

## Staff Education Tool: Heart Failure: Phone Monitoring Assessment Guide

### REVIEW PURPOSE OF TELEPHONE CALL WITH PATIENT:

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| <ul style="list-style-type: none"> <li>• To check for current signs or symptoms of worsening HF</li> <li>• To answer any questions you may have about HF</li> </ul> | <ul style="list-style-type: none"> <li>• To promote early action for worsening HF</li> <li>• To help you to overcome problems with self-care management</li> </ul> |
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### ASSESSMENT OF CURRENT CONDITION- Questions to ask:

How have you felt since the last telephone call/home visit? ___Better ___Same ___Worse	What is your weight today? _____ • How does that compare to previous weights?	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	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?	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 HF Action Plan	Medication teaching • Purpose of medications • Side effects • Scheduling doses • Missed doses and actions to take	Dietary implications • Low sodium diet • Avoid alcohol • Other as prescribed:
Activity and exercise • Self-monitoring for fatigue and shortness of breath • Symptoms indicating need to stop and rest	Physician follow-up • Has appointment	<b>Other interventions taken as a result of assessment:</b> • Telephone call to physician regarding: _____ • Initiate actions ○ (use <b>HF Decision Support Tool</b> )