

# UNANSWERED CALLS – Outreach and Follow-up CALLS

## GENERAL GUIDELINES FOR ALL CALLS:

- Attempt to call at different times of day.
- Leave voicemail once a day, if possible.
- **Each unanswered call must be recorded in separate auto-logs.**

## OUTREACH CALL (CASES AND CONTACTS):

- **CALL 8 TIMES OVER 3 DAYS\***
  - DAY 1: First unanswered call, leave voicemail, if possible and attempt 2 more times in rapid succession to give person time to understand purpose of call and pick up. Call again at a time later that day. (Day 1 = 4 calls)
  - DAY 2: Call 2 times/day
  - DAY 3: Call 2 times/day
  - After final attempt: Record 'Outreach Outcome': 'Was Never Reached'. Status will automatically update to 'Closed'.

## FOLLOW-UP CALLS (CASE):

- **CALL 2 TIMES/DAY FOR 2 DAYS\***
  - After each unanswered call, assign task to yourself or teammate (if you are not working on next day).
  - After final attempt, close record "Lost to Follow-up"

## FOLLOW-UP CALLS (CONTACTS):

- **CALL 1 TIME/DAY FOR 3 DAYS\***
  - After each unanswered call, assign task to yourself or teammate (if you are not working on next day).
  - After final attempt, close record "Lost to Follow-up"

❖ "Day" refers to 24-hour time period. If 1st call is at end of Day 1, additional Day 1 calls continue for following 24 hrs.

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