

Scripts for guided phone conversations

Phone call/Guided conversation to review Consumer Priority Rating Status (Attend ASAP)

Good Morning/Afternoon,

My name is _____,

Protecting your health and wellbeing, and that of our staff and volunteers during the COVID-19 outbreak is our number one priority.

The purpose of this call is to advise you that due to the current COVID-19 outbreak situation we are predicting staff shortages that may have an impact on our ability to deliver your service.

With this considered you may have already started talking to our staff regarding developing an emergency preparedness plan. Your plan is recommended to include information about the care you receive, your support network, important numbers to call and any decisions you would like made in the event of an emergency.

I would like to review/help develop an emergency preparedness plan should Blue Care services be disrupted during the recent COVID 19 outbreak status.

1. CURRENT HEALTH SUPPORT CONTACTS:

- GP, Pharmacist other service providers and the role they would take in the absence of Blue Care visits

2. OTHER SUPPORT PEOPLE:

- Tell me about the people who currently help you or might be able to help you with your (*groceries/personal care/shopping/social support/medication/wound care*). What length of time would you require to arrange alternative supports?

3. ONGOING NON-CONTACT SERVICE DELIVERY:

- Explore possible alternative non-contact platform for delivering services – online, Zoom or phone call

Thank you for providing this information which in turn supports our ability to coordinate and prioritise services to all of our consumers. In accordance with the information provided a priority rating has been generated within our system and will be referenced within your plan of care.

Please note that given the current staffing pressures our staff may be in contact with you in coming times to negotiate stand up of your plan.

Follow up actions to be taken by caller:

- ✓ Enter details gathered in Q 1-3 in consumer SPO2
- ✓ Adjust priority rating/essential service criteria with reference to **NCC - Visit Priority and Essential Services Classification for Clients**

Scripts for guided phone conversations

Consumer Call - unexpected cancellation of services (visits left unfilled on the planner and priority rating/emergency planning not reviewed)

Good Morning/Afternoon,

My name is _____, and my role at Blue Care is _____.

Protecting your health and wellbeing, and that of our staff and volunteers during the COVID-19 outbreak is our number one priority.

Unfortunately, the purpose of this call is to advise you that despite our best efforts due to the current COVID-19 outbreak situation we are experiencing staff shortages, this shortage is having an impact on our ability to deliver services <today/tomorrow/next week>. *(Provide as much forward notice as possible is recommended)*

We wish to understand the impact cancellation of services may have on you through discussion about your personal circumstances and supported review/development of an emergency preparedness plan. Are you available to progress with further conversation on how we can best navigate your services given our staffing shortage?

1. CURRENT HEALTH SUPPORT CONTACTS:
 - GP, Pharmacist other service providers and the role they would take in the absence of Blue Care visits
2. OTHER SUPPORT PEOPLE:
 - Tell me about the people who currently help you or might be able to help you with your *(groceries/personal care/shopping/social support/medication/wound care)*. This may be NOK (live in/close by), neighbour, friend, local grocery store
3. NON-CONTACT SERVICE DELIVERY CAPABILITY:
 - Explore possible alternative non-contact platform for delivering services – online, Zoom or phone call

Thank you for providing this information which in turn supports our ability to coordinate and prioritise services to all of our consumers. Based on our conversation we have identified

1. **(Priority 1)** Liaise with CCC and RMT as other clients may require priority review
2. **(Priority 2)** We will continue seek staff to support your visit and maintain communication
3. **(Priority 3)** Your service will need to be cancelled and we are offer support engagement of other supports on whom we ask for you to engage OR we offer support via alternate platform – phone/online
4. **(Priority 4)** We regret your service will need to be cancelled due to our staffing situation and would like to provide you a timeframe for expected recommencement of services
5. In accordance with the information provided a priority rating has been generated within our system and will be referenced within your plan of care.

Follow up actions to be taken by caller:

- ✓ Flag priority 1 to CCC
- ✓ Enter details gathered in Q 1-3 in consumer SPO2
- ✓ Adjust priority rating/essential service criteria with reference to **NCC - Visit Priority and Essential Services Classification for Clients**