

### SAMPLE SCRIPT FOR BI-MONTHLY PHONE CALLS

Hello Mr/Mrs. \_\_\_\_\_ this is \_\_\_\_\_ from \_\_\_\_\_  
\_\_\_\_\_. I am one of the physiotherapists who is working with the home balance study that you are enrolled in.

*I am calling to check in on your progress with your home exercises. Is now a good time to chat? (offer to call back at another time if not)*

*Over the last two weeks, have you been able to do your home exercises three times per week?*

**If yes:**

*Wonderful that is great to hear. How have they been going? Are you able to do the whole program? (Probe the patient to get a sense of how much of their program they are doing, time spent etc...)*

*Do you have questions for me about any of the exercises? (Problem solve with patient regarding any barriers- example, finding a better support surface for a particular exercise; discuss specific exercises as required)*

*Are there any exercises you feel are too difficult? (Problem solve with patient regarding simplifying the exercises as needed). Have any of the exercises become too easy? (Work with the patient to progress the exercises as needed – for example, increase time, repetitions, base of support challenge)*

*Sounds like you are doing great. Keep up the good work! If you don't have any questions I will talk to you again in a couple of weeks....Have a wonderful day/evening.*

**If no:**

*Oh I see, do you mind if I ask why you haven't been able to?*

*If health event, ask more about it, make note and inform the research coordinator. If patient had a fall remind them to mark on their calendar and ensure they are still safe to exercise/not injured.*

*If program is too difficult simplify it for them to the bare essentials.*

*If too busy or overwhelmed validate their feelings and try to problem-solve with them. If only had a chance to sporadically congratulate them on making some progress and help set goals for the following week.*

*Let's try to think of some ways together to make it easier for you to do your exercises.....*

*Involve the patient in decision making process. Remind patient they can do less exercises at a time- example 10-15 minutes two – three times per week instead of doing all 30 minutes at once. They can do the exercises with a spouse or family member and can put on favorite music for motivation...*

*It sounds like we've come up with a good plan. How do you feel about it? I will talk to you again in a couple of weeks. Have a wonderful day/evening.*