

Follow-Up Calls After Perinatal Loss

1. Initial Contact and Documentation

- Ensure all perinatal losses (neonatal death, fetal demise, D&C procedures, and on-campus fertility clinic losses) are documented.
- Confirm patient contact information and preferred method of communication.
 - Have a communication tool that has pertinent information regarding the patient and family to use for follow-up (e.g. baby name, funeral arrangements, other children's or family member's names)
- Maintain an updated template on the hub for tracking and consistency.

2. Timing of Follow-Up Calls

- First Call: 2 weeks after loss.
- Second Call: 4 weeks after loss.
- Ongoing Support: Monthly for the first six months, unless additional support is needed.
- 9 months after loss.
- 1 year (1st anniversary after loss)

3. Conducting the call

- Use a calm, compassionate tone.
 - Introduce yourself and your role.
 - Express condolences and support.
 - Check in on emotional well-being and available support systems.
 - Ask how they are feeling and if their needs have changed.
 - Take notes on funeral arrangements, provider follow-up, mental health, and resource needs.
 - Offer resources such as support groups and counseling.
 - Discuss any concerns related to medical follow-up, funeral arrangements, sleep, nutrition, and partner/family support.
 - Reaffirm available support and encourage them to reach out anytime.
 - Provide contact information and let them know when you will be following up again.
- If the patient is tearful or emotional, allow space for them to share.
- Take notes on key details: previous conversations, funeral arrangements, provider follow-up, mental health, and resource needs.
- Recognize that each person's grief journey is unique—be adaptable in approach.
- Use a calm, compassionate tone.
- Follow the template but be flexible to the family's unique needs.
- If the patient is tearful or emotional, allow space for them to share.
-



- Take notes on key details: previous conversations, funeral arrangements, provider follow-up, mental health, and resource needs.
- Reaffirm available support and encourage them to reach out anytime.

Sample Phone Script for Follow-Up Calls

Introduction:

"Hello [Patient's Name], my name is [Your Name], and I am [Your Role] with [Hospital/Birth Center]. First, I want to say how deeply sorry I am for your loss. I know this is a difficult time, and I wanted to reach out to check in on how you are doing and see if there's anything we can do to support you."

Offering Support:

"We have resources available, including support groups and counseling services, and I want to make sure you have the information you need. Have you been able to connect with any support systems, or is there anything you feel you need at this time?"

Providing Additional Resources:

"I also wanted to check in about any follow-up appointments, funeral arrangements, or any other logistical concerns you may have. Is there anything you need assistance with?"

Closing:

"I will be reaching out again in [time frame], but please know you can contact us anytime if you need support. Please take care [Patient's Name] and know that we are here for you."