

<b>Tips for Talking with Patients about BHC Services</b>	
Reason to see BHC	<p>Suggest a specific reason for the visit.                      Make sure that the reason is something that the person cares about.                      Use language that connects with the patient.                      Example:                      “I want you to see Dr. Reiter about smoking cigarettes. I know you care about your health, and I think he might have some ideas for us.”                      “I want you to see Dr. Robinson. She recently helped another patient of mine who has diabetes, and her ideas about stress and the brain and body connection are solid.”</p>
Access	<p>Emphasize ease of access and the availability of same-day visits, lasting only 15-30 minutes.                      Example:                      “Dr. Reiter’s schedule is pretty open because he likes to see patients right after me. That way patients don’t have to wait or make another trip to the clinic.”</p>
What to expect from the BHC	<p>Explain that the BHC is a consultant.                      Their job is to help me help you have good health and live a meaningful life.                      Example:                      Some people only see the BHC once and get better. She recently helped one of my patients with a concern about . . . (e.g., their child’s behavior, their headaches).</p>
Flexible Visit Format	<p>Indicate that BHC can deliver services through phone or telehealth visits.                      Example:                      “I know you’ve been in the clinic a while today, and your son needs a nap. Maybe I could introduce you to Dr. Robinson and you two could arrange a phone visit for later today after you go home and get settled there. What do you think?”</p>
Activities During Visit	<p>Emphasize the problem-solving nature of the visit activities. Suggest that it is an opportunity to learn new skills.                      Example:                      “Dr. Reiter will try to get a quick picture of your situation and then perhaps be able to teach you something new to try, something you can start experimenting with today.”                      “Life is long and I think you’re running into something right now that is requiring you to learn some new skills (e.g., problem solving, new ways of relating to family, new skills for protecting your health, etc.)</p>
Positive Regard	<p>Display confidence in the BHC.                      Example:                      “I always find Dr. Robinson’s ideas useful.”                      “Dr. Reiter is a warm and caring person, and my patients give me very good feedback about him.”</p>
Encouragement	<p>Offer a quick meet-and-greet with the BHC.                      Example: “Okay, if you’re not sure or don’t have time today, I still would like for you to meet Dr. Reiter. He’s an important member of our team and I want you to know his face. How does that sound?”</p>

**Fig. 7.2** Tips for Talking with Patients about BHC Services