

## Introducing Care: Scripts for Behavioral Health Care Managers

Below are some possible scripts for introducing Collaborative Care (CoCM) and your role on the team to a patient. A strong introduction includes all five components listed below. Try out different scripts based on your situation and adjust the script so that it feels authentic to your voice and setting.

### 1. Opening the dialogue about CoCM (warm connection or appointment)

- “It’s nice to meet you. My name is \_\_\_\_\_ and I’m a (title or license). Here at (clinic name), we find that patients with your symptoms get better faster when we work together as a team, which includes you, your Primary Care Provider, myself, and a Psychiatric Consultant. Are you interested in hearing more about how that works?”
- “Hi, my name is \_\_\_\_\_ and I’m so glad you came in. It takes courage to ask for help, so thanks for showing confidence that our team here at (clinic name) can help you. Can I tell you more about what to expect?”

Your Script:

### 2. Introducing the care team and your role in it

- “My role on the team is to provide information about the symptoms that you are experiencing and to work with you on strategies to help you feel better. I’ll be working closely with your Primary Care Provider. Another member of the team is our Psychiatric Consultant. They work more behind the scenes and can help us make an accurate diagnosis, offer medication recommendations if that is part of your treatment plan, and suggest treatment changes to promote improvement.”
- “Our team members bring different strengths and experiences, and we will provide a variety of options to help you manage these symptoms. My role is to work closely with you until you feel a lot better, and I’ll be communicating regularly with your Primary Care Provider and our Psychiatric Consultant to make that happen as soon as possible.”

Your Script:

### 3. Talking with your patient about brief evidence-based behavioral interventions as part of treatment

- “We find that many people can feel a lot better by participating in brief evidenced-based behavioral interventions, and that it often works as well as medications. Providing that kind of help is part of my role on the team. Is it okay if I share more about the type of behavioral health care we offer at our clinic?”
- “I’m trained to teach you skills for dealing with life challenges, managing and improving your symptoms, and identifying and working toward your goals. You can choose which of these skills might work best for you to practice. Two of the most effective methods I use to help people are called Behavioral Activation and Problem-Solving Treatment. Would you like to learn more about these options?”

Your Script:

### 4. Checking if your patient is interested in engaging further

- “I’d love to help you with feeling more hopeful about the future. Would you like to try meeting and telling me more about what you want to work on?”
- “Our team’s goal is to help you feel better. Would you like to try working with your team to see how we can support you?”

Your Script:

### 5. Planning for next steps

- “We can get started with some first steps now for about 30 minutes, if that works for you, and then make a future appointment to continue working together.”
- “I have some patients waiting for me, but we can make an appointment for next week, if that works for you? We’ll meet for an initial assessment where we’ll have the chance to talk more about your symptoms and your history and make an initial plan.”

Your Script: