



**Network of Care Community Advisory Board (CAB)  
Outreach Recommendations – Monday, October 31<sup>st</sup>, 2022**

**How many times should I call?**

- General rule of thumb is to reach out 3-4 times.

**When should I call?**

- Aim to make first attempts 24-48hrs from first getting referral.
  - Follow up attempts seem to work best when spread out, not back-to-back calls. If calling during preferred times best, do that. If not, try calling at different times of day (morning/noon/afternoon).

**What form of communication should I use?**

- We advise you to use all forms of communication (email, txt, phone call)
  - We suggest you begin with the patient's preferred method of communication (if stated)
  - Then follow up using other methods such as an email, phone call, and/or text
  - Try using patients preferred method of communication again, for final attempt

**For referrers:**

- Disclosing patients preferred method of contact in initial referral message to CBO as well as preferred time of contact would be of great benefit to the case worker that reaches out.