“Hi Mr/s. \_\_\_\_\_\_ I am calling from Dr. \_\_\_\_\_\_’s office. He wanted me to give you a call because we are reaching out to everyone who we have identified as being a tobacco user. If you have had any thoughts about quitting, Dr. \_\_\_\_\_\_\_\_\_ would like you to talk with our care manager about different resources that can help you quit. Our care manager is here on Wednesdays and Thursdays, when would be a good time to connect with her?” (phone appointment or face to face)

“Hello Mr/s. \_\_\_\_\_\_\_\_\_\_ I am reaching out to you to let you know of a covered benefit of your insurance that our office is now providing. If you are interested in making some positive lifestyle changes, we have a care manager available in the office to meet with you and help you set any health care goals you might have such as smoking cessation, increasing physical activity, weight loss, or stress reduction. Our care manager is here on Wednesdays and Thursdays; would you be

interested in speaking with her?”