

PRIMARY CARE HEALTH HOME SAMPLE INTRODUCTORY SCRIPT

Sample Script:

Meet “**HOWARD**” – Howard is currently receiving primary care services from ‘Gateway Community Health Center’

Meet “**JANE**” – Jane is Howard’s care coordinator

*The Nurse Care Manager can also give the introduction, or both the care coordinator and NCM can meet with the patient.

JANE: Howard, I’d like to talk to you about a new service that we can offer you here at ‘Gateway’ that is covered under your current MO HealthNet benefits – so it is no charge to you.

HOWARD: (If Howard is interested or needs more information, then proceed with the conversation.)

JANE: I’d also like to give you a flyer for your Health Home. You are currently enrolled with ‘Gateway’ as your Health Home to help you identify and reach your health and wellness goals. Now to clarify, a Health Home is not a place of residence. It is a place that can provide assistance with reaching your health needs and goals to live a healthier life.

A great benefit of having a Health Home is that you now have a Nurse Care Manager on your team. Your Nurse Care Manager is a valuable resource. He can help you identify your health or wellness goals, and assist you in developing a plan to achieve those goals. So if you want to try to quit smoking, for example, we can help you with that, or if you want to improve your physical activity or eating habits we can help you with that as well. Your nurse is also equipped to help you manage your health conditions and behavioral health needs, and help you access the right care to best meet your needs.

Your Nurse Care Manager is John Smith and his contact information at the bottom of this flyer. He will be meeting with you in the near future to visit with you about your health and what your goals are.

Talking points in this discussion are taken directly from the flyer you are sharing with Howard.

As I mentioned earlier, MO HealthNet has enrolled you with ‘Gateway’ to serve as your Health Home; however, you have the option to decline receiving Health Home services at any time. Declining to participate in Health Home will NOT impact the services you currently receive from us. If you choose to decline services from your Health Home, then let me know.

HOWARD: If Howard wishes to decline Health Home services, then proceed with the following steps:

1. Gently ask why he wishes to decline and try to address any concerns he may have by reminding him of the benefits a Health Home can offer. Point out on the flyer that

Health Homes provide individuals with a higher quality of care and help them achieve healthier outcomes.

2. If he still wants to decline, then let him know you will notify the Health Home Director for 'Gateway' of his decision, and he will be discharged from Health Home. Again, assure that this will only exclude him from Health Home services, and has NO impact on the services he is currently receiving at 'Gateway'.
3. Notify your Health Home Director or Care Coordinator of Howard's decision so it can be reported to the state in a discharge form.

JANE: (if Howard wants to participate) Thank you for your time and for choosing to participate in our Health Home. Your Nurse Care Manager will be contacting you **soon**.

JANE: (If Howard declined) Remember you can contact your Nurse Care Manager or me if you change your mind.

Sample