

Semi-Structured Script

Hello Mr./Ms. _____. I am [caller's name], a [type of clinician] from Baystate's Cardiac Rehabilitation Program. I'm calling to see if you have any questions regarding your initial exercise class and to review some of the education that was provided to you. Is this a good time to talk? If yes, continue.

If no, CALLER: Is there a better time that I can call you back?

CALLER: How was your initial exercise orientation?

CALLER: On a scale from 1-10, 10 being extremely committed to exercise and 1 being not at all committed. how ready are you to make exercise part of your lifestyle?

CALLER: What are your top reasons for making this commitment?

After asking questions regarding commitment, the caller should classify the patient into one of the following categories and provide the appropriate interventions based on stage of change.

CALLER: How would you like your health to be different?

The caller should focus how the patient's health could be different with exercise. Review the benefits of exercise with the patient.

CALLER: Let's review your short and long term exercise goals.

The caller should assist the patient on goal setting if goals were not established.

CALLER: Do you have any areas of concern regarding your individualized exercise plan?

CALLER: Now let's review some of your risk factor for heart disease. There are some risk factors that we cannot change like family history and age, but there are some risk factors that we can change. Do you know your personal risk factors?

Review specific modifiable risk factors, how they relate to the patients diagnosis and how exercise can help modify those risk factors if appropriate.

CALLER: Is there any other concerns or questions you may have that you'd like to review?

If yes, explain, using plain language (no jargon or medical terms). If no, conclude telephone call.

CALLER: Thank you for your time. We look forward to seeing you back in the gym on [patient's next exercise session]. If you have additional questions throughout the exercise program do not hesitate to ask while you're in the gym or call us at 413-794-7175.