

VENICE FAMILY CLINIC

Prenatal 2 Day Call Back Test #1 Script

10.2.17

- Coordinator picks 5 prenatal patients per week from provider's schedule
- Patient sees provider as usual and completes checkout with Coordinator as usual
- Coordinator notifies patient about this test
 - "We are trying out some new ideas for prenatal checkout. I am going to call you to ask you a few questions today or tomorrow. Please do your best to answer the phone. I will call you between X and X time. Can I verify we have your correct home/cell phone number? Thanks for your help!"
- Coordinator calls patient from X to X time.
 - "I am calling from Venice Family Clinic to ask you a few questions. It will take less than 5 minutes. Are you available now? We are testing new ideas around your after-visit checkout with the coordinator."
 - "How likely is it that you would choose to speak with the coordinator over the phone rather than in-person after your provider visit? With 1 meaning not at all likely and 10 being extremely likely"
 - "Would you prefer to speak with the coordinator in-person after your visit instead of a phone call? Yes, no, or no preference?"
 - "Would you recommend speaking to the Coordinator over the phone to a friend or family member? With 1 being not at all likely and 10 being extremely likely?"
 - "How satisfied were you with your provider visit this week? With 1 being not at all satisfied and 10 being extremely satisfied?"
- Coordinator records answers in the tally sheet
- If the Coordinator is not able to reach the patient after 2 calls, record the information in the tally sheet.

After week 1, Coordinator emails the tally sheet to arpeterson@mednet.ucla.edu.

Ari/Bessie/Susie talks with Coordinator to obtain staff feedback.

Assess and determine whether to continue testing week 2.