

# NICU Follow-Up Call Elements



A NICU representative should call the family **within 3 days** after discharge.

(The NICU representative could be a nurse, patient navigator, discharge coordinator, PA or NP, social worker, or other person as designated by unit criteria)

During the follow-up call, the NICU representative will assess the family's understanding of:

- Discharge conditions and instructions
- Feedings and how to mix the feeding
- Medications and medication instructions
- Follow-up appointment dates/times and reason for appointment, referrals

The NICU representative will also inquire regarding:

- General well-being of infant and family, including family mental health
- Any anticipated or unanticipated issues/challenges
- Referrals/appointments that have not been made and assess barriers



Florida Perinatal  
Quality Collaborative

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