COVID-19: My discharge checklist

My conversation about going home

You’ve been through a lot during your illness, and it’s almost time to leave the hospital. Here’s a checklist to help get you ready and make it easier. It’s been put together with patients, for patients. This checklist will make it easier to find answers to questions like:

- What happens next?
- How do I take care of myself?
- Who do I contact for more information or help if I need it?

Use this checklist with other information you’ll get from your healthcare team about your hospital stay and what comes next.

Your healthcare team will talk with you about leaving the hospital. If you haven’t had this conversation yet, ask them about it.

Ask someone you trust to be with you for this conversation. It could be a family member, caregiver, friend, or other support person. They can be with you in person, by phone, or video chat through Facebook, Skype, or Zoom.

If this isn’t possible, you can record your conversation about going home using:

- your phone’s voice recorder, or
- the Alberta Health Services (AHS) My Care Conversations app.

My medicines

You’ll get detailed instructions about your medicines from your care team before you go home.

Be sure you know about all of your medicines, new prescriptions and what you take at home. Check to see if these statements are true for you. If you have questions, ask your healthcare team or pharmacist.

☐ I have my medicine schedule, and after I go home I know when to safely take my medicines.
☐ I know about any changes made to my medicines while I was in the hospital.
☐ I know what medicines I can safely take for pain after I go home.
☐ I have my prescriptions (if needed) to be filled after I go home.
☐ I’m worried about paying for my medicines. (See the My Care Options section for information.)
☐ I have a plan for how I will get my medicines from my pharmacy.

If you’ve been told to isolate, you cannot go into the pharmacy. You’ll need to go straight home. Talk to your pharmacist about delivery or pick-up options. You may have to pay for these services.
My questions and concerns

Before you leave the hospital, here are some questions you may want to ask your health care team.

About isolation and testing
- How long am I contagious?
- Do I still need to follow public health guidelines even though I’ve already had COVID-19?
- Do I know how to safely isolate after I go home?
- Do I know what I can and can’t do while in isolation?
- Do I need to be re-tested for COVID-19 after I get home?
- Do members of my household need to isolate or be tested for COVID-19?

Find more information to help answer your isolation questions by visiting ahs.ca/isolation.

About follow-up appointments and tests
- Does my family doctor, community health team, or other supports know I was in the hospital for COVID-19?
- When should I follow up with my family doctor?
- What other appointments will I need after I leave the hospital? Have these been booked or do I need to book them? Do I have the contact information?
- Do I understand which tests or bloodwork I may need once I leave the hospital?

About additional care or equipment
- Do I need Home Care services and supports?
  - Has a referral been sent?
- Why am I being referred to Home Care?
  - When can I expect a call?
  - Who should I contact about Home Care?
- Will I need special equipment or supplies like oxygen?
  - How do I get these?
  - Who do I talk to before I leave the hospital to arrange equipment or supplies and answer questions I have?

About going home
- I received the following handouts:
  - Coronavirus Disease (COVID-19): Care Instructions,
  - Coronavirus Disease (COVID-19): How to Manage Symptoms,
  - How to Care for a COVID-19 Patient at Home.
- How will I safely get home if I still need to isolate? (If you’re worried about how to get home, talk to your healthcare provider before you leave the hospital.)
- If I am discharged over the weekend:
  - what are my care options if services aren’t available until the next working day? (See the My care options section below.)
  - do I have a plan for my medicine to get me through the weekend?
- Will a healthcare provider contact me to see how I’m doing once I’m home?
- Do I have an Advance Care Plan or Green Sleeve to take home?

About worries I may have after I leave the hospital
- Where can I get help if I’m:
  - not able to return to work?
  - needing help with food, clothing, shelter, or transportation?
  - struggling with my emotions or worried about how I’m doing?
  - looking for more strategies to manage my on-going symptoms? (See the My care options section below.)
If your COVID-19 symptoms get worse, get medical help right away. Let them know that you’ve been in the hospital for COVID-19.

| My care options | Call 911 if you’re seriously ill and need medical help right away. Tell them you may have COVID-19. For example:  
|                  | • You have severe trouble breathing or severe chest pain.  
|                  | • You are very confused or not thinking clearly.  
|                  | • You pass out (lose consciousness). |
| **911 Emergency Services** | Emergency departments help you with your emergency health needs anytime day or night. They provide you with care for major trauma, cardiac events, injuries, and general medical problems. |
| **Emergency Department** | If you have an emergency, call 911. |
| **Urgent Care** | Some communities have Urgent Care services you can go to without an appointment. For example, if you have health concerns that are unexpected, not life-threatening, but need same-day treatment.  
|                  | **Urgent Care services are located at:**  
|                  | • Airdrie Community Health Centre  
|                  | • Cochrane Community Health Centre  
|                  | • East Edmonton Health Centre  
|                  | • Okotoks Health and Wellness Centre  
|                  | • Sheldon M. Chumir Health Centre  
|                  | • South Calgary Health Centre |
| **Health Link** | If you have a concern or you’re not sure where to go for help, call 811 to talk to a registered nurse. Health Link is a free telephone advice and health information service. You can call anytime day or night – 24 hours a day. |
| **Family Doctor** | Contact your family doctor if you have new or worsening symptoms like:  
|                  | • you don’t start getting better within 7 to 14 days  
|                  | • you start getting better and then get worse (for example more short of breath)  
|                  | • you think your medicines aren’t working or you’re having side effects from them  
|                  | • you have signs of being dehydrated such as passing only a small amount of urine, a very dry mouth, or feel light-headed  
<p>|                  | Your best option for ongoing health needs is to see your family doctor. This includes non-urgent problems or questions and follow-up appointments. Some family doctors have an “after hours” number to talk with an on-call doctor. Ask your family doctor if this option is available to you. |
| <strong>Addiction &amp; Mental Health</strong> | If you have addiction or mental health concerns, there are confidential services that provide support, information, and referrals. You can call 24 hours a day, 7 days a week. |</p>
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<th><strong>Rehabilitation Advice Line</strong></th>
<th><strong>Call 1-833-379-0563:</strong></th>
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<td>If you're over the age of 18 and are recovering from COVID-19 call for:</td>
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<td>• information about activities and exercises to help with physical problems</td>
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<td>• strategies to manage day-to-day activities affected by these problems</td>
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<td>• how to access rehabilitation services for in-person or virtual visits</td>
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<th><strong>Community and Social Supports</strong></th>
<th><strong>• Alberta Supports:</strong> Get emergency financial assistance to help with basic needs like shelter, food, clothing, and transportation. 1-866-644-5135 (Open 24 hours); <a href="http://alberta.ca/alberta-supports">alberta.ca/alberta-supports</a></th>
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<td><strong>• Alberta’s Income Support program:</strong> You may be able to get help to pay for your medicines if you need it. Contact Alberta Supports Contact Centre at 1-877-644-9992 and <a href="http://alberta.ca/income-support.aspx">alberta.ca/income-support.aspx</a> or contact your Income Support worker</td>
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<td><strong>• Community and Social Services Help Line:</strong> 211 (Open 24 hours)</td>
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<td></td>
<td><strong>• Family Violence Information Line:</strong> 310-1818 (Open 24 hours)</td>
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More information

Addiction and Mental Health
- [ahs.ca/helpintoughtimes](ahs.ca/helpintoughtimes)
- [ahs.ca/covidmentalhealth](ahs.ca/covidmentalhealth)

COVID-19 General Information
- AHS COVID-19 information: [ahs.ca/covid](ahs.ca/covid) (scroll down the page and browse by topic that you want to read about)
- Government of Alberta COVID-19 information: [alberta.ca/covid](alberta.ca/covid)
- Government of Canada COVID-19 information: [canada.ca/covid19](canada.ca/covid19)
- MyHealth.Alberta.ca: [myhealth.alberta.ca/Alberta/Pages/COVID-What-you-need-to-know.aspx](myhealth.alberta.ca/Alberta/Pages/COVID-What-you-need-to-know.aspx)
- Vaccine information: visit [ahs.ca/vaccine](ahs.ca/vaccine) to learn more about booking a COVID-19 vaccine appointment and to get answers to common vaccine questions.

COVID-19 Ongoing Symptoms
- Getting Healthy After COVID: [ahs.ca/healthyaftercovid](ahs.ca/healthyaftercovid)
  - Find information and resources (for example breathing exercises, managing symptoms, recovery clinics)
- After COVID-19: [myhealth.alberta.ca/HealthTopics/After-COVID](myhealth.alberta.ca/HealthTopics/After-COVID)
  - Information and resources to help you recover (available in several other languages)
- Helping You Recover After COVID-19 classes: To learn more and register, call 1-403-943-2584 (long distance charges may apply) or visit [app.bookking.ca/ahlpcalgarypub/index.asp](app.bookking.ca/ahlpcalgarypub/index.asp)
- Rehabilitation Advice Line: 1-833-379-0563
  - Available to Albertans over the age of 18 who are recovering from COVID-19.

Indigenous Health Information
- AHS Indigenous Health: [ahs.ca/covid](ahs.ca/covid) (scroll down and click on Indigenous Peoples)

Other Resources
- AHS Home Care: [ahs.ca/homecare](ahs.ca/homecare)
- AHS Patient Relations Department: call 1-855-550-2555 or visit [ahs.ca/patientfeedback](ahs.ca/patientfeedback)
  - contact them for any patient concerns and feedback
- AHS Spiritual Care Services: [ahs.ca/spiritualcare](ahs.ca/spiritualcare)
  - Spiritual Practices Workbook: [ahs.ca/assets/info/amh/amh-mhpip-spiritual-practices-workbook.pdf](ahs.ca/assets/info/amh/amh-mhpip-spiritual-practices-workbook.pdf)
- Health Quality Council Alberta: It’s Okay to Ask handout: [hqca.ca/wp-content/uploads/2018/05/HQCA_It_s_Okay_to_Ask.pdf](hqca.ca/wp-content/uploads/2018/05/HQCA_It_s_Okay_to_Ask.pdf)
- MyHealth.Alberta.ca: [myhealth.alberta.ca](myhealth.alberta.ca)
  - trusted, easy-to-understand health information and tools for Albertans

Share Your Thoughts!
Did you find this checklist helpful? Do you have suggestions to make it better? Let us know by doing a short survey at [https://bit.ly/3iG5gZN](https://bit.ly/3iG5gZN) or scan the QR code.