

Introductions with Intention

RIFS Examples:

Traditional Handoff:

Betty, to learn more about resources, I'd like to refer you to our PCN social worker.

Warm Handoff:

Betty, to learn more about resources that can help you while you are experiencing this financial hardship, I'd like you to meet with Mindy. Her office is located just down the street by the library. She is a very nice person to work with and we talk on a regular basis. Mindy is an expert on all the local resources, in fact, she often hears about community program before I do! I've suggested other patients see her in the past and they always tell me how helpful she has been. She'll keep me up to date on what you talk about, and I'll still see you whenever you need to. How does that sound?

Traditional Team Introduction:

Hi Betty. I'm Paula the mental health clinician from the PCN. Dr. Green asked me to see you about your stress.

Intentional Team Introduction:

Hi Betty – I'm Paula. I'm a mental health clinician and I have been working with Dr. Green for over 5 years. I see people who are going through a challenge in life and need to talk. We will talk about whatever difficulty is most important for you at this time. Dr. Green mentioned that you were currently experiencing some financial strain and I recognize that talking about financial challenges is very private and difficult to do. We know the stress and worry about how to manage paying your bills and putting food on the table can affect people's health. I'll make sure that Dr. Green is kept up to date on what we discuss, and you can see him whenever you need to – just like always. How does that sound to you?