

START AND END CALL SCRIPTS

Suggested scripts are talking points that you can share during a call. There's recommended language that is important for your match to hear at the beginning and end of the phone call.

START CALL SCRIPT

If someone other than your match answers the phone, say, hi this is xxx, I have a call scheduled with xxx, is he or she available. If your match is not available, say thank you and end the call. Do not say that you are calling from FORCE or what the call is about. If your match has indicated on their profile that you can leave a voice mail message, do so and ask them to email you the date and time they are available to talk by phone.

NAVIGATOR: "Hi xxx. My name is xxx. I'm calling from FORCE. It's so nice to speak with you. I'm a Peer Navigator volunteer who has an experience very similar to yours. Before we get started, there are a couple of things I would like to mention. I want to make sure you understand that I will not be providing you with any medical, legal or personal advice and that nothing provided by FORCE through this program should be taken as such. I highly recommend that you talk with a healthcare provider or genetics expert when making medical decisions. Also, everything discussed on this call will be confidential. I will not share your information with anyone outside of FORCE's staff, unless you ask me to share information with another volunteer for additional support. Do you have any questions about this?"

NAVIGATOR: "Feel free to take notes. If at any time during this call you would like to hear how I handled a certain situation, please let me know. Based on the information you provided, it appears that you..."
[Review what you learned from their profile and discuss topics that they noted interest in learning about.]

END CALL SCRIPT

Check your notes to make sure you have addressed any questions they have asked during the call.

NAVIGATOR: "It's been a pleasure talking with you today." If you have any questions about the resource guide or anything else, please feel free to email me. I'm going to send you an email with a survey and would really appreciate it if you would provide feedback about this program. It would be extremely helpful to us as we strive to provide the best support possible."

NAVIGATOR: "Thank you so much! Goodbye."

TIPS AND SCRIPTS

Review the Tips and Scripts for each topic in the guide. Tips are provided for you to better understand the topics that your match wants to discuss. They are not meant to be shared during a call. However, the suggested scripts are talking points that you can share during a call.