

Provider Introduction

Highlights

- Keep it brief! Providers and staff are typically very busy.
- Discuss that your goal is to be helpful to the team.
- PCPs are very busy and have competing priorities. Consider the following:
 - Validate how it may feel difficult to ensure follow-up for all behavioral health patients.
 - Explain how you might be able to help make their work a little bit easier.
- Emphasize flexibility – that you'll work with them in ways that they prefer.
- This script can be tailored based on provider/staff and personal style. This is just one sample.

Sample Script

Hi, I'm <name> and I'm the Behavioral Health Care Manager with our clinic's Collaborative Care program. Are you familiar with the program?

There are a number of things that I can help out with, but the key thing is to help you feel more supported in caring for your patients with behavioral health needs. I work with patients who have mild to moderate behavioral health concerns, and I follow them regularly as part of my caseload until they're either feeling better or need to be referred elsewhere.

We know that it can be tough to get patients to follow-up with care here or in the community, and my work provides an extra measure to ensure patients aren't falling through the cracks. I can help with a number of things, including providing brief therapy, helping to monitor medications, providing community resources, patient education, and monitoring patient progress by having them regularly complete outcome measures.

For example, you might refer a patient to me if you start or change an antidepressant. I can follow up with them to make sure they've filled the medication, are taking it properly, whether they are having any side effects, and if there's any other sort of behavioral intervention that could help them out. I can either meet patients with you in clinic or follow up later with them in clinic or by phone. I'm also available for crisis interventions as needed.

Another part of my role is that I meet regularly with a consulting psychiatrist to review my patient panel. They can provide treatment recommendations for you to consider implementing. They're also available for curbside consultations – you can always let me know if I can help facilitate that.

If you want to refer a patient, you can reach me by <EMR, office location, phone, email>. I'm typically here <hours>.