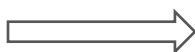




### 3 and 6 Month Follow-Up Phone Prompts

- Introduce yourself and what you are calling on behalf of
  - “Hi, my name is     (your name)     with Living Well Alabama”
  
- Ask if the participant is available
  - “Is     (participant name)     available, may I speak to her?”
    - If they are not available, leave a message encouraging them to return your call
      - “Hi     (participant name)     , this is     (your name)     with Living Well Alabama, please give me a call back at     (your number)    .”
  
- Ask them how they have been doing
  - “How have you been since the class ended?”
  - “Have you been able to use any of the skill you learned to help you with your chronic illness?” These include:
    - Getting a good night’s sleep, using your mind to manage symptoms (week 1)
    - Preventing falls, physical activity and exercise, dealing with difficult emotions (week 2)
    - Pain and fatigue management and making decisions (week 3)
    - Healthy eating, better breathing, and communication skills (week 4)
    - Making informed treatment decisions, medication usage, and dealing with depression (week 5)
    - Working with your healthcare professional and system and weight management (week 6)
  - “Are you still working on your plans you had made for the future during the course?”
  - Provide encouragement.

*Please turn over*





### **3 and 6 Month Follow-Up Phone Prompts**

- Introduce the survey
  - “I am also calling to do our 3-month/ 6-month check-in, do you have a few minutes to answer a few simple questions? This should take about ten minutes of your time.”
  
- Ask questions on the survey
  - 3 Month Survey
  - 6 Month Survey
  
- Ask them if they have any comments they would like to add
  - “Are there any additional comments you would like to add?”
  
- See if they are interested in a support group of people who have completed the class
  - “Are you aware of the support group for people who have also participated in Living Well Alabama?”
  - “Would you like more information regarding the groups?” (Provide them details if desired.)
  
- Encourage them to tell others about the program
  - “Since Living Well Alabama was beneficial to you, you should encourage your friends to participate in a workshop!”
  
- Thank them for taking the time out to speak with you
  - “Thanks for talking with me, have a great day.”