

# University Hospital's Telephone Psychosocial Distress Screening Script

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Mr. /Mrs. \_\_\_\_ my name is \_\_\_\_, and I'm calling from University Hospital. I am calling in reference to your recent visit with Dr. (onc). Do you have a few minutes for me to ask you some questions?

First, I need to make sure that I am in the correct medical record. Could you verify your last 4 digits of your ss# ?

If NO: could you verify your date of birth?

If NO: I am sorry, but I can't complete this process. Thank you for your time and for choosing University Hospital.

If patient verified ss# or d.o.b.

We are calling to see how you are doing and to see if you have any needs or concerns that we may be able to assist you with. We are doing a distress screening because it has been shown that being in distress can affect treatments and outcomes. Your doctor wants to be aware of your level so supportive services can be offered if needed.

\*\* begin screening

The 1<sup>st</sup> question is on a scale of 0 to 10 with 0 meaning no distress and 10 meaning extreme distress how would you say your distress level has been in the past week?

\*\*If 0-3, Thank you for talking with me today. My contact number is (XXX) XXX-XXXX should you need any assistance in the future.

\*\*If 4-7, I know this must be a difficult time for you and I am sorry. Is it alright if I contact our Navigator/chaplain to follow up with you and to offer assistance? Thank you for taking a few minutes to talk with me. My contact number is (XXX) XXX-XXXX should you need any assistance in the future.

\*\*If 8-10, I know this must be a difficult time for you and I am sorry. I would like to contact your doctor and let them know of your concerns. Thank you for taking a few minutes to talk with me. My contact number is (XXX) XXX-XXXX

\*\* email the doctor