

Mindful Mental Health Services Initial Call Script

INITIAL CONTACT

Hi _____, this is NAME with Mindful Mental Health Services calling on behalf of Dr. Greenberg. May I please speak with your Director of Nursing or your Wellness Director?

[Get the name of the individual before being transferred]

OPENING

Hi _____, my name is Name with Mindful Mental Health Services calling on behalf of Dr. Greenberg. How are you today? I am a Community Liaison for Mindful Mental Health Services. The reason for the call is to introduce a new service that is filling a growing need for Mental Health therapy for seniors residing in assisted living communities and independent homes. Our services are currently being offered in many communities and Dr. Greenberg asked me to contact yours. Through our licensed psychotherapists, Mindful Mental Health Services works with individuals that have mental health needs for common conditions and situations, including but not limited to, the transition and adjustment period, depression, loneliness, behavioral challenges, grief, addictions and anxiety disorders. Our providers treat residents on a referral basis and there is no requirement for physician orders. They render care at the same time that home health is assisting residents and we accept most insurances including Medicare.

CLOSING

What I'd like to do is schedule a brief introductory meeting with yourself and Dr. Greenberg, so you can learn exactly how Mindful Mental Health Services can provide your residents with faster, easier, and insurable Mental Health services. Do you have time on _____?

OBJECTIONS AND QUESTIONS

“What kind of providers do you have?” We have licensed clinical social workers and/or clinical psychologists.

“What kind of therapy do you provide?” We do cognitive behavioral therapy and through our licensed clinical social workers we often assist with traditional case management related social work.

“Is it covered through insurance?” We primarily work with individuals with Medicare, however, if you should have an appropriate medical referral, please send them irrespective of insurance. Often we are on panels or can get visits approved and Medicaid does pay for Mental Health services.

“We already have psych services through Home Health” We are different than Home Health in that we develop cathartic relationships with individuals and we do not manage medications, whereas, Home Health related psych services are limited in nature and fundamentally manage their medications.

“How do you handle medications?” We do not manage medications, however, we work with the Primary Care Providers or their psychiatrist and if our providers feel there is a need for medications then they will consult with the residence physician and if they are on medications, our providers may feel that the side effects may be contributing to the problem.