

Sample Phone Scripts for inviting a patient with Intellectual and Developmental Disabilities for a Health Check

When developmental disability is clearly established

A. To parent or caregiver

“May I speak to _____? (If name not known, may ask for “the parent of _____”). I am calling on behalf of Dr. _____ who has asked me to speak with you about arranging a complete checkup for (patient). It is recommended that adults with a developmental disability have regular checkups (about once a year or so). Would you like me to set that up for you? Is there a time of day that would work best for yourself and (patient)? Do you prefer a visit by video, phone or in-person?”

(If no preference, consider booking first in AM, or first after lunch break, to minimize wait times)

“We also have a questionnaire that we would like to mail out to you, if you are interested. It is a way for us to learn a bit more about how best to meet (name’s) needs (things they like, things they don’t like, signs of stress, strategies that would help, etc.). Could we send that to you? (confirm address). Please bring this with you to the appointment. If it’s easier for you, this could also be completed in the waiting room. Also, please remember to bring with you any prescriptions that you are currently taking, and any health reports that you might have.”

B. To the adult with a developmental disability

“May I speak to (patient name)? I am calling from Dr. _____’s office. The doctor would like to invite you in for a check-up. It’s a chance for the doctor to check if there are any health problems that they can help with. You can also ask the doctor any questions about your health – if you have any. Would you like to do this? Would you like to come in the morning, or in the afternoon?* Do you prefer a visit by video, phone or in-person?”

**If no preference, consider booking first in AM, or first after lunch break, to minimize wait times.*

“We also have a form with questions that we would like to send to you. It will have information that you can fill out, that will help us to learn about how best to help you. Bring it in to your appointment, and you can go through it with the doctor or nurse. Or, you can fill one out when you come to the clinic. Also, please remember to bring with you any prescriptions that you are currently taking, and any health reports that you might have.”

When developmental disability is NOT clearly established

A. To patient, parent or caregiver

“May I speak to patient/parent/caregiver? I am calling from Dr. _____’s office. He/She is wondering if (you/patient’s name) would like to come in for a checkup? Would you like us to book that for you? What time of day works best?* Do you prefer a visit by video, phone or in-person?”

Is there someone who would like to come with (you/patient’s name)?

Also, please remember to bring with you any prescriptions that you are currently taking, and any health reports that you might have.

**If no preference, consider booking first in morning, or first after lunch break, to minimize wait times.*