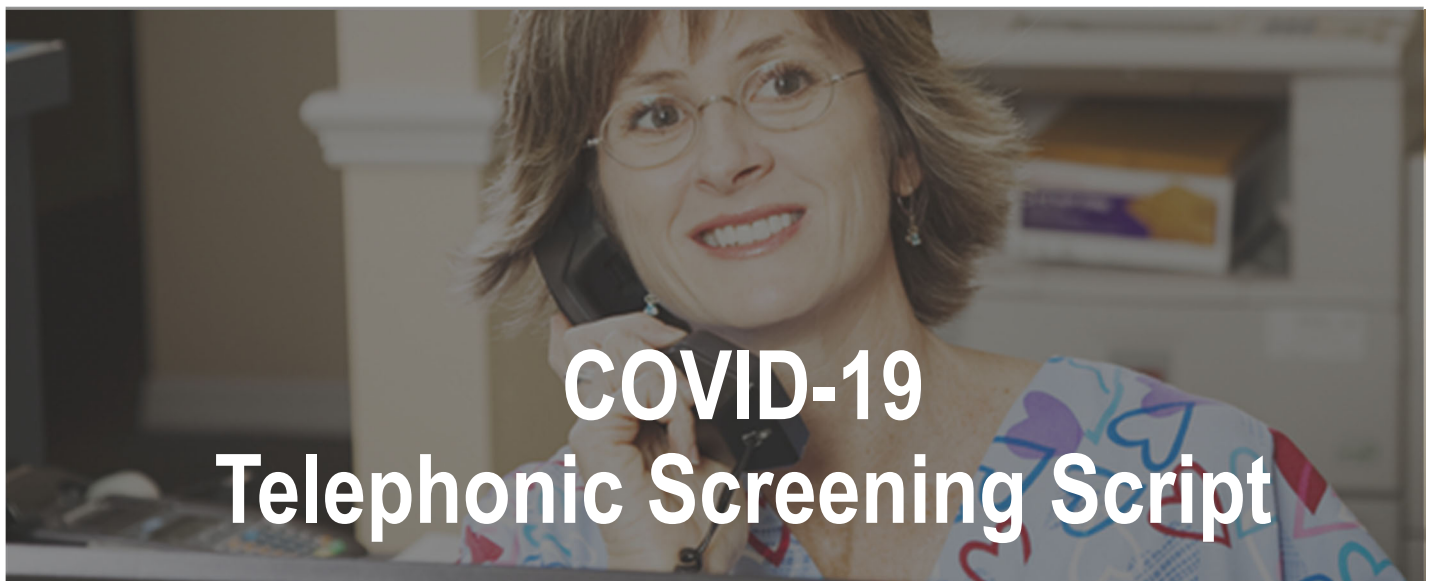


GEN-H CONNECT



COVID-19 Telephonic Screening Script

“Hi, is this _____?”

Hi _____ my name is _____ and I work with [insert clinical delivery site] how are you doing today? This call is not about a bill.

In this clinic we conduct a survey for Medicare and Medicaid patients to assess if you have any housing, food, transportation, or utility needs. If you answer yes to any of our survey questions, then we will try to connect you to existing resources in the community that may be able to help address your needs. Are you willing to answer a few quick questions?”

If they say yes: verify their date of birth, confirm their appointment date or ER discharge date in EMR system.

Review informed consent and privacy notice in HRSN survey and remind them that the purpose of the questions is to help them. **If necessary, inform them that we will not report them as we are not affiliated with DFCS.**