



# Post-Discharge Escalation Pathways

This template outlines a standardized post-discharge escalation process used by discharge care specialists through Altrix Group's Call Navigator technology. The goal is to ensure patient safety, compliance, and timely intervention by routing issues to the appropriate clinical staff when needed.

## Step 1: Call Initiation

Greet patient and verify identity  
Confirm discharge occurred within the last 72 hours

## Step 2: Scripted Follow-Up Questions

- Ask standardized questions about:**
- Medication understanding
  - Follow-up appointments
  - New or worsening symptoms
  - Barriers to care (e.g. Transportation, Home Support)
  - Assess care received, needs met, ways to improve
  - Additional needs or concerns

## Step 3: Evaluate Responses

- Ask standardized questions about:**
- Confusion about medications
  - Missed or unscheduled follow-up appointment
  - Reports of pain, shortness of breath, fever, or worsening symptoms
  - No transportation to follow-up
  - Emotional distress or confusion

## Step 4: Escalation Pathway

**High Risk**  
Immediate escalation  
to clinical team (RN,  
NP, or MD on call)

**Moderate Risk**  
Submit call report to  
charge nurse within 2  
hours

**Low Risk**  
Document in Call  
Navigator and mark  
follow-up complete

## Step 5: Documentation & Closure

- Log call outcome in Call Navigator
- Mark status (Completed, Voicemail, Escalated, Unreachable)
- Route summary to clinical team as needed

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