



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, <<NAME OF PROGRAM PROVIDER>>.
 - Their program is based on research proven to reduce your risk of developing diabetes and other health problems.

Option A

- We have sent a referral to <<NAME OF PROGRAM PROVIDER >> 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 PROGRAM PROVIDER>> a call at <<PHONE NUMBER>>.
- 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 PROGRAM PROVIDER>> 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.