



Weekly Phone Call Prompts

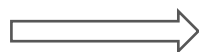
- Introduce yourself and what you are calling on behalf of
 - “Hi, my name is (your name) with Living Well Alabama”

- Ask if the participant is available
 - “Is (participant name) available, may I speak to him/her?”
 - If they are not available, leave a message with the session information.
 - “Hi (participant name) , this is (your name) with Living Well Alabama, I am calling to remind you about the Living Well Alabama workshop on day, time, location.”

- Remind them of their next class and possible assignments
 - “I am calling to remind you of our next class on day, time, location can I expect you there?”
 - “Have you completed the homework from last week?”
 - If no, remind them of what the assignment is (see Homework by Sessions).

- Inform that you are also checking in on them to see if their chronic illness is improving due to the class, if they are enjoying the course, and if they are learning something from the course. Also inquire if they are working on topics discussed in class.
 - “How do you feel you have been able to manage your chronic disease this week?”
 - “Are you learning techniques in the course to help you with it?”
 - “Are you utilizing those techniques to help you with your chronic illness?” This could include:

Please turn over



- Getting a good night's sleep (week 1)
- Preventing falls (week 2)
- Pain and fatigue management (week 3)
- Healthy eating (week 4)
- Making informed treatment decisions (week 5)
- Working with your healthcare professional and system (week 6)
- "Did you learn something new last week?"
- "How is your action plan coming along?"
- Thank them for taking the time out to speak with you
 - "Thanks for talking with me, I'll call and check in on you again next week!"