

SCRIPTING FOR PREGNANCY MEDICAL HOME PATIENTS FOLLOWING A POSITIVE RISK SCREEN:

The most important goal is to engage the patient. Rather than trying to "sell" something to her, you can engage her by finding out, relative to her health or pregnancy, what is important to her. How can we help her? What kind of information, support or other help can we provide that would be useful and important to her?

When calling a pregnant patient with any health or behavior concern that may adversely affect her pregnancy, a general approach that says the following might be helpful:

"Hi, I am _____, a Pregnancy Care Manager who works with your prenatal care provider. We are working together to improve the health of mothers and babies in North Carolina."

"I see that you recently had your first prenatal visit with Dr._____. Can you tell me how that visit went? Was there any specific information about your pregnancy that the doctor discussed with you or that you have questions about?"

Pause and allow the patient to open up and discuss their pregnancy.

"We are trying to do a better job of helping our pregnant patients have a healthy pregnancy and healthy baby. Your prenatal care provider is participating in the Pregnancy Medical Home program and works closely with me as a Pregnancy Care Manager. When is your next scheduled appointment with your prenatal care provider?"

Pause and allow patient time to respond.

"At this time I would like to know from you, how we can best help you and what help do you need in managing your pregnancy?"

Pause and allow patient time to respond.

If the patient says **"I do not know."** you can say the following: **"Do you mind if I tell you about some of the things we can do and you tell me if any of these interest you?"** (*Always ask for permission before giving advice or information.*) If she says **"yes"**, then share any of the examples below.

"I can help you by..."

- **Coordinating your care across all of your providers.**
- **Helping you get the services you need, like medical care, transportation, food, or stable housing.**
- **Referring you to other programs, like childbirth or breastfeeding education classes, family planning, or the WIC program.**
- **Helping to manage any medications you may be taking.**
- **Making follow-up appointments.**
- **Answering your questions about your pregnancy.**

If the patient says, "I'm doing just fine," you can respond, "I am glad to hear that. **Would you mind if I shared with you a few of the things we could do and you tell me if any of them interest you?**" (*Always ask for permission before giving advice or information.*) If she says "yes", then share any of the examples below.

"I can help you by..."

- **Coordinating your care across all of your providers.**
- **Referring you to other programs, like childbirth or breastfeeding education classes, family planning, or the WIC program.**
- **Sharing information on ways for you to take care of yourself during pregnancy.**
- **Helping to manage any medications you may be taking.**
- **Making follow-up appointments.**
- **Answering your questions about your pregnancy.**

Some patients may bring up cost, so you need to be prepared to explore if cost is a barrier to her care and if there are ways to lower her costs.

After you list out the choices, follow-up with another open-ended question to elicit her to engage in the conversation. For example: **"Which one of these things would you like help with?" OR "What are your thoughts about those choices?"**

In any case, you need to be prepared to **listen and reflect** what you are being told

Some people may use this as an opportunity to vent. That's ok....they are engaged. Use it as an opportunity to build trust and rapport. Remember to **listen, use empathetic responses** like: **"You sound"** Then **reflect** what you are being told. (*Reflecting is repeating back to them what you heard them say so they can verify if you understood what they meant.*) *Let the patient know that it really is up to her and you are simply there to help and find out how to best serve her needs.*

Finally, this may not be a one-shot process. It may be necessary to ask the patient to think about what help or service or information she needs and ask permission to call back or to introduce yourself to the patient at their next prenatal appointment. Sometimes we have to present ideas or things we can do and let them "ferment", then ask the patient to think about them and find out if you can call back to see what she has come up with.