

## Script for staff calling people referred by others (ie. doctor, manager, etc.) for any Patient Advisor openings

I am calling from PHMG on behalf of \_\_\_\_\_ [name of person referring patient]. My name is Sheila Miller. Is this a good time to talk with you?

If no, ask if there is a better time to call back. Record time and call patient back...at said time.

If yes: Your [doctor, manager of x, etc] wanted me to invite you to consider becoming a Patient Advisor with PHMG. Advisors are patients or family members who help us improve our services by sharing your input on designing better experiences of care. This can be at your own doctor's office or by reviewing education materials and forms. We have many ways people can be involved...from one hour for occasional events to provide ideas/input ...to becoming a regular monthly attendee at a Patient Advisory Council.

Would you like to learn more about getting involved?

- Yes....could I gather some information from you now, so that Shari Wright can contact you to tell you more about this unique chance to improve the quality and safety efforts at PHMG? **Go to Step 3**
- No, may I send you some information to review? If you wish you can contact me if after review of the information, you wish to participate? **Go to Step 4**
- No, No **Name of patient**, I really appreciate the time you have spent with me today. ....[Referring person] asked me to thank you for your time and to let you know we value your partnership with PHMG and the clinic as you seek to improve and maintain your health. Take care and have a great day! **End of contact Advise referring person, patient declined participation. Record their name and contact date, person contacting them, and disposition on master list...new tab - Not interested in participating**

### Step 2: General FAQ's

#### What's involved:

- Varies depending on your interests and upcoming opportunities.
- Examples of short term work:
  - Patients have been coming to meetings to provide input about services being located at the new Medical Pavilion at RiverBend campus by the new hospital. This usually is a 1-3 hour one time commitment
  - Participating on a Diabetes Improvement team to improve care for diabetes patients across all our sites
  - Reviewing new forms or communications/education for patients
  - Coburg Road clinic is recruiting patients to serve as Patient Advisors to attend meetings on planning the move to the new clinic location (adult and family medicine).
- Examples of long term commitment:
  - Patient Advisory Council - Monthly meetings – 10 meetings per year...on the fourth Thursday of the month 5:30-7:30pm. We are now recruiting patients between the ages of 25-45.

- Working with a group of others patients, family members and PHMG staff to redesign communication

**Pay:**

There is no pay for participation. However, if there is a need to have costs of transportation, childcare, etc. covered we can make accommodations as needed.

**Interested in Patient Advisory Council, What if I can't attend Thursday nights?**

The advisory council meets on Thursday so at this time, you wouldn't be able to join that group. However, other opportunities exist for patients, families on specific department or clinical condition improvement groups.

**Step 3:**

- Fill out the patient sign-up form.
- Track all the information available into Master List...
- Hand sign-up form to Shari Wright for follow-up

**Step 4** For patients who want to review information:

- Send the application [if unable to fill out over the phone] , letter, charter and pages from the Community Report and list of RiverBend Design Teams to interested applicants
- Add their basic information to Master list
- Follow-up with them if they have not responded in 3 weeks..