

# CPAR Script

“Hi there, this is \_\_\_\_ calling from the Life Medical Clinic, I am looking for \_\_\_\_\_, are they available? It nothing urgent, however, we have been going through our patients that are attached at the Life Medical Clinic to confirm who they consider to be their family doctor. Doctor Basson/Jane/Joseph/Calitz wanted me to reach out to you to confirm if you consider them to be your family physician or if its doctor\_\_\_\_\_ who they see you see occasionally as well? This can be changed at anytime but assists us in coordinating your health information with the physician that is most responsible for your health matters.”

If they are unsure or need a better definition of what a family physician is:

“A family physician would be someone who you consider to be most responsible for your care and whom you would be comfortable coordinating complex health matters.”

If pt remains on conflict list and confirms with both physicians.

1. Confirm with conflicting clinic that pt has had a deliberate conversation with their physician regarding who their family physician is.
2. If no deliberate conversation then clinic where pt had the last visit (or clinic who last confirmed attachment with pt) calls and speaks with the pt again.

“Hi there, this is \_\_\_\_\_calling from the Life Medical Clinic. I am looking for \_\_\_\_\_, are they available to discuss a non-urgent matter? Dr. \_\_\_\_\_ (Dr. with whom the conflict is with) has been going through their patients and they wanted me to confirm with you who you consider to be your family doctor as they see you are attached to \_\_\_\_\_ Clinic as well. Being attached to one physician does not mean you cannot attend any other clinic, but it does mean that the physician is most responsible for your care and critical results.”