***\*This is a word document so practices can make changes that are fitting for their practice or Care Managers can make changes fitting to themselves and style\****

Here at (Practice Name) when a patient starts a new medication (Diabetes, Depression, ADHD, Anxiety etc.) or new receives a new diagnosis (ADD/ADHD, depression, anxiety, ADHD etc.) we highly encourage (or recommend) that the patient work with the Care Manager for at least four weeks.  I am the Care Manager at (Practice Name), I am a (master’s social worker, RN or MA) and can help:

*Say as many bullets as you see fitting and or make you own:*

* To make sure new medications are working properly.   Starting new (ADD/ ADHD, Depression, Anxiety, Diabetes etc.) medications can be stressful.  They take time to regulate in the body and it can be hard to know the difference between a normal side effect or a side effect to be concerned about.  By following up with me for four weeks I can help you navigate and make sure everything is going smoothly and communicate with your Dr. if needed.
* In addition, I can help you learn to self-manage your condition.
* I can help to evaluate and assess any issues, frustrations, or wishes you may have by creating small goals.
* I can be an accountability partner to help you gain control of your condition through creating small goals and talking about how you are doing.

Over the four-week, weekly follow-ups we can speak over the phone.  You do not need to come into the office unless you would like to.  At the end of the four weeks, you will have a follow-up with your PCP.  From there, you can decide if you would like to keep working together or not.  Often, our visits can start to get less frequent after the initial four weeks; we can do what works best for you.

Can we move forward with scheduling?

*Offer patient materials that will be used over the next four weeks.*

***(Wording this way you are not saying it is required but you are also guiding towards Care Management rather than making it such an option.  If a patient says, “do I need to do this,” then you can let them know, “no, of course not but this is why we strongly encourage…”.  NPO has heard of practices in the state who do make this type of thing a requirement under certain circumstances such as substance abuse.)***