

Introducing Care: Activity Cases

This handout will be used as role play guidance for the BHCM and PCP as they write or revise their script for introducing CoCM to a patient. Their role play partner will then role play as Sue or Dave.

Patient 1: Sue

Sue is a 38-year-old female who is relatively new to the clinic. She has had 2 primary care visits at the clinic over the past 1.5 years. When she called the clinic for an appointment, she told the scheduler that she is experiencing depression and wants to talk with the doctor about it. She completed a PHQ-9 in the waiting room and has a score of 15. When the PCP joins her in the room, Sue tells the provider she is depressed and heard from a friend that the clinic is offering psychotherapy. She engaged in psychotherapy for about 3 years in her mid-twenties and found it very helpful. She wants to re-enter this kind of treatment at the clinic.

Patient 2: Dave

Dave is a 63-year-old man who has been a patient at the clinic for over 10 years. His wife died 2 years ago from cancer. He came into the clinic today for a check-up related to Type 2 diabetes at the request of his son. He hasn't been to the clinic since his wife died. He completed a PHQ-9 in the waiting room and has a score of 12. The PCP addresses this with Dave who is reluctant to accept that he may have depression.