**Triage Script**

Hi. I’m \_\_\_\_\_\_\_\_\_\_\_ calling from the UK Counseling Center. You requested a call back from a clinician. We’ll talk briefly today about your needs, then we’ll discuss your options for services and recommendations. Some of our services have been modified to reduce transmission of the coronavirus on campus.

This conversation is confidential, except when the information relates to danger of harm to oneself or others; when there are threats of violence, harm, or abuse and neglect of children, the elderly or adult dependents; or in other situations required by law. Do you have any questions so far?

Please tell me why you are seeking support from the Counseling Center.

What is the history of these symptoms/concerns?

What solutions have you tried?

Are you having suicidal thoughts today? Thoughts of harming others?

Let’s discuss options for addressing your concerns…

* apps for self-care
* first follow up to be done via telehealth or phone (higher need clients)
* groups or drop-in services that may start back up if in-person classes resume on April 6
* in-house workshops done as webinars
* case management via telehealth or phone
* use of ProtoCall for after hours consult

After trying these options, please let us know if you need a higher level of care. Do you have any questions?

Thanks for your time I am glad I was able to reach you.