

San Mateo ACE Virtual Screening Script (DRAFT)

Scenario: Families are contacted prior to their appt with Dr. [Name]

Call #1: Introductory Call

Call and ensure that you are speaking to correct person

Hello, my name is [Name] and I am part of the health care team with Dr. Sanjay/Dr. Grady at the [Clinic Name]. I'm calling you because your child ____ has an upcoming appt on ___ with Dr. [Name].

We are calling all our patient's parents to see how you are holding up during these difficult times. That way, I can brief Dr. Sanjay/Dr. Grady on what your concerns are before your appointment.

I want to make sure that you have the time and privacy to talk. Can we schedule a time so I can call you back later today?

Call #2: Check-in/ACE Screening

Hello again. Thank you for being willing to talk to me. Is this a good time to talk?

Everyone is going through a lot of stress these days. With COVID-19, we are all worried about how we are going to feed our families or pay the bills. How has it been for you?

Introduce ACE screening...