**Invitation to the PaCT Care Planning Initiative**

**Scripting**

First, just to keep our records up to date, is Dr. Ram, still your family doctor? Yes / No

Please confirm the following demographic information for our records:

* DOB:
* Mailing Address:
* Email Address:
* Phone Number:

Have you heard about our PaCT Initiative for care planning?

1. If Yes – “Great! We would like to invite you to participate in this care planning process, as you fall into the criteria for the PaCT Initiative. You have been chosen by your healthcare team to participate in this initiative, in recognizing that you have demonstrated a willingness to learn and manage your health responsibly – an essential ingredient to the PaCT Initiative. Here is a handout with information regarding the PaCT Initiative that you can take home to review. Do you have any questions at this time?”
2. If No – “No worries. However, We would like to invite you to participate in this Initiative. I will send you home with some information today to help you decide whether or not you would like to participate. You have been chosen by your healthcare team to participate, in recognizing that you not only meet the criteria for this care planning process, but that you have demonstrated a willingness to learn and manage your health responsibly – an essential ingredient to the PaCT Initiative. Here is a handout, take this home with you today, then I will call you in one week’s time to answer any questions that may arise during that time regarding the initiative.”

**Benefits to the Patient:**

There are many benefits to care planning – a few of which are listed on your handout. At the end of the care planning process, we hope to hear feedback around how the care planning process and multidisciplinary approach has improved patients’ quality of life. For example:

“Because Dr. Ram and his team helped me to decrease my blood sugar levels in the target range, I felt well enough to attend my granddaughter’s wedding.”

OR

“It was important to me to be able to engage in play with my children, but I just couldn’t because of my pain. My care plan helped me develop a plan with my family physician and his team to better manage my pain, and now I am able to run and play with my children whenever I want.”

**Follow-Up:**

Let’s arrange a follow-up appointment for you to come back in to discuss your decision, whether you would like to participate in the care planning process or not.