







Encouraging Patients to Use Behavioral Health & Wellness Services

Thank you for identifying patients in need of behavioral health services. By working together, care managers and medical providers can improve patients' overall health and wellbeing.

When talking to patients about behavioral health services:

1. A personal introduction is best. Care managers will try to meet a patient the same day. 
2. Please say: "The care manager is part of my team" — because we are! 
3. Emphasize the impact of stress on health. Care managers will work with patients to cope with stress and improve their health. 
4. Do not say "mental health problems" or "psychological problems," these terms carry stigma and may deter people. 

Examples of referrals:

"We have a team member I'd like you to see. S/he is the care manager at the clinic. S/he works with many patients to manage stress or other issues in their lives. Let's see if s/he can help us develop a plan to manage _____. I think you may be able to meet today. How does that sound to you?"

"I have a colleague, _____, who is part of our team that I'd like you to meet. S/he provides counseling and education services at our clinic and may have suggestions on things we can do to help manage _____. I think may be able to meet today. How does that sound to you?"

"Tenemos un miembro del equipo en la clínica que me gustaría que vieras. Trabaja con muchos pacientes para manejar el estrés u otros problemas en sus vidas. Veamos si él / ella puede ayudarnos manejar tu _____. Creo que posiblemente podrías reunirte con ella/el hoy. ¿Cómo te parece eso?"

"Tengo un colega, _____, que es parte de nuestro equipo y me gustaría que la conocieras. El/ella provee servicios de consejería y educación en nuestra clínica y que puede tener sugerencias sobre que podemos hacer para manejar _____. Creo que es posible reunirse con el/ella hoy. ¿Cómo te parece eso?"

We are here to work with you. Please let us know if you have any suggestions on how to make behavioral health services better, more accessible and more effective for patients.