

Health Call INR – Automated Telephone call one.

Warfarin clinic: Tel: 01388 455280

1	Hello this is the Warfarin clinic at County Durham and Darlington Foundation Trust. You have a call waiting, press any key to connect.	If no reply, will call back in 30mins.
2	Hello, this is a call for.....(Patient name) If I am speaking to(Patient name) please press 1 . If this is not(Patient name), please press 3.	If 3 pressed, it will ask if ...patient is available to speak.
3	Hello.....(patient name) I am calling from the Warfarin clinic to collect your INR reading. IF it is ok to speak now, please press 1 . If it is not OK to speak now, please press 3.	If 3 is pressed, the call is repeated in 30mins.
4	I will now ask you to enter your INR reading. The reading on the INR monitoring device should be between 0.8 and 8.0. If the reading is between 0.8 and 8.0, please press 1. If the INR reading is not between 0.8 and 8.0, please press 3.	If 3 is pressed, it will ask you to phone the Warfarin clinic.
5	Please enter both digits of the INR result using the star key on your key pad as the decimal point. For example, if your INR result is 2.5, please press 2 star 5.	It will repeat this if a valid reading is not entered.
6	Thank you. The INR reading you entered is X point Y. If this is correct, please press 1. If this is not correct please press 2.	
7	Thank you for giving me your INR reading.	
8	I will now ask you about your Warfarin dose. What dose of Warfarin are you due to take today? Please enter today's Warfarin dose in milligrams, using the star key on your key pad as the decimal point. When finished press the hash key. For example, if your dose is 4.0milligrams, please press 4 star 0, followed by hash.	It will repeat if a valid reading is not entered.

9	<p>Thank you. The Warfarin dose you entered is X point Y milligrams. If this is correct please press 1. If this is not correct, please press 3.</p>	<p>It will repeat if a valid reading is not entered.</p>
10	<p>I will now ask you some general questions.</p> <p>Have you had any changes to your medication since your last INR reading?</p> <p>If you have had changes to your medication, please press 1. If you have not had any changes to your medication, please press 3.</p> <p>Note- this means any medication, eg. Pain relief, antibiotics etc..</p>	<p>Pressing 1 will alert the Clinic, and will ask you to contact the Warfarin clinic.</p>
11	<p>Have you had any bleeding symptoms?</p> <p>If you have had any bleeding symptoms, please press 1. If you have not had any bleeding symptoms, please press 3.</p> <p>Note- bleeding symptoms may be unexplained bruising or bleeding such as nose bleeds.</p>	<p>Pressing 1 will alert the clinic, and will ask you to contact the Warfarin clinic.</p>
12	<p>Have you missed any doses?</p> <p>If you have missed any doses, please press 1. If you have not missed any doses, please press 3.</p> <p>Note- this means you have forgotten to take a dose of warfarin.</p>	<p>Pressing 1 will alert the clinic, and will ask you to contact the Warfarin clinic</p>
13	<p>Thank youfor giving me your INR reading and answering my questions. If you have given your INR reading before 12 noon, you will receive your dosing instructions at your chosen time today.</p> <p>If you need to speak to someone in the Warfarin clinic, please call us on 01388 455280. We are available Monday to Friday, 9am to 5pm. Goodbye.</p>	