

Training Script for Outreach

Developed by Tinney Leong BSN RN
La Clinica

Hi, is this <Patient Name>?

My name is <Your Name> and I am a <Staff Role> at La Clinica. I am calling because I wanted to check in on how you are doing, especially with the coronavirus and shelter-in-place.

(Reflection based on what the patient shared and express gratitude for sharing.)

Well, I am here to answer any questions you may have. I can also try to connect you with resources you might need during this time.

Is now a good time for us to chat?

- If patients are **not available**: I like to schedule a time to check in later this week. When is it a good time for you?
- If patients are **available** with f/u then proceed with:

Do you need to talk to your doctor?

- Workflow**: If yes, document concerns and schedule telehealth appt

Do you need behavioral health (or recovery) support?

- Workflow**: If yes, document and schedule telehealth appt

(Asks for permission to continue with outreach TC)

For some people, shelter-in-place or physical distancing can lead to feeling angry, frustrated, depressed, or anxious.

- Do you have one person you could call and reach out for support?
- Who are you closest to in your family? Are they nearby?
 - If family members are nearby, "How do they support you with your recovery?"
 - If no family members or support nearby:
- Do you know how to reach us if you need to speak with someone?
- Provide contact information, review hours of operation, and after-hour services
- Workflow**: Defer to CMs to explore available resources and/or refer to IBH, prn

Review Shelter-in-Place.

- (*Access knowledge*) Do you need more information on shelter-in-place?
 - If the answer is no, "What does shelter-in-place mean to you?"
 - If the answer is yes
 - The state of California is asking everyone to stay inside their homes and away from other people right now. That means staying more than 6 feet away from people.
- Have you been keeping distance from other people?
- Have other people been coming to see you?

One thing that can be hard when we are isolated (explain isolated, prn) and trying to stay home is having to keep ourselves occupied.

- Are you having withdrawals?

Leong2020

- Do you find yourself craving more prescription pills or other substances?
 - If yes, how would you rate your craving
 - Not at all, hardly notice, occasionally, frequently, or nearly all the time*
- How have you managed cravings and triggers in the past?
- Workflow:** If yes, document and schedule telehealth appt

Do you know where to go or who to call to access refills?

- Confirm contact information for preferred pharmacy
- Do you need a Suboxone/Buprenorphine refill?
- Do you have Narcan?
- Do you have any questions about Narcan or how and when Narcan is needed?
 - Remind patients that they can go HGH if they run out of BUP and can not get hold of us
- Workflow:** Let PCP know if they need a refill or Narcan.
- Workflow:** Offer to link them to NA/AA groups and explain how to use Zoom if they don't know-how.

How do you feel about your current health status particularly in the past _____ week(s)? (Reflection)

- Are you having any breathing problems, such as cough or difficulty breathing?
- Are you having any fever?
- Workflow:** Could transfer or schedule patients with PCP for assessment. If they have mental health concerns (e.g. anxiety, depression), ask if they want a phone appointment with IBH.
- If there are no active health concerns - offer assurance*
 - You can always call us if you have any concerns.
 - We have an after-hours provider even overnight. Do you have the number for the clinic?"

Do you have any unmet needs?

- Are you worried about not having enough food?
- How are you getting food and household supplies these days?
- Workflow:** If needed, defer to CMs to explore available resources

How else can we support you? What sort of information do you need from us?

We want to do our best to take care of you and keep you safe. Therefore, please reach out if you have any questions, concerns, or are feeling sick. I appreciate your time and allowing us to be part of your care.