

## Appendix 1 Nurse call script

### Script for Nurse Calls

*Italicized sections verbatim (from validated tools), other parts are suggestions*

1. Introduction and reason for call. If patient declines, reinforce the importance of understanding their baseline pain and tracking it over time

#### Week 1 Call

2. Initiate assessment of pain response to palliative radiation by asking: *“You underwent radiation in [Month, Year] to treat your pain at [site]. In the last 72 hours, what is the worst pain you have had at this location on a scale of 0-10?”* Explain the 0 and 10 on the pain scale if needed.
3. Inquire about radiation-related side effects, including pain flare and other site-specific side effects
4. “The following questions apply to the past [# days] since you finished treatment:
  - a. How many times have you visited the doctor’s office for pain control?
  - b. How many times have you had chemotherapy or other IV treatments for pain control?
  - c. How many times have you had any other procedures done due to pain?
  - d. How many times have you visited urgent care or the emergency room due to pain?
  - e. How many times have you been admitted to the hospital due to pain?”
5. Ask the patient if they have any other questions or issues to discuss related to their bone pain. Thank the patient for their time and let them know the time frame for when to expect the next phone call.

#### Week 4 and 8 Call

2. Initiate assessment of pain response to palliative radiation by asking: *“You underwent radiation in [Month, Year] to treat your pain at [site]. In the last 72 hours, what is the worst pain you have had at this location on a scale of 0-10?”* Explain the 0 and 10 on the pain scale if needed.
3. Complete the EORTC-QLQ-BM22 and Patient/Caregiver Satisfaction surveys. Explain that we are switching to a different scale for these surveys. *Use the terms “Not at All”, “A Little”, “Quite a Bit”, “Very Much” rather than numbers.*
4. Determine pain medication use by asking: “What pain medications have you taken in the past 24 hours?” For each opioid medication, determine the dose and frequency of each in the past 24 hours. For each non-opioid pain medication, only obtain the name of medication.
5. Ask if the patient has any new sites of pain. If so, assess pain using the “Pain Assessment” section of the “Vitals & Pain” flowsheet, including 0-10 score, pain descriptors, location, duration, aggravating factors, and alleviating factors.
6. If there are other sites of pain, ask where the worst site of pain is. Ask “In the last 72 hours, what is the worst pain you have had at any location on a scale of 0-10?”
7. “The following questions apply to the past [# weeks/months since last phone call]:
  - a. How many times have you visited the doctor’s office for pain control?
  - b. How many times have you had chemotherapy or other IV treatments for pain control?
  - c. How many times have you had any other procedures done due to pain?
  - d. How many times have you visited urgent care or the emergency room due to pain?
  - e. How many times have you been admitted to the hospital due to pain?”
8. Ask the patient if they have any other questions or issues to discuss related to their bone pain. Thank the patient for their time and let them know the time frame for when to expect the next phone call.