**Social Drivers of Health Sample Scripts:**

*Screening for Food Access*

**CHW**: “We ask all of our patients about their access to food because it’s such an important part of managing your health.” – Ask open ended questions using chosen screener

**Patient**: Responds to questions asked and states hesitantly and in a soft voice, “I just have trouble getting enough food to feed my family.”

**CHW**: “That must be really hard. I’m glad you shared your situation with me because both the kinds of foods you eat – and don’t eat – and the amounts you are able to buy for you and your family are important for your overall health and affect the way you feel.”

**Patient**: “Yes, I’m just not sure what to do.”

**CHW**:” I would like to refer you to someone that can help. How do you feel about that?”

**Patient**: “I think that would be ok – thank you.”

**CHW**: “Thank you for sharing with me. I appreciate your openness and am hopeful we can help. This will be a step toward improving both your and your family’s health.”

*Screening for Transportation*

**CHW**: “Getting to your appointments is important. Is it okay if I ask you about transportation?” If patient answers that it is okay, ask: “Has lack of transportation kept you from medical appointments, meetings, work, or from getting things needed for daily living?”

**Patient**: Responds yes or sometimes. He doesn’t have a car and there is no public transportation in your community.

**CHW**: “That is so hard. Thank you letting me know. I’d like to help problem solve this. How do you feel about that?”

**Patient**: “I don’t know if there is a solution, but I guess we can try.”

**CHW**: “Thank you for trusting me with this. We will work together and find a couple of options to help you make appointments. That will help you to manage your diabetes and make sure you are able to communicate with your provider.

*Screening for Housing*

**CHW**: “Do you have a steady, safe place to live?”

**Patient**: “We have a place, but I’m afraid that I won’t be able to pay my rent.”

**CHW**: “That must be really hard. I’m glad you shared with me. Is it okay if I get a bit more information so I can help?”

Example questions:

▪ Do they have a place tonight?

▪ What does this mean exactly?

▪ Is homeless now or expected?

▪ How many people does this affect in addition to them?

**Patient**: “Yes – It’s embarrassing so I don’t like people to know that every month we struggle to pay rent and I choose - pay rent or get medicine.”

**CHW**:” I can refer you to another professional that can help with housing. How do you feel about that?”

**Patient**: “I think that’s ok – thank you.”

**CHW**: “Thank you for sharing with me. I hope we can help.”

*Screening Safety Concerns*

**CHW**: “Do you feel physically and emotionally safe where you currently live?” (Also can be asked as Intimate Partner Violence – see CUES)

**Patient**: Patient shares that she is being harassed by apartment manager and fearful that every time she leaves her apartment he will be there. She gets visibly upset while sharing.

**CHW**: “How scary! I’m so sorry to hear this and appreciate that you shared when it clearly makes you feel anxious and threatened. Would you be willing to speak with someone more about this?”

**Patient**: “I don’t think it will help, but I guess I can try.”

**CHW**: “I’d like to do our best to help. Can I have my behavioral health provider step in? She can get a better sense of what is happening and will know how to guide you about options.”

**Patient**: “Ok I will speak to someone as long as she is a female.”

**CHW**: “Thank you for sharing this situation with me. Talking to a professional to help guide you is a great first step. “

*Screening Emotions*

**CHW**: “I’m going to be asking you a series of questions to better understand you and any needs you might have. Is that alright with you?” (You may use the PHQ or another screening tool)

If **Patient** states this is okay, then begin.

**CHW**: “Are you anxious, nervous, tense, or can’t sleep at night? Do you feel stressed? How are you handling it?”

**Patient**: *“I can’t sleep at all. My mind is always racing with all the things I need to do but can’t.”*

**CHW**: “I’m so sorry and appreciate that you were able to share your feelings with me. Would you be willing to speak with someone about this?”

**Patient**: “I’m not sure I like the idea of talking to someone else but maybe… will you just make an appointment for me.”

**CHW**: “Of course! Thank you for sharing your feelings with me. I care and I appreciate your openness and am hopeful we can help. Talking to a professional about your worries could really help you to sort out your concerns and then sleep better, which will ultimately help you with your medical conditions. Can I call you tomorrow also to follow up and see how you’re doing?”

*When a patient appears or expresses depression or is anxious:*

Example approach:

**CHW**: “Are you doing ok? You look like you’re having a hard time. Can I help?”

* If patient is open to discussing with others: assist with referral to behavioral health.
* If this is related to other social determinants of health - this is where resource knowledge will be helpful.
* Help patient create a short action plan – what will be the next steps for this patient – what is the follow up and by whom?
* If they reveal potential thoughts of harm to self or others, follow protocol and get assistance from supervisor.

*Wrapping Up:*

* Summarize whatever was discussed and ensure that you understood
* Check that nothing was missed and ask if there was anything that you did not cover
* Provide referral information and schedule a time to follow up by phone or in person

*Example final closing:*

“Thank you so much for sharing with me today. I want to make sure I addressed your concerns and questions. Please reach out to me anytime here at the clinic. Let’s schedule a time to meet again either by phone or in person so we can make sure we addressed your \_\_\_\_ need.”