

## Hotline Specifics

### What to expect when the hotline calls you

- The caller's name.
- The hospital's name.
- The message left from caller.
- The call back number.

### What to do with the information the hotline gives you

- Make sure you are in a private, quiet, and confidential space.
- Make sure to have something to take notes with!
- Make sure to call from \*67
- For hotline calls: "Hello is this \_\_\_?" wait for confirmation, "Okay \_\_\_, is now a good time to talk?"
- Start the conversation (below are some starters)
  - I just wanted to let you know I am a mandated reporter but anything out of those report guidelines are completely confidential with me.
  - Okay, you left a message with the hotline regarding \_\_\_\_\_ did you want to start there?
- For hospital calls: "Hello this is \_\_\_ calling with \_\_\_\_\_, I am looking for nurse \_\_\_"
  - Be sure to ask nurse for patient's name (just a first name will be okay)
  - Ask nurse to speak with patient.
    - If there is pushback "At our agency, we have a high call volume, we ask to speak with the patients directly to see if they would like an advocate present"
  - When speaking to patient
    - "Hello, my name is \_\_\_ from \_\_\_\_\_, is it okay to talk?"
    - Explain the advocate role and see if they would like you to come in.
      - "As an advocate, I am a support person for you during your hospital visit. I am able to provide emotional support, answer questions you may have, and provide resources you may need. Is that something you were interested in?"
      - If the patient tells you they do not want you in
        - "That is okay, if you end up changing your mind, please let the nurse know and they will call our hotline again. The nurse should have a hospital packet for you there to review, it has some resources and information for you. Would you be interested in completing an intake for a follow-up call from one of our advocates?" If they want a follow-up call, complete an intake.
        - If they say no to intake: gather basic information for stats. "Do you mind if I gather some information from you for funding purposes?"

- Make sure to go over the basics of the hospital packets. “Do you mind if I just go over some important information regarding your visit?”
  - SASETA: remind them the visit is free of charge, they have a right to an evidence collection kit
  - Explain the evidence collection kit: swabs, pictures, consent, report options, they do NOT have to speak with the police!
  - Remind them they have access to resources, including free services with our agency.

#### How to ask for required fields on paperwork

- “Do you mind if I get a bit of information from you?”
- “The information I am going to ask for allows our agency to collect data.”
- “Your information is completely confidential and will not be shared outside of the agency.”
- “We gather this information for funding based on counties and townships.”

#### Reminders

- Try to keep the hotline calls below 1 hour.
- Keep volunteer portal open, have resources ready.
- Use the quick reference guide in case you get stuck.
- Use active listening.
- Use eye contact and non-verbal cues.
- Gather paperwork information.
- Utilize your backup!
- Consent!
  - “Is it okay if I \_\_\_?”
- Believe! Validate! Empower!