For all visits: check the patient’s chart before you call, since you do not have in-person context clues.

- What is their diagnosis?
- Do they have any hearing or speaking impediments?
- Do they have any relevant social history?
- Who are their emergency contacts?

For referral or patient-generated request

Hello, is this [patient name]?

**ONLY if the person confirms their identity.**

Hello [name]. My name is [name]. I’m from the Spiritual Care Department. I don’t have any medical or urgent news. I’m part of the team that provides emotional and spiritual support to patients and families. Is now a good time to chat for a few minutes?

If No.

No worries. I will call you back at a later time. Is there a time of day that works best for you?

**If they give a time:**

Great. I will try to call you back at that time. If you find you could use some spiritual or emotional support in the meantime, ask your nurse and they can put you in touch with me. Otherwise, I will talk with you soon.

**If they cannot come up with a time.**

No worries. I will just call you back at a later time, and we can go from there. In the meantime, if you find you could use some spiritual or emotional support, ask your nurse and they can put you in touch with me.

**If they do not want a call back.**

Okay. I understand that. If you should change your mind and want some spiritual or emotional support in the future, ask your nurse and they can put you in touch with me. Have a great day.

If yes.

Wonderful. I normally come around to visit people in the hospital to offer spiritual and emotional support. But, to help prevent the spread of the Corona Virus, we are reaching out to people first by phone. I just wanted to check-in. (select phrase that feels most natural to you) How are you holding up?/How you are doing?/How have things been going for you?

**If this lead to conversation/pastoral interventions, proceed with conversation.**

We recognize that hospitalizations can be stressful and affect you spiritually and emotionally as well as physically. Has anything been particularly challenging for you lately?

**If this lead to conversation/pastoral interventions, proceed with conversation.**

Other questions you might ask to deepen the conversation:

- On the other hand, has anything been helping you cope?
Have you had people visit you or call you while in the hospital?

As I said, one of the things that I am here for is spiritual support. That can mean different things for different people. Sometimes it means supporting people in a certain religion and praying for them. Sometimes it means helping them connect to their meaning and purpose, but not a certain religion. Are you of a certain religious or spiritual orientation?

I like to know a little bit more about people. Can you tell me a little bit about what you find most meaningful?

Any other thoughtful questions/statements that work during in-person visits.

If this lead to conversation/pastoral interventions, proceed with conversation.

[If a follow up appointment seems appropriate]

We have talked about some pretty important things today. I would love to follow up with you later. Would that be okay with you?

To close the conversation

Well, thank you for talking with me on the phone today.

If not the patient.

Is [patient’s name] currently available?

If yes

Proceed with conversation as listed above.

If not.

Okay. No problem. Who am I speaking with?

Hello [person’s name]. My name is [your name]. I’m from the Spiritual Care Department. I’m not calling with any medical or urgent news. I am part of the care team at CMC main, and am here to support patients and families spiritually and emotionally. Is now a good time to touch base with you?

If no.

No worries. I will try back at another time to reach [patient’s name].

If yes.

Wonderful. I normally come around to visit people in the hospital to offer spiritual and emotional support. But, to help prevent the spread of the Corona Virus, we are reaching out to people first by phone. I just wanted to check-in. (select phrase that feels most natural to you) How are you holding up?/How are you doing?/How have things been going for you?

If this lead to conversation/pastoral interventions, proceed with conversation.

We recognize that hospitalizations can be stressful and affect families/friends spiritually and emotionally, as well as the patient. Has anything been particularly challenging for you lately?
If this lead to conversation/pastoral interventions, proceed with conversation.

Other questions you might ask to deepen the conversation:

- On the other hand, has anything in particular been helping you cope?
- Have you had people visit you or call you while in the hospital?
- As I said, one of the things that I am here for is spiritual support. That can mean different things for different people. Sometimes it means supporting people in a certain religion and praying for them. Sometimes it means helping them connect to their meaning and purpose, but not a certain religion. Are you of a certain religious or spiritual orientation?
- I like to know a little bit more about people. Can you tell me a little bit about what you find most meaningful?
- Any other thoughtful questions/statements that work during in-person visits.

[If a follow up appointment seems appropriate]
We have talked about some pretty important things today. I would love to follow up with you later. Would that be okay with you?

What is the best way to reach you?

To close
Thank you for talking with me today and please know that Spiritual Care is available to you whenever you might need it. You can reach me by asking a nurse. I will also call back at another time to try to reach [patient’s name].

ONLY If they ask about the purpose of the call during the conversation.

The reason I was calling you is that upon your admission to the hospital, you or somebody who was with you, indicated that you might want to talk to a chaplain. I was calling to see how I could support you.

OR

The reason I was calling you is because [name] referred you. They thought that you might benefit from talking to a chaplain.
For Advance Directive referral

Hello is this [name]?  

**ONLY if the person confirms their identity.** 
Hello [name]. My name is [name]. I’m from the Spiritual Care Department. I was told that you are interested in talking about advance directives. This is either a health care power of attorney form or a living will form. Is this something that you are interested in?

**If no.**  
Thank you. I will indicate that this is not something you are interested in. If you should have other spiritual care concerns, or questions about these forms, please let your nurse know and they can put you in touch with me.

**If yes.**  
Wonderful. These are great forms to fill out. However, these forms need to be notarized, and due to the regulations around the Corona Virus, we are unable to facilitate that at this time because we do not have access to witnesses to notarize the forms. We have a few different options for you though that may help you in the meantime.

The first option is that you could talk to your nurse about filling out a MOST form. These are similar to Advance Directives but do not need to be notarized. They are a way to voice your desires. I can talk to your nurse and see if we can get these started for you.

The second option is that I could provide you some education around the advance directive documents, and we could talk some about your wishes and desires. Hopefully you would be able to fill these documents out soon, once things have improved.

Which of these options sounds best to you?

**Proceed accordingly.**