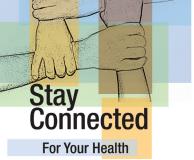






Stay Connected Pocket Guide for Clinic Staff



#### **CDC/HRSA Stay Connected Study**

## When the patient arrives

- Offer the patient a brochure. Do this at every visit.
- Respond to questions/comments about the waiting room poster.
- Create a welcoming atmosphere to support a clinic culture of encouraging patients to return for their scheduled appointments.

# Please give a message from the following list based on whether the patient is new, or established:

### **Messages for New Patients**

- Welcome to our clinic. If I can do anything to help you schedule your next appointment, please let me know.
- It is important to keep your appointments. Please let me know if you can't come in and I will help you schedule a new appointment.

### **Messages for Established Patients**

- It is good to see you again. How are you?
- Thanks for keeping your appointments. I'm glad to see you.
- It is good to see you again. Please let me know if I can help you schedule your next appointment.
- Please let me know if you can't make your next appointment so
  I can help you reschedule a new appointment.