

Below is a script guide for contacting patients who have started a Just a Thought course. Try to keep the calls short – the fact that you are interested is enough to keep people motivated. Even a voice message is enough.

Week 1

We recommend calling in the first 1 - 2 days of the course starting to check in and establish the support relationship.

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| 1 | Call and introduce yourself. Let the patient know that you will be making weekly contact (telephone and/or email). |
| 2 | Welcome them to the course and congratulate them on taking the initiative to engage with Just a Thought. |
| 3 | Ask them if they have any preference as to when you call (morning or afternoon), home or mobile number, and whether they would prefer email contact only (some patients prefer this). |
| 4 | Enquire to check whether there are any technical problems (access, downloads etc). If so, you can email support@justathought.co.nz |
| 5 | If they have yet to start Lesson 1 inform them that the lesson is available. Encourage them to log on as soon as possible and to make a start. Make a recommendation to access the Lesson Summary and to read and re-read this before beginning the practice exercises. |
| 6 | If they say they have already started/completed Lesson 1 ask how they found the lesson. Encourage them to continue with the good work that they have already done. Recommend they read and re-read the Lesson Summary and make a start on the practice exercises (if they're not already doing so). |
| 7 | Ask the patient if they have any questions. For technical questions, see Step 4. For any other questions, remind them they can also speak to their clinical support person (the clinician that prescribed them to Just a Thought). |
| 8 | Finish up by thanking the patient for their time. Wish them luck with the lesson. Tell them you will contact them again in a weeks' time. |
| 9 | Try to persuade the patient to complete all lessons at the rate of one lesson per week. |

Weeks 2-10

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| 1 | Call and introduce yourself. Ask if it's a good time to take the call, if not, arrange another time to call them this week. |
| 2 | Enquire as to how they are progressing with the course. Ask if the lesson has been helpful. |
| 3 | If they have completed a lesson since you last spoke to them, congratulate them on their progress. |
| 4 | Check on whether they have completed their practice exercises for that lesson. Consider asking them to reflect on what has been most helpful to them. |
| 5 | Encourage them to continue with the hard work that they have already put into the course. |
| 6 | If the patient is having some difficulties, offer positive reinforcement. Consider whether some problem-solving with you or the prescribing clinician may be of assistance. Encourage them to continue. Refer them back to the lessons (re-read summaries). |
| 7 | Ask the patient if they have any questions. |
| 8 | Finish up by thanking the patient for their time. Wish them good luck with the lesson. Tell them you will contact them again in a weeks' time. If at any time you are concerned about a patient, then immediately speak to their prescribing clinician (the person in charge of overseeing their care) for advice. |



If at any time you are concerned about a patient then immediately speak to their prescribing clinician (the person in charge or overseeing their care) for advice or consider contacting a crisis service if there is imminent risk of harm to the patient.