

SAMPLE PHONE FOLLOW UP CALL SCRIPT

CHW/ or other team member: “Hello, this is (your name), with the diabetes project at the [name of clinic]. May I please speak with (patient’s name)? Thank you!

CHW: “Hi, I was calling to find out how you are doing, is this a good time to talk?” (If the patient says “no” – ask “Is there another time I can call you?” If patient says “yes,” ask “when would you like me to call you back?” (make sure you write down their response!)

CHW: “Are you doing some *physical activity every day?*”
If YES, say “fantastic” or “great,” “what are you doing?”
If NO, ask them what is keeping them from doing some physical activity every day

CHW: “Are you trying to follow the *“Plate Method?”*”
If YES, congratulate them!
If NO, ask them what is keeping them from following it!
If they don’t know what the Plate Method is, tell them!
The Plate Method is the meal planning method we use in the diabetes project, where you fill half your plate with vegetables, a quarter with some type of protein (like meat, fish or chicken), and a quarter with starch (like rice and/or beans, tortilla, potato or pasta). Following this method can help you to manage your diabetes.

CHW: “Are you taking your *medicines as prescribed* by your provider?”
If YES, say “great, please keep doing it”
If NO, ask them to discuss this with their provider

CHW: Do you *check your blood sugar?*
If YES, ask when they check it. Encourage patient to vary the time they check their blood sugar (either when you first get up in the morning, before a meal, two hours after the start of a meal or at bedtime).

CHW: May I call you in two weeks to see how you’re doing?

CHW: Is there anything I can do for you now?

CHW: Thanks for your time! If you would like to speak with me sometime, please call the clinic and leave a message for me, and I’ll call you when I come in to work.

CHW: Have a great day!