



Going Home? Five Questions Before You Leave

Ward poster for patients and families — the questions that prevent readmission

GOING HOME?

Five questions before you leave

	Ask
1	What is my diagnosis — in words I can repeat to my family?
2	Which medicines do I take, when, and why? What has changed?
3	What should I watch for — and what would mean I must come back?
4	Who do I call if I am worried? Name and number, day and night.
5	When is my follow-up — where, and with whom?

Then say: "Can I repeat that back to you, so I am sure I have it right?" — That is called teach-back. It is your right, and it is how the ward knows the plan is clear.

If you are sent home without these answers, ask for the nurse in charge. If you want to tell someone independent how it went, scan the Patient Voice code on the ward.

ASF standards: Standard 6 — discharge; Standard 2 — patient information; Patient Voice