

## Sample “Talking points” for Phone Outreach

Hello <<PATIENT NAME>>.

- I am calling from <<PRACTICE NAME HERE>>.
- I’m calling to tell you about a program we’d like you to consider, to help you prevent some serious health problems.
- Based on our review of your medical chart, you have a condition known as prediabetes. This means your blood sugar is higher than normal, which makes you more likely to develop serious health problems including type 2 diabetes, stroke, and heart disease.
- We have some good news, too.
- You may be eligible for a diabetes prevention program run by our partners, the Greater Burlington YMCA.

—Their Diabetes Prevention Program is based on research proven to reduce your risk of developing diabetes and other health problems. You do not need to go to or join the YMCA. These programs are offered in diverse locations statewide.

### Option A

- We have sent a referral to <<NAME OF REGIONAL COORDINATOR >> and someone will call you to discuss the program, answer any questions you may have, and, if you are interested, enroll you in the program.
- Please feel free to give <<NAME OF REGIONAL COORDINATOR>> a call at <<PHONE NUMBER—see map linked to FIND A PROGRAM NEAR YOU>>.
- Do you have any questions for me?
- Thank you for your time and be well.

### Option B

- We have sent a referral to <<NAME OF REGIONAL COORDINATOR>> and we urge you to call <<PHONE NUMBER>> to learn more about the program and enroll.
- We hope you will take advantage of this program, which can help prevent you from developing serious health problems.
- Do you have any questions for me?
- Thank you for your time and be well.