**Before you start calling for the day:**

* Notify the BH triage line that you will be making calls and might have a warm hand off for them.

**Before you make the call**

* Pull up and review the patient’s chart
* Look for the last date the patient was seen and which PHC resources the patient utilized
* Record patient responses on a paper copy of PRAPARE
* Document the encounter (using the PRAPARE ECW workflow, page 4) after completing the call

**Script**

“Hello, my name is [your name] and I work at Partnership Health Center. May I ask who I am speaking with? **[Verify name and date of birth]**

Over the past few months, we’ve heard from many of our patients that they have new or increasing concerns about their job, housing, unpaid bills because of the COVID-19 pandemic.

We want to hear about your experiences and understand your priorities. PHC can connect you with resources and others in the community who are working to improve health and wellbeing for everyone in Missoula.”

**[If the patient had bad experience at PHC]**

* “I am sorry to hear that. We are always working to improve at PHC. Did you tell your doctor/SW anyone? Did you feel like PHC addressed it? We have grievance form on our website I can send you – we always like to learn from our patients.”
* “Things have changed a lot since that time. We have a lot of new programs and doctors at PHC and continue to have the sliding fee scale so that everyone can access care.”

**[If the patient says they don’t come to PHC anymore]**

* “Okay, thanks for your time! We are always accepting new patents if you ever change your mind.”
* If it is because of a bad experience – loop back to above

“Do you mind if we ask you a few questions?”

**[PRAPARE questions here]**

“Do you want to learn more about work and conversations happening in your neighborhood?”

* If no, thank the patient for their time and ask if they need help accessing resources.
* If yes: continue

**[Toffer]**

“Many people in the Franklin to the Fort neighborhood are facing financial challenges before and because of the coronavirus that may put housing or other needs at risk. If policies and other actions by our elected officials and local business leaders are going to be successful, they need to be informed by everyday people in Missoula.

I’m working with other neighbors with the support of Partnership Health Center to respond to these pressures. Do you want to get connected to other neighbors in Franklin to the Fort to respond to the challenges facing our community?”

**[Anyone else]**

“Many people in the Franklin to the Fort neighborhood are facing financial challenges before and because of the coronavirus that may put housing or other needs at risk.

If policies and other actions by our elected officials and local business leaders are going to be successful, they need to be informed by everyday people in Missoula.

There is already community organizing work happening in the F2F neighborhood to respond to these pressures. Whether you just want to connect with your neighbors socially, or if you have issues you’d like to discuss with the people who live around you, this is a great venue to do all of the above.

If that sounds interesting, I can pass your information along to Toffer, our health equity coordinator at PHC, and he can tell you a lot more about the work that’s happening and what your involvement could look like.”

If the patients want you to follow-up on an

* Put a note in the excel spreadsheet

**If the patient has behavioral health concerns**

“It sounds like you might be having a lot of stress right now. I work with someone who specializes in helping with these issues, and I would like you to speak with them today to better help me help you. Is it all right with you if I introduce you to her/him?”

* Send an instant message to BH care managers letting them know you will be calling the triage line with a patient
* If you are using a personal phone, add the behavioral health triage line to the call (406-258-2350).
* If you are using a PHC phone, you can call x2350 to reach BH care managers

**Transferring patients to PHC staff**

If you are using a personal phone:

* Find the appropriate staff member and phone number using the PHC phone list (available on PHC’s intranet)
* Press “add call”
* Using the keypad, type 406-258-(appropriate extension here)
* Stay on the line with the patient until they are connected
* At this point, you can hang up

If you are using a PHC phone:

* Find the appropriate staff member and phone number using the PHC phone list (available on PHC’s intranet)
* Using a separate line, call the appreciate staff member to ensure they are available to speak with the patient
* After ensuring their availability, transfer the patient to the staff member

Frequently used extensions:

* Medical scheduling: x4789
* Dental scheduling: x4185
  + Dental staff are frequently too busy to answer calls immediately
  + Let the patient know that our dental staff is very good about checking messages and encourage the patient to leave a voicemail if this issue occurs
* Behavioral health scheduling: x4497
* Social work: x4153
* Behavioral health triage: x2350

**Examples of activity in the neighborhood**

* Patient and Family Advisory Council
* Collaborating with Franklin Elementary (student art walk & behavioral health resources)
* Celebrating our neighborhood greenway
  + Collaborating with Missoula in Motion for a Sunday Streets event along the greenway
* Book club
* Other ideas - we are open to developing and supporting your suggestions
  + Clean Up Day

**PRAPARE/ECW Workflow**