



SCRIPT FOR INITIAL CONTACT FOR PATIENT NAVIGATION SERVICES

Hi, (Woman's Name).

This is _____, the *Women's Way* local coordinator with _____. I am calling because you previously had been enrolled in *Women's Way*. *Women's Way* is now able to provide patient navigation to women who have Medicaid Expansion or other health-care coverage to assist you in completing your breast and/or cervical cancer screenings such as a clinical breast exam, mammogram, pelvic exam and Pap test.

Women's Way could help you by:

- Sending you reminders that you are due for _____ (type of screening) and need to make an appointment for your screening(s)
- Assisting you to actually schedule the appointment
- Helping you with any barriers that are preventing you from getting to your appointment such as transportation issues
- Conducting calls for appointment reminders (completed 2 or 3 days before appointment)
- Tracking if appointment is kept and results

Your current health-care coverage will pay for the screenings; *Women's Way* will help you to follow through with getting screened.

Would you like these services to aid you with getting your breast and cervical cancer screenings?

If response is yes, continue by saying:

Would you have time to answer a few questions so I can update your information? (Update Demographic form)

From our conversation, it appears that you are due for _____. I encourage you to make an appointment and then call me back with your appointment date, name of clinic and name of your health-care provider.

You will be receiving a letter that will further explain the patient navigation services provided by *Women's Way*. (Skip to Ending Call)

If it has been longer than 6 months since your last contact with the client, continue by saying:

You will also be receiving an Authorization for Disclosure of Protected Information form on which I need you to print and sign your name and date the form and send it back to me. This allows me to obtain your screening results and then you will be sent a gift card which will arrive approximately 6-8 weeks after your screening.

(Ending Call)

Do you have any questions?

It has been nice visiting with you, (insert Woman's Name). Have a great day!

Initiated Date: 07/01/2014

Review Date: 03/25/2015

