

# Sample Phone Scripts



## When developmental disability (DD) is clearly established:

### A. To parent or caregiver:

"May I speak to \_\_\_\_\_? (If name not known, may ask for "the parent of \_\_\_\_\_"). I am calling on behalf of Dr. \_\_\_\_\_ who has asked me to call you about arranging a complete checkup for (patient). It is recommended that adults with a developmental disability have regular checkups (about once a year or so). Would you like me to set that up for you? Is there a time of day that would work best for yourself and (patient)?"

(If no preference, consider booking first in AM, or first after lunch break, to minimize wait times)

"We also have an optional booklet ([Today's Health Care visit](#)) that we would like to mail out to you, if you are interested. It is a way for us to learn a bit more about how best to meet (name's) needs (things they like, things they don't like, signs of stress, strategies that would help, etc.). Could we mail that to you? (confirm address). Please bring this with you to the appointment. If it's easier for you, this could also be completed in the waiting room. Also, please remember to bring with you any prescriptions that you are currently taking, and any health reports that you might have."

### B. To the adult with DD:

"May I speak to (patient name)? I am calling from Dr. \_\_\_\_\_'s office. The doctor would like to invite you in for a check up. It's a chance for the doctor to check your body to see how everything is working and if there are any health problems that they can help with. You can also ask the doctor any questions about your health – if you have any. Would you like to do this? Would you like to come in the morning, or in the afternoon?"

(If no preference, consider booking first in AM, or first after lunch break, to minimize wait times.)

"We also have a booklet ([Today's Health Care visit](#)) that we would like to mail out to you. It will have information that you can fill out, that will help us to learn about how best to help you. Bring it in to your appointment, and you can go through it with the doctor or nurse. **Or**, you can fill one out when you come to the clinic. Also, please remember to bring with you any prescriptions that you are currently taking, and any health reports that you might have."

## When developmental disability is NOT clearly established:

"May I speak to patient/parent/caregiver? I am calling from Dr. \_\_\_\_\_'s office. He/She is wondering if patient would like to come in for a check up? These are a good idea to do once a year or so. Would you like us to book that for you? What time of day works best?"

Is there someone who would like to come with (the patient)?

Also, please remember to bring with you any prescriptions that you are currently taking, and any health reports that you might have.

If no preference, consider booking first in AM, or first after lunch break, to minimize wait times.