Warm Handoff Script

**I know that [BH Specialist Name] would really love to be a part of this conversation; do you mind if I bring them in?**

If patient agrees, Primary Care Clinician calls the BH Specialist on the phone in front of the patient and says,

"Hi, [BH Specialist Name], this is [PC Clinician Name]. [Patient Name] is with me, and we would really appreciate it if you could come over and join us."

This is the scribed statement to the BH Specialist that clues the BH Specialist in that this is a high-risk suicide patient.

BH Specialist immediately comes to the door, knocks, and enters, saying,

"Hi [PC Clinician Name] and [Patient Name], thanks for inviting me. How can I help?"

"Hi, [BH Specialist Name], [Patient Name] and I have been talking, and she is struggling with intrusive thoughts that she would be better off dead."

BH Specialist would then take over the conversation and begin their assessment.

The PC Clinician would stay and be available to facilitate any transports or any referrals. This can be done with the patient present or not.

If the patient is present, the more you can do in front of the patient, the better; it maintains trust and assures the patient you understand and empathize with their situation. Always queue the person on the phone with the statement:

“Hello, I am [PC Clinician Name] here at [Practice Name], and I am with [Patient Name], one of our patients who is needing a higher level of care....”