CLIENT PHONE CALL SCRIPT

Navigator: “Hello, this is (your name), a patient navigator with the CareLink Better Self-Management of Diabetes program. May I please speak with (patient’s name)? Thank you!”

Navigator: “Hi, I was calling to find out how you are doing, is this a good time to talk?” (If the patient says “no” – ask “Is there another time I can call you?” If patient says “yes,” ask “when would you like me to call you back?” (make sure you write down their response!)

Navigator: “As a patient navigator, my job is to talk with you for just a few minutes to see how things are going. If you have any questions or concerns, I’ll let the diabetic educator (Sarah) or the care coordinator (Bridget) know and they will call to follow up with you.”

Navigator: “Are you checking your blood sugars at home?” ___Yes ___No

If response is yes, ask:

-“On how many of the last SEVEN DAYS did you test your blood sugar the number of times recommended by your health care provider?”

-“What are a couple of the blood sugar readings and time of day taken:”

Blood sugar ____/Time of day______ Blood sugar ____/Time of day______

If the response is no, ask if there is any particular reason that prevents them from doing this. Indicate the client’s response:

_____________________________________________________________________________

Navigator: “Are you doing some type of physical activity every day?”

___Yes ___No    If YES, say “fantastic” or “great”

-“On how many of the last SEVEN DAYS did you do any physical activity?”

If NO, ask them what is keeping them from doing some physical activity every day. Indicate client’s response:

_____________________________________________________________________________

-“During the last SEVEN DAYS, how many TOTAL MINUTES did you spend doing moderate intensity physical activity?”

Navigator: “On how many of the last SEVEN DAYS have you followed your eating plan?”

“Are you trying to follow the “Plate Method?” ___Yes ___No

If YES, congratulate them! If NO, ask them what is keeping them from following it and indicate their response:

_____________________________________________________________________________

If they don’t know what the Plate Method is, remind them!

“The Plate Method is the meal planning method we use in the diabetes project, where you fill half your plate with vegetables, a quarter with some type of protein (like meat, fish or chicken), and a quarter with starch (like rice and/or beans, tortilla, potato or pasta). Following this method can help you to manage your diabetes.”

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Navigator: “On how many of the last SEVEN DAYS did you eat five or more servings of fruits and vegetables?” __________

Navigator: “Do you recall learning about sick day management of your diabetes?”
If the client states yes, ask if they have had any recent illnesses and used the skills learned in class. Indicate response: ____________________________

If they do not recall this, state that “Sarah or Bridget will contact you to talk about sick day management and other survival skills that were discussed in class.”

_____ Need follow up call

Navigator: “On how many of the last SEVEN DAYS did you take your recommended diabetes medication?” __________

“Are you taking your other medications as prescribed?”
YES ___ NO ___
If NO, ask them to discuss this with their physician or nurse practitioner.

Navigator: “Have you needed to go to the emergency or your doctor’s office because of high or low blood sugars since we talked last?” ___Yes ___No

Navigator: “At the last class you had set a goal of ______________________________. How have you been doing on this? ______________________________

Have you been achieving your goal:

___25% of the time  ___50% of the time  ___75% of the time  ___100% of the time

Navigator: “Have you set any new goals that you are currently working on?

____________________________________________________________________________
____________________________________________________________________________

Navigator: “That’s all of the questions that I had today. Do you have any questions or concerns that you would like Sarah or Bridget to call you about?
Indicate response:

____________________________________________________________________________
____________________________________________________________________________

Navigator: “Thank you for your time! I will be calling again _________________. In the meantime, if you would like to speak with Sarah or Bridget with any questions or concerns, please call the office at 660-665-0330 and ask for Terri. She will get a message to them. ”

Any additional comments or concerns:

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Patient Navigator: ___________________________