

Sample Script to Introduce Patients to the Patient-Centered Medical Home

Purpose: The following script was developed to assist medical home teams in verbally introducing their patients to the Patient-Centered Medical Home. This introduction can take place on the phone or at a medical home visit. Please plan to systematically introduce the medical home to all empaneled patients. Adapt the script as you see fit.

Hello. My name is [name]. I'm calling from [health center name.] I want to let you know that we are making some changes to the way we provide health care to our patients. Every patient will be assigned to one doctor. We have assigned you to [Dr. Name]. He/she is the doctor you have seen here the most. We will try hard to make sure you see [Dr. Name] for every visit.

[Dr. Name] will work with the same nurse, the same assistant and the same clerk most of the time. We are calling this team your "medical home team." We will introduce you to the team at your next visit. Seeing the same medical home team at each visit will allow you and the team to get to know each other better. Health care teams that really know their patients can take better care of them.

We also want to make things easy for you. You don't need to come to the health center for things we can do on the phone. We may call you to do a health screening on the phone. You might call us to refill a prescription. We will follow up with you if you visit the ER or get admitted to the hospital. We may want to talk with you between visits to make sure you are doing what you can to be healthy.

I also want to tell you about how you can access the [health center name] for urgent visits that may help you avoid an ER visit in the future. [Instruct patient per health center days/hours/same day/next day/urgent availability.]

Do you have any questions? [Respond to questions.] Please call us if you have any questions about your health or health care. The contact person for your medical home team is me, [clerk/health coordinator name] at [phone number]. We look forward to having you as part of [Dr. Name's] medical home.