

Patient Outreach Script

Instructions for students calling patients.

1. Open Epic
2. Open a telephone note (see screen shots on blackboard)
3. Review chart and record the following information:
 - Doctor's name:
 - Who is primary care taker for the patient?
4. Call patient starting with the primary number
 - a. If no answer, attempt the secondary number if available
 - b. If no answer at either number, attempt to call back later
5. Document your conversation with the patient *or* if you've left a voice message
6. If the patient has any concerns pertaining to the questions in the script, route the telephone note to the provider.
7. If you need to use an interpreter to call a patient over the phone:
 - a. First call 617-414-5549
 - b. Press 3 to get a phone interpreter. Follow the prompts. It will ask you for the MRN of the patient and also the department code
 - c. Once the interpreter is on the line ask them to call a third party (the patient's number)
 - d. Interpreter will ask you if you want to leave a message if there is no answer.
 - e. Follow the instructions for leaving a message

Script: Hello this is _____. I am calling from your doctor's office.

We are calling to check in and see how you and your family are doing.

1. Is there anything you need help with right now?
2. Who are you in contact with regularly?
3. How are you getting your meals/laundry/bathing?
4. How are you getting your medication?
5. Is there anything you want me to tell your doctor?

Script if leaving a voicemail:

Hello this is _____. I am calling from doctor's office. This is simply a check in to see how you are doing. You do not need to give our office a call back. However, if you have any concerns about getting food or your medications, please call our office at 617-414-4639 and ask to speak with your care team. Thank you.