**Patient Centered SDH Conversation Guide**

1. Introduce yourself and your role at the clinic.
2. Explain the what, why and how long the screening process will take.
   1. *“We are having these conversations with patients so that we can understand better what might be affecting your health and well-being. We may be able to help you get connected to resources, though we can’t guarantee that will be the case. Even where we can’t connect you to assistance, this information will help us partner with you to create a care plan that fits your life. Understanding what the patients we serve are experiencing also helps us to be a better advocate for our community.”*
3. Ask permission to have conversation, acknowledge the potential sensitivity of some questions and give permission to decline at any point.
   1. *“Is it ok if we spend a few minutes talking about your experiences and priorities in your life outside the clinic that might be affecting your health? Some of the questions might feel kind of sensitive, so please feel free to let me know if, at any time, you don’t want to answer any of these questions.”*
4. Ask if patient has any questions.
5. Use open-ended question to gain information:
   1. *“What, if any, bills are you worried about this month?”*
   2. *“What are your concerns about accessing resources you need?”*
   3. *“How does this impact you and your health?”*
   4. *“Has lack of transportation kept you from medical appointments, meetings, work, or from getting things needed for daily living?”*
6. Convey understanding through attentive non-verbal listening cues, including eye contact and body language as appropriate.
7. Convey understanding through reflective listening.
   1. *“You are tired of bouncing between houses.”*
   2. *“Getting help with your electricity bill sounds like the highest priority.”*
8. Provide affirmations of patient’s strength and resilience.
   1. *“You have worked hard to make ends meet. You are clearly very resourceful and creative.”*
   2. *“It takes a lot of strength to get through such a touch situation.”*
9. Summarize key points from the conversation to demonstrate understanding. Check to see if you missed anything.
   1. *“We’ve talked about a few different things that you’ve been experiencing, trouble paying your rent and having enough food for your family, as well as feeling kind of lonely and disconnected. It sounds like getting access to food is the most important right now. Is that right?”*
10. Use open-ended questions to find out whether the patient wants referrals to other team members or community resources, if available and appropriate.
11. Ask for permission to follow up with patient if appropriate.
12. Communicate with your team and initiate referral processes as needed.