

Handout 3 – Hospital, Hospice and Care Homes questions

Use this handout to help you enter the questions in the Being in hospital, a hospice, residential or nursing care section of the script.

Answer combinations questions on PIP1	How to answer questions on telephony script
Are you in hospital or a hospice as an in-patient now? Answered No . and Have you been in hospital or a hospice in the last 4 weeks? Answered No .	Record the answer to 'Are you in hospital as an in-patient today?' as No .
Are you in hospital or a hospice as an in-patient now? Answered Yes . and Any answer (including not answered) to questions below: Have you been in hospital or a hospice in the last 4 weeks? When did you go in?	Record the answer to 'Are you in hospital etc today?' as Yes . Record the answer to 'Were you in hospital etc yesterday?' as Yes .

Please note: The questions on page 11 of the PIP1 regarding care homes should be input onto PIPCS in the same way.

PIP17 Paper Claims

If it is unclear from the answers on the paper form whether the claimant is referring to a hospital or a hospice, you should complete the script as if it is a hospital.