

### **Script for Scheduling OPC Intakes**

When scheduling intake appointments it will be very important that we are all saying the same thing. Please refer to this until you feel comfortable flying solo.

Once insurance has been verified and demographic information has been added to EHR, you are ready to schedule the two intake appointments. You will provide the client with a brief description of the process and instructions for check-in at time of appointment. This should be kept simple, only providing them with the necessary information so as not to confuse or overwhelm.

OK \_\_\_\_\_, I think we are ready to schedule.

I'd like to schedule you for two separate appointments. Our intake process includes two, face to face appointments that will take place here in our Lancaster Office.

Your first appointment will be with our Mental Health Worker for the purpose of signing admission documents and obtaining history. The second appointment will be with your therapist.

Please plan to be here for about an hour for each appointment.

Following your intake appointments, future contacts/sessions will be conducted over the phone until we are able to meet face to face in the offices again.