



TOOL 3.4: Key Questions List

Tool 3.4 is a list of key questions that can help you identify common barriers. Use these questions to give you ideas on some of the important questions to ask the patient to help you identify their individual barriers. Use these scripted questions as a learning tool. Use this as a tool to get ideas and for practice so you don't need to use a script when it comes to the real thing!

Situation 1: Reminder phone call a few days before a scheduled appointment

Question: What might prevent you from coming to your appointment?

Situation 2: Patient you are navigating has missed a few appointments. You want to find out why she has been missing appointments without sounding as if you are putting her on the spot or blaming her.

Question: You had an appointment the other day and we missed seeing you. Is there anything I can do to help you get to a new appointment?

Question: How important is this appointment to you on scale from 1-10?

Question: Do you remember if the weather was bad that day/you had to watch the kids/you weren't feeling up to it/you couldn't find a ride?

Question: Do you ever have trouble getting to your appointments because of

- ___ Transportation
- ___ Scheduling
- ___ Dependents' Care
- ___ Job
- ___ Insurance Coverage
- Other Reason Patient Gives: _____

Note: These questions will not fit all situations or provide you with all the potential barriers. Many other barriers could come up. You won't always be prepared with the exact wording you need. It's good to customize your questions to each conversation. You will encounter different situations with different patients. You need to change your questions depending on the current situation and let the conversation happen naturally.