Ideal Warm Handoff

Vignette: In this role play, we see a seamless transition of care from the Primary care provider to the behavioral health consultant. This ideal warm handoff demonstrates the integration of behavioral health in Primary care, ensuring a holistic approach to patient care.

Roles: Primary Care Provider, BHC, Patient

Setting	Script
PCP and patient are in the exam room.	PCP: Thank you for sharing with me how you're struggling with managing your sleep and motivation to get through the day. I think it would be beneficial for you to meet with one of my team members to help support you through this. Would that be OK with you? Patient agrees.
PCP and BHC consulting in the hallway outside the exam room.	PCP: Thanks for supporting with my patient. She is having a hard time with managing her sleep and getting motivated to get through her day. I'd love to get your input on what we can do to support. BHC: No problem, I'm sure we can come up with a plan and I'll let you know what she agrees to. What would be a win look like? Is there anything else she will need today? PCP: I would like to get her engaged with you for a few visits to learn some skills to manage her stress. And yes, please remind her that I ordered labs for her today. BHC. Not a problem. I'll send her over to labs once we wrap up.
PCP, BHC, and patient in the exam room.	PCP: I would like you to meet [Name] from our team, they help support patients when they are facing some difficulty. I'll see you for our follow up in 6 weeks. BHC: Hello, I'm [Name] and I am a BHC at this clinic.
BHC and Patient in exam room	BHC: I would like to start by thanking you for agreeing to meet with me. In my role as a BHC at this clinic, I speak with patients and work with them to develop a plan to help manage what is causing any disruptions in your life. I would also like you know that I work closely with doctor to keep them updated on what we are working on. The doctor told me there is some difficulty with managing your sleep and motivation throughout the day. Can you tell me a bit more about that?