

## CARE COORDINATION HOME MONITORING PROGRAM SCRIPTING GUIDE

### Invitation to COVID-19 Home Monitoring Program:

“Your doctor and care teams want to follow you closely and provide supportive resources that can ease your recovery. There is a small number of people who get really sick with COVID-19, and it can happen rather quickly. Home monitoring can help us catch illnesses early and intervene to keep you and your loved ones safe.”

“Because we care about you, we enroll all patients in this program. You can opt out at anytime.”

“We will be monitoring your symptoms every day. We will do this using two methods: 1) phone calls from a treatment team, and 2) by having you enter your symptoms into your MyChart health record in response to daily prompts. This allows us to provide the best care we possibly can.”

#### Key Skills:

Be curious and explore their perspective.

- “Tell me more about that.”
- “I’m curious to learn more about that.”

Express empathy. (*S.A.V.E.: Support, Acknowledge, Validate, Emotion naming*)

- “It sounds like you are worried about privacy.”
- “You’re right, sometimes these technology tools can be tricky/difficult.”
- “This is a really stressful time, and you are managing a lot.”

- “If you miss a day, it won’t be the end of the world. Even doing it some of the time will give us a chance to check in on you.”

Provide information as to why this will add value to their care and well-being.

- “Dr. (insert name) and I are inviting patients to complete this as a way to very closely monitor your symptoms and make certain we respond quickly if symptoms get worse.”

#### Scripting for “No” responses:

Patient says: “I don’t have a smartphone or computer.”

- “Thank you for telling me this. That would make it difficult to complete these questionnaires. Our hope is to closely monitor your symptoms. Would there be another way we could do that? Would a friend or family member be able to loan you a computer for a few days?”
- If “No,” assure them that we will call them to check in on them.

Patient says: “I don’t like using MyChart.”

- “I’m curious to hear more about that... That sounds like a frustrating experience... Our goal is to keep you safe and this is how we will best do that. Would you consider trying MyChart again if I helped you get started?”

- “I’d like to have someone call to talk you through it.” OR “How about I send you a step-by-step guide and then check in with you on how it works?”

Patient says: “I am too ill to answer these questions.”

“This must feel like a lot, particularly when you feel pretty terrible. I’m worried, too, which is why I’m hoping to monitor all your symptoms each day. It takes just 20 seconds, on average, to answer the questions, and we will do the rest.”

Patient says: “I am not that sick. I don’t need that.”

“I’m so glad you are feeling okay. Our goal is to keep you feeling that way. This tool also helps us prioritize our time with patients who need clinical care the most. By entering data, you help me know I can spend more time on other patients. It actually helps us both.”

Patient says: “I am not interested in home monitoring at all.”

“I appreciate you saying that because it’s a new program, and any and all feedback is helpful. Would you mind sharing what you don’t like about the idea? I’m curious if there is anything that would make home monitoring worth your while?”

Patient says: “I don’t trust/like having my information in an app.”

“Tell me more... It sounds like you have had bad experiences in the past... I’m so sorry, that sounds terrible. Our goal for using this is to closely monitor all of your COVID-19 symptoms to make certain you feel better. Please know that this is a very safe and secure system inside the same electronic health record we use to monitor all of your care.”

Patient says: “I’m not comfortable with computers/apps/tech/smartphones.”

“A lot of my patients have shared the exact same thing! Technology can be really tricky. Would it help if I walked you through this?” OR “May I walk you through it, and you can decide afterward if it seems like something that would help you?”