

Scripts for Behavioral Health Care Managers: Ideas for Introducing Collaborative Care and your Role on the Team

These are some possible scripts for introducing the Collaborative Care Model (CoCM) and your role on the team to a patient. Use these options to practice with your colleagues and determine what feels most comfortable for you. **See what fits the situation and your style and try your own!**

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 with you and your medical provider. 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 with the kind of symptoms you’re experiencing right now, so thanks for showing confidence that our team here at (clinic name) can help you. Let me tell you more about what to expect.”

YOUR SCRIPT:

Introducing the care team and your role in it:

- “My role on the team is to help you learn more about depression and work on strategies to turn things around. I’ll be working closely with your medical provider and also a psychiatrist who helps us make an accurate diagnosis and recommends medications, if you want to try that option.
- “Our team members all bring different strengths and experience, and we’ll offer you a variety of options for managing these symptoms. My role is to work closely with you until you feel a lot better, and I’ll be communicating regularly with your medical provider and our consulting psychiatrist to make that happen as soon as possible.”

YOUR SCRIPT:

(Continues on back)



Talking with your patient about psychotherapy as part of treatment:

- “We find that many people can feel a lot better by participating in counselling, and that it often works as well as medications. Providing that kind of help is part of my role on the team.”
- “I’m trained to teach you skills for coping with life’s inevitable challenges, and 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 Therapy. These are brief approaches that help you learn ways to manage and decrease symptoms.”

YOUR SCRIPT:

Checking if your patient is interested in engaging further:

- “I’d love to help you feel more positive about the future. Does all this sound like something you would like to try?”
- “I’m confident that you can feel better. Are you willing to give our team a chance to help you?”

YOUR SCRIPT:

Planning for next steps:

- “Do you have time to meet for another 30 minutes today? We can get started with some first steps now if that works for you, and then make a future appointment to spend more time together.”
- “I am scheduled to see another patient right now, but we can make an appointment for some time in the next week that works for you. We’ll meet for about 50 – 60 minutes to find out more about your symptoms and your history and make an initial plan.”

YOUR SCRIPT:

