Telephone Script for outpatient setting

Hello, is this [name]?

If not the patient, and leaving a message on voicemail or with a family member
Hello. My name is [name]. I’m from the Spiritual Care Department at [Institution] and am calling for [patient’s name]. This is a non-urgent call, but I would love to talk with you whenever you get a chance. Whenever is convenient for you, please call me back at [number]. Again, my name is [name] and my phone number is [number].

ONLY if the person confirms their identity.
Hello [name]. My name is [name]. I’m from the Spiritual Care Department at [Institution]. I don’t have any medical or urgent news. But, wanted to just touch base. Is now a good time to talk for just a little bit?

If yes, proceed. If not, reschedule.

I wanted to introduce myself. As I said, I’m [name] and we recognize that health appointments can be stressful and affect you spiritually and emotionally as well as physically. As a chaplain, I provide support for patients of any faith, no faith and everything in between. I know you recently had an appointment, and just wanted to touch base to see if anything has been particularly challenging for you lately.

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

[If you have not talked about the indicated need yet]
I’d like to ask you one more thing. Do you remember filling out a survey on a tablet when you were in for your appointment?

If Yes:
One of the questions on that survey asked about spiritual and emotional struggles you are experiencing and you marked [R/S concern(s) indicated]. Is that something you’re still dealing with?

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

If No:
There’s a lot going on at appointments. It can be easy to forget a small detail like that. It was a survey on an I-pad with many questions. One question was about spiritual and emotional struggles and you marked [R/S concern(s) indicated]. Is that something you’re still dealing with?

If this leads 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? Is there a time that we could meet in person or talk on the phone again?

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 calling [institution] and asking for the chaplain, or by asking for me during one of your visits.