

## **Introduction of CoCare to Patient following warm handover by PCP**

Hello, Mrs Smith-what do you prefer I call you? (smile, eye contact, welcoming)

As Dr Wilson just explained, my name is Robin and I am a nurse. They call me a Behavioral Health Care Manager and I work right here in Dr Wilson's office. I am a member of Dr Wilson's team.

What is your understanding of why Dr Wilson referred you to me today?

Would it be ok if I took 10 or so to explain how this might work for you?

Dr Wilson is concerned about the depression you are experiencing and how it seems to be worsening. The best way he and our team can support you and help you feel better is with what we call CoCare. In CoCare, there is a whole treatment team working on your behalf--some directly and some indirectly. I would work closely with you to learn how depression is effecting you day to day. Together we can discover actions and skills that you can use that will help you feel better. We also have a psychiatrist working in the background to be a resource to Dr Wilson in considering treatment choices such as medication or other therapies. We will review your progress periodically and suggest adjustments to further progress. We can also bring in other team members such as the pharmacist or social worker or make referrals if needed. Dr Wilson is still your Primary Physician, he leads the team and you will still have office visits with him as usual.

You are the most important team member. You are the expert on your life so your participation is key. One way is that we will monitor your symptoms periodically asking you the depression questions like we did today. This helps us know what to focus on and what is working. Another way is that you and I will meet together by phone, video or in person to see if skills and actions you are trying out are working and problem solve together.

If you chose to participate in CoCare-our first visit will be around 1 hour long so that I can get to know you better. After that our contacts will be shorter-often weekly at first and then less frequently as your symptoms improve and you begin to feel better. Our work in between office visits with Dr Wilson helps you make progress more quickly. The goal of CoCare treatment is to get your depression into remission and this often takes 6-12 months.

I know this is a lot. What questions do you have? It is your choice to participate and you don't have decide now. You can think about it and I can call you in a few days if you'd like.

Thank you for taking the time to meet with me today.