

Patient Matching: First Three Calls

	<i>First Call</i>	<i>Second Call</i>	<i>Third & Future Calls</i>
<i>Timeline</i>	By Friday, April 10 th	Two weeks after first contact at designated time	Two weeks after last contact at designated time
<i>Expectations</i>	<ul style="list-style-type: none"> • Make contact & establish a relationship • Establish best times to talk • Ask pre-test questions • Answer any questions 	<ul style="list-style-type: none"> • Help them set a realistic goal around hypertension using goal setting worksheet • Answer any questions 	<ul style="list-style-type: none"> • Check in on how they're doing with their goal • Adjust goal as necessary • Answer any questions
<i>What to send in</i>	<ul style="list-style-type: none"> • Pre-test questionnaire 	<ul style="list-style-type: none"> • Goal-setting worksheet • Patient Tracking form 	<ul style="list-style-type: none"> • Patient Tracking form

First Call Script

My name is ____, and I'm a volunteer Hypertension Peer Educator. I was given your name by your primary care provider, who thought you might benefit from having someone help you move toward your hypertension goals. I'm hoping I can help you set some realistic goals, answer questions, and encourage you. If I don't know the answer, I'll reach out to our team to find out. I will be contacting you every ____ week(s) to check and see how you're doing. How would you feel about that?

First off, is now a good time to talk?

- *If not, when is the best time for us to talk?*

I would like to ask you a few questions to use as a starting point and see what you'd like to get out of this program. Is that okay?

- [Ask questions from pre-test questionnaire and document their answers](#)

Are there any questions I can help you answer?

Thank you for speaking with me today. I'll follow up with you in about 2 weeks to see how you're doing and help you identify a goal to work on. Feel free to reach out to me if you have any questions. My contact info is _____.

Send in pre-test questionnaire to ambquality@gmh.edu

Second Call Script

This is _____, the volunteer Peer Educator from the Man with a Plan program. Are you able to spend a few minutes checking in today?

First off, do you have any questions for me?

Today, I'd like to talk to you about setting a goal to improve your blood pressure. Do you have any goals in mind?

- If no goal in mind:
 - o Use [goal setting worksheet](#) to guide discussion to creating a smart goal.
 - o I can help you pick from a menu of options that include: eating better, exercising more, taking your medications, or monitoring your blood pressure at home. Which of these goals are you most interested in?

Thank you for speaking with me today. I'll follow up with you in about 2 weeks to see how you're doing with your goal. Feel free to reach out to me if you have any questions.

Send copy of goal setting worksheet and patient tracking form to ambquality@gmh.edu

Third Call Script

This is _____, the volunteer Peer Educator from the Man with a Plan program. Are you able to spend a few minutes checking in today?

First off, do you have any questions for me?

I wanted to check in and see how you're doing on your goal.

- Use [worksheet from last time to review goal and check in on progress](#)
- Last time we talked, you said you wanted to work on _____. Have you been able to do _____?
- If not, what challenges are you having?
- [Modify goal as necessary](#)

Thank you for speaking with me today. I'll follow up with you in about 2 weeks to see how you're doing with your goal. Feel free to reach out to me if you have any questions.

Send copy of goal setting worksheet (if changes) and patient tracking form to ambquality@gmh.edu