

**Health Call INR – Automated Telephone call two- Dosing instructions**

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, another call will be made in 30 mins and repeated 3 times if necessary.
2	Hello, this is a call for.....(patient name) If I am speaking to ....(patient name) <b>please press 1</b> . If this is not.....(Patient name), please press 3.	If 3 pressed, it will ask if.....(patient name) is available to speak.
3	Hello.....(patient name) I am calling from the Warfarin clinic with your dosing instructions. 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 will end and a call back in 30 mins will be made.
4	I will now provide you with your warfarin dosing instructions and details about your next INR test. Please make sure you have some paper and a pen to hand. It is important that you listen to all the instructions and do not hang up the telephone until the end of the call. Press any key when you are ready.	
	<b>Note- dosing will be given in one of the following 4 ways;</b>  <b>Daily dosing, alternate day dosing, weekend/weekday dosing or 7 day dosing</b>	
5	<b>Daily dosing instruction</b>  Your new warfarin dosing regime is the same dose every day. Your new dose is X.Y milligrams per day.  I will now ask you to confirm by entering your new dose on the keypad, using the star key on your key pad as the decimal point. When finished, press the hash key. For example, if your new dose is 3.5 milligrams, please press 3 star 5, followed by hash.  Please now enter your daily dose.	If an incorrect dose is entered, the dosing instructions will be repeated and you will be asked to re-enter the reading

6	<p><b>Alternate day dosing</b></p> <p>Your new warfarin dosing regime is alternate doses. On day 1, your dose is X1.Y1 milligrams On day 2, your dose is X2.Y2 milligrams From day 3, repeat these doses on alternate days until your next test. Please enter your day 1 dose Now please enter your day 2 dose</p>	<p>If an incorrect dose is entered, the dosing instructions will be repeated and you will be asked to re-enter the reading</p>
7	<p><b>Weekday/weekend dosing</b></p> <p>This dosing regime identifies doses to be taken for weekdays and weekends.  You will be asked to re-enter the dosages heard.</p>	<p>If an incorrect dose is entered, the dosing instructions will be repeated and you will be asked to re-enter the reading</p>
8	<p><b>7 Day dosing pattern</b></p> <p>The dose for each day of the week will be read out in this call. You will be asked to re-enter the dosages heard.</p>	<p>If an incorrect dose is entered, the dosing instructions will be repeated and you will be asked to re-enter the reading</p>
9	<p>Please take your next INR reading on .....(M,T,W,T), the (1-31<sup>st</sup>) of (J,F,M,A,M,J,J,A,S,O,N,D). We will call to collect your INR reading.</p> <p>To confirm, please enter the day and the month of your next INR reading into your keypad using 2 digits for the day and 2 digits for the month. For example, 3<sup>rd</sup> October would be 0310.</p>	
10	<p>Thank you. If you need to speak to someone in the Warfarin clinic, please call us <b>on 01388 455280</b>. We are available Monday to Friday, 9am to 5pm. Goodbye.</p>	

