



# Follow-up care after discharge

Help patients get care within 7 days after discharge

If any of your patients have recently been discharged from an emergency department or an inpatient hospital stay with a mental health (MH) or substance use disorder (SUD) diagnosis, you play an important role in ensuring that they receive appropriate follow-up care after discharge.

## Tips for success

- Discuss the importance of attending appointments with patients and suggest they set up a reminder in their phone/calendar.
- Send reminders to patients/caregivers ahead of the appointment.
- Ask patient, “Is there is a support person you would like to have at the first appointment with you?”
- Ask patient, “Do you have transportation or other reasons that would keep you from attending your appointment?”
- Suggest a virtual appointment, if applicable.
- Outreach to reschedule and discuss the need for additional support for patients who cancel or miss an appointment.

Virtual visits are an effective way to provide care within 7 days after discharge.



## Helpful tools and resources

These resources can assist you and your patients with follow-up care after discharge:

[providerexpress.com](https://www.providerexpress.com)

Access resources for your patients on mental health, substance use and crisis support like educational materials, screening tools and assessments.

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[Recovery and Resiliency Toolkit](#)

Determine personal strengths and facilitate recovery and wellness planning.

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[Medication for opioid or alcohol use disorder \(MOUD or MAUD\)](#)

Learn more about MOUD and MAUD.

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[liveandworkwell.com](https://www.liveandworkwell.com)

Access patient education materials and mental health and substance abuse provider information, use guest access code “clinician.”

\* National Committee for Quality Assurance 2022 HEDIS Specifications. See [NQF-Endorsed Measures at ncqa.org](https://www.ncqa.org).

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