Standard operating procedure (SOP) · HOS-SOP-011 · Version 1.0 · Approved by the ASF Expert Committee

Supports: System S1 (Hospital), criterion S1.11

At a glance

- Identify higher-risk patients at discharge using the set criteria.
- Book a follow-up call or visit for each one.
- Record each follow-up and its outcome.
- Act on every problem found the same day.
- Stop and get help straight away if: a higher-risk patient has not been contacted within the set time after discharge.

1. Purpose

To check on patients at higher risk after they leave, so that problems are found early (S1.11).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

Some patients are more likely to deteriorate after going home. A defined follow-up, with the outcome recorded, finds them in time.

5. Responsibilities

Role	Responsibility	Competence
Discharging clinician	Identifies higher-risk patients	Doctor or nurse
Follow-up nurse	Makes the follow-up and records the outcome	Trained

6. Materials and equipment

Item	Requirement	Condition
Post-discharge follow-up register (HOS-REG-003)	Current	Updated daily

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Identify.

- Use the criteria for higher risk at discharge, and mark the patient.

Key point: Mark at discharge, not later.

Step 2. Contact.

- Call or visit within the time set.
- Check the key points of the aftercare plan.

Key point: The call is short and specific.

Step 3. Record and act.

- Write the outcome on the register.
- Act on each problem the same day, and tell the clinician.

Key point: A problem found but not acted on is a failure.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Higher-risk patients with follow-up	At least 70%	Monthly	Ward manager	Escalate to clinical director
Problems with action the same day	100%	Monthly	Ward manager	Escalate to clinical director

14. Records

Record	Kept in	Retention

Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
HOS-REG-003	Post-discharge follow-up register	Register

17. Evidence

Reference	Note
E-009	Higher-risk criteria set by the ASF Expert Committee by the clinical director.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

No e-learning course is linked to this document yet.

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)

- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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Related standard

- **Standard 42: Aftercare, Follow-Up and Post-Discharge Safety**

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