

Document #:	SOP – RD109		
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Created By:	Amanda Daines, RD, LD	Updated:	
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Gold Coast Nutrition Education Call Attempt Procedures and Protocols

General info:

- Clients should not be contacted prior to 9AM or after 8pm, their time.
- You will receive a list of members to call over the course of the week.
- Attempt 3 calls over the course of the week (min 24 hours apart if possible)
- If the client is a minor, the session must be conducted with their adult caregiver present.

If unable to connect with client:

- Leave a voicemail
 - Script
 - “Hello. My name is <first name>, I am a registered dietitian calling on behalf of Mom’s Meals. I am contacting you today because GoldCoast has enrolled you in a nutrition program that includes the home-delivered meals you are receiving and regular check-ins with a dietitian. I would appreciate an opportunity to
 - Record call attempt in tracker: No contact - LVM
- If voicemail is unavailable
 - Record call attempt in tracker: No contact – VM Full or Disconnected
- After 3rd attempt, if no contact is made discontinue calling client
 - Record call attempt in tracker: No contact – Discontinued

Client answers phone:

- Script: Hello. My name is <first name>, and I am a dietitian calling on behalf of Mom’s Meals. I am contacting you today because GoldCoast has enrolled you in a nutrition program that includes the home-delivered meals you are receiving and regular check-ins with a dietitian. This is the purpose of my call. Would you have a few minutes to speak with me today?”
 - If client responds “no”, proceed as follows:
 - Ask client if he/she would like you to call back another day?
 - If yes, thank the client for their time and let the client know you will try again on another day. Document call attempt protocol as noted above.

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- If “no”, kindly ask the client, “For feedback purposes, may I ask why you are not interested in participating in this benefit?” Document as below. Then, say to the client, “Thank you for taking the time to talk with me today. If you decide later that you would like to take advantage of this benefit, you may reach out to your health plan.” *You can recommend that they call member services/the number on the back of their insurance card for more information or contact their case manager if they have one.* “Thank you for your time.”
- Record call attempt in tracker: Client Cancelled/Declined
- If client responds “yes” proceed as follows:
 - To make sure I am speaking to the right person, can you verify your date of birth?
 - If the member objects, please let them know that we verify this for their privacy and protection. We want to make sure we are talking to the right person before going over any personal information. You can also verify address as an alternative identifier if they are not comfortable providing DOB.
 - Note: if member is not able to verify this information due to being nonverbal or cognitively not able to do so, a family member may do so on his/her behalf
 - Proceed with Nutrition Counseling (use nutrition screening form)

Nutrition Counseling Session Procedures

1. **First session:** at the beginning, review the following script with the client:

“I am required to mention that I am not allowed to provide medical advice. Some calls are also recorded for quality and training purposes.”

 - a. Continue with questions from Nutrition Counseling Session 1 - Gold Coast template
 - b. After completing the questions, let the client know you will be calling them back in about a month to check in.
 - c. Complete Mom’s Meals Data Log
 1. Next Call Date: Approx. 1 month from date session #1 was completed
 2. Outcome: Session Completed

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2. **Second session:** the flow will be unique and dependent on the needs of the client and the approach utilized by the dietitian. The dietitian will employ motivational interviewing techniques and may utilize the following as a framework for each session.
- a. Build rapport and begin exploration and clarification around what is important to the client utilizing the OARS motivational interviewing technique (open-ended, affirming, reflection, and summarizing)
 1. Tell me how the meals are working are for you. Which are your favorites?
 2. Tell me what a typical day looked like in terms of eating before you started receiving Mom’s Meals.
 3. How would you like the meals to help you?
 4. I am curious about the nutrition-related issue that are most important to you right now.
 5. How might a dietitian support you in making nutrition-related changes?
 - b. Clarify importance and confidence.
 1. On a scale of 1-10, how important is it that you [nutrition change]?
 2. On a scale of 1-10, how confident are you that you will [nutrition change]?
 3. What would it take to elevate your confidence to a [number]?
 - c. Establish plan
 1. What might it look like to [nutrition change]?
 2. What is one step you might be interested in taking to move toward [nutrition change]?
 3. How might you see yourself moving in the direction of [nutrition change]?
 - d. Summarize
 1. This includes 2-3 statements highlighting the important pieces of the session and a statement clarifying what the client plans to do going forward.
 - e. Assess the need for another meal authorization. Can they benefit from Medially Tailored Meals to manage their condition?
 1. If yes – ensure proper justification is provided in your documentation.

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3. Call Wrap-up

- a. Thank client for their time. If you recommended a meal extension, let the client know you will be submitting your recommendations to Goldcoast. Ask them if they have any other questions. If not, finish call.

4. Complete documentation as follows:

- a. Nutrition Counseling Session 2 - Gold Coast template
b. Complete Mom's Meals Data Log
 1. Outcome: Session Completed

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