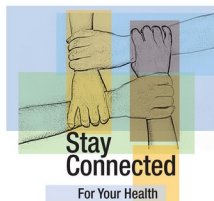


Stay Connected Pocket Guide For Clinic Staff

2009



CDC/HRSA 'Stay Connected' Study

- Offer every patient a brochure at every visit.
- Give one or more of the messages below about the importance of regular clinic attendance.
- Respond to questions/comments about the waiting room poster.
- Maintain a welcoming atmosphere and support the clinic culture of encouraging patients to return for their appointments.

Messages for New Patients

- Welcome to our clinic. If I can do anything to help you schedule your appointments, please let me know.
- It is important to keep your appointments. Please let me know if you can't come in and I will help you schedule a new appointment.

Messages for Established Patients

- It is good to see you again. How are you?
- Thanks for keeping your appointments. I'm glad to see you.
- It is good to see you again. Please let me know if I can help you schedule your next appointment.
- Please let me know if you can't make your next scheduled appointment so we can give it to another patient.