Last updated: July 6, 2020

This PRAPARE call script was developed by Alana McCreery, Becca Goe and Toffer Lehnherr for Partnership Health Center (PHC). We consulted with Marge Baack and Sarah Potts at PHC. Ariel Singer with Oregon Primary Care Association provided valuable insight into empathic inquiry and motivational interviewing that informed the structure and pacing of the script.

**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 as [your job title]. May I ask who I am speaking with? **[Make sure you are talking to the person you meant to call.]** To comply with federal privacy law, I need to confirm your name and date of birth. **[Verify HIPAA.]** Thank you! I’m calling about parts of our society, like housing and transportation, that affect our health and well-being. This phone call is expected to take around 15 minutes. Is this a good time to talk?

**[If no: Is there a day or time that would be better to call you?**

**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/BHP/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

**If yes: continue with script]**

At PHC we are reaching out to learn about all the good and stressful things that are going on in our patient’s lives. Over the past few months, we’ve heard from many of our patients that they have new or increasing concerns about their job, housing, or unpaid bills because of the COVID-19 pandemic. Partnership Health Center wants to hear about your experiences and understand your priorities. We will use this information to help us understand what is going on in our community outside Partnership’s clinic walls. Is it okay if we talk about this?

**[If no: thank the person for their time and remind them to contact PHC if they have any questions or concerns about their health. Mark in the excel spreadsheet that they declined. ]**

**If yes: continue with script]**

I have several questions for you that will help Partnership better understand our patients’ needs and priorities; it is not an application for services. I may be able to connect you with resources and there may be some resources that I won’t be able to provide. Also, I know that some of the questions might feel kind of sensitive, so please feel free to let me know if, at any time, you don’t want to answer any of these questions. It will probably take about 10-15 minutes to get through the next part of our conversation. Is it ok if we talk about your experiences and priorities in your life outside the clinic that might be affecting your health?

**[If no: thank the person for their time and remind them to contact PHC if they have any questions or concerns about their health.]**

**If yes: continue with script]**

Before I start asking you questions, do you have any questions for me?

**[Start with an open ended question to establish rapport:]**

* “How do you feel things are going with your health these days?”
* “How are things going for you these days?”
* “Tell me more about what’s going on for you.”

**[Move into PRAPARE screener. Here are some guidelines for asking questions:]**

* **Frame PRAPARE questions in an open ended way.**
* **Move between a conversational style (for example, transitioning between topics with natural connections) and a structured approach (for example, asking: “Is it okay if I ask you a few more specific questions?”)**
* **Affirm and acknowledge the patient’s strengths with statements like:**
  + **“It takes a lot of strength to deal with all of these issues.”**
  + **“It takes a lot of courage to even let us know how much you’ve been struggling.”**
  + **“I really appreciate your bravery in sharing all this with me.”**
  + **“You’ve been doing a great job of just making things work.”**
* **Give the patient an opportunity to talk about something positive. For example, ask: “What are you finding enjoyable right now?” or “What hobby are you focusing on right now?”**
* **If a patient identifies many resource challenges, ask them to prioritize.**

CLOSING: I really appreciate your time today. The information you’ve shared will help Partnership better understand our patients’ needs and priorities. Do you want me to send you a list of resources?

**[If yes, what is the best way for you to receive a resource list: email or mail?**

**If no, continue:]**

I don’t want to take up any more of your time today, but can **[I/my co-worker, Toffer]** call you back in a week or so to discuss your interest in a group of your neighbors that is building power to address some of the things we talked about today?

**[If no, thank the patient for their time and wrap up the phone call with gratitude.**

**If yes: put a note in the Excel spreadsheet and wrap up the phone call with gratitude.**

**If a 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. Is it all right with you if I introduce you to them?”**
    - **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**

* 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
* Other ideas - we are open to developing and supporting your suggestions
  + Clean Up Day

**PRAPARE/ECW Workflow**