

Sample Screening Outreach Script

Hello - This is _____; I am calling on behalf of Dr. _____ from the _____ clinic. This is nothing urgent, just a routine call we are making.

Dr. _____ wants to ensure that his/her patients are receiving the appropriate health screening to keep you healthy and well.

As a part of our commitment to offer best care we are calling you to go over any screens that are missing and arrange the best way to get them updated with you as soon as possible.

First I just wanted to confirm that doctor _____ is who you identify as your family doctor and ensure our records are all up to date.

When Dr. _____ reviewed your chart, s/he noticed that you are due for _____ (Influenza Vaccination, Pap Test, Plasma Lipid Profile, Diabetes Screen, Colorectal Cancer Screen, Mammography, etc.) testing.

We can arrange to have a requisition faxed to a lab that is convenient for you, It is important you have the test completed in the next 30 days to ensure the requisition remains on file. May we send the requisition for you? (If yes), Thank you, you can schedule the appointment by calling the lab at _____ or show up to the lab at a convenient time for you. In preparation for this test, please _____ (describe guidelines for procedure; clothing, fasting, deodorant, etc.).

Next time you come in, we will also check your (Blood Pressure, Weight, Height, Exercise Assessment, Tobacco Use Assessment, Alcohol Use Assessment, complete your pap and review your lab results as part of completing your overall health profile (including CV Risk Calculation). Please be assured that if any results are abnormal we will be sure to contact you prior to your next appointment.

Let me know if you need assistance or have any questions. I am _____ and can be reached by calling _____ between the hours of _____.

We hope you find this a helpful service from us.

This Sample Script adapted from the Allin Clinic and we thank the team for sharing.