

IN-REACH SCRIPT AND LOG

In-Reach Script

Please note that the following script does not name the clinic or use the phrase “HIV” or “AIDS.” This helps ensure the patient’s confidentiality, particularly if his/her family, friends, or coworkers hear the call or message. (This script can be adapted for use in person, as well.)

Timing: Approximately 10 to 30 seconds

[If you reach the person directly on the telephone]

Script: This is [staff person’s name]. I am calling from the doctor’s office.
If you have a moment, I would like to talk to you about arranging an appointment.

[If you reach the person’s voicemail]

Script: This is [staff person’s name]. I am calling from your doctor’s office about a check up. If you have time to make an appointment, please do not hesitate to call me at [staff person’s direct line].

E-mail and texting are not recommended, since the address and numbers may be out of date, possibly compromising the patient’s confidentiality.

In-Reach Call Log

It is best to track all calls made to past patients using a basic call log such as this:

Contact First Name	Contact Last Name	Last Known Address	Telephone Number	Other Contact Details	Date of Contact(s)	Results