

PHASE script

Pt calling to schedule DM care:

We are excited to offer a new type of visit for our diabetic patients in the PHASE clinic on Mondays. (Your PCP) feels you would benefit from this visit. A team will meet with you offering extra support using lifestyle and medication changes that can help keep you healthy. May I schedule an appointment?

If asked:

- The team consists of a nurse practitioner, health educator, pharmacist and nutritionist.
- PHASE stands for Preventing Heart Attack and Stroke Everyday. It is standardized care that has been proven to reduce the risk of heart attack and stroke, being diabetic puts you at higher risk.
- The PHASE visit focuses on diabetes, hypertension and hyperlipidemia, so you can see your PCP for other concerns.

Invitation to first PHASE appointment:

Hello, I'm calling from Sonoma County Indian Health clinic and I'm excited to tell you we've started to offer our diabetic patients a new type of visit in a PHASE clinic. PHASE means Prevent Heart Attacks and Strokes Everyday. (Your medical provider) asked me to call you because he/she thought you would benefit from the extra support we have to offer patients in this clinic. I'd like to schedule you for an appointment with the PHASE team to learn more. We have a team of people who would like to help you make changes in your medicines and lifestyle that will keep you healthy. May I schedule an appointment?

Rooming first PHASE visit:

I see that you are here for a PHASE appointment. It is a great program that helps reduce risk of heart attack and stroke, and we are very happy to have you here today. Here is some more information for you to review while you wait. (Red folder for first visit, video, educational materials)