To achieve the results we’ve described in terms of clarifying discharge instructions, ensuring understanding of medications and side effects, and arranging for follow-up care, best practice recommendation is attempting to call 100 percent of eligible patients with a contact rate of 60 percent or higher. If you have a limited amount of time, call high-risk patients first. If you want to maximize your contact rate, call elderly patients on morning shifts and working folks on evening shifts.

**Figure 4.5**
Post-Visit Phone Calls - ED Satisfaction and Contact Rate

Note the positive correlation between the increase in ED patient satisfaction as this ED improved its contact rate with post-visit phone calls. Willamette Valley Medical Center in McMinnville, OR, began making post-visit phone calls in June 2011. In August, they attempted 97 percent of discharged patients and connected with 50 percent.