**PCP Script "Warm Handoff"**

"I work with Virna (BHCM name), she is part of my team, she helps me care for my patients who are feeling sad, like you spoke to me about today, I would like to have her give you a call later today- is there a time that works best for you?"

**BHCM Script "Cold Call Medications Report"**

Hello, I am calling from XXX 's office following on your visit on XXX (date). I can see that you spoke with XXX (provider) around how you have been feeling anxious/sad/depressed and you were started on XXX (medication). I would like to ask you a few questions so we can let XXX (provider) know how the medication is working for you.

(COMPLETE PHQ/GAD).

*Score below 9*- It sounds like this medication is helping you, I will let your provider know, please let us know if you begin to have any problems or changes

*Score 10 and above*- It sounds like you are still having some affects from your (depression/anxiety/sadness). I would like to let your provider know. I am wondering if there is something you might to today to help you feel less sad/anxious?

(Set goal with patient and make plans to follow up on goal).