with taking medications? • Any evidence of side effects?
Are you using Oxygen as prescribed?	Describe current level of activity and exercise	Are there any other problems that you can tell me about?

REINFORCE AND PROVIDE PATIENT EDUCATION BASED UPON ABOVE ASSESSMENT AND ANY PATIENT QUESTIONS/CONCERNS:

When to call the home care agency/when to call the physician • Review Patient COPD Action Plan	Medication teaching • Purpose of medications • Side effects • Scheduling doses • Missed doses and actions to take	Dietary implications
Activity and exercise • Self-monitoring for fatigue and shortness of breath • Symptoms indicating need to stop and rest	Physician follow-up • Has appointment	Other interventions taken as a result of assessment: • Telephone call to physician regarding: <hr style="width: 80%; margin-left: 20px;"/> • Initiate actions (use COPD Decision Support Tool)