

Virtual Engagement Tip Sheet: Telephonic Wellness Check

When mental health issues go undetected, they can eventually lead to hospitalization, and then a long period of emotional recovery might be necessary. Ideally, it would be far better to check in with clients on their emotional state of well being, so that warning signs can be identified and addressed. Completing a behavioral health “Wellness Check” regularly can help clients stay connected to their support system. A behavioral health *Wellness Check* can be conducted by a psychiatrist, psychologist, and/or therapist, as well as by a peer support specialist, community health worker, or other qualified mental health professional over the phone, on video, or even at a physical distance. The Wellness Check is an interview comprises a series of questions to assess loneliness and engagement in a conversation promoting connectedness with their support team between therapeutic sessions. A few quick things to keep in mind with a well check:

- Stay engaged with follow-up questions.
- You don’t have to be an expert; you just have to listen.
- Be prepared to share community resource information.
- Immediately connect your clinical supervisor if something doesn’t sound/feel right.

The Interview: Engagement and Connectedness Planning

1. How are you feeling today, physically and mentally?
2. What’s taking up most of your headspace right now?
3. What was your last full meal, and have you been drinking enough water?
4. Are you sleeping and exercising?
5. What’s something you can do today that would be good for you?
6. What’s something done today or could do in the next few days that would make you feel good?
7. What’s something you could do this week to stay socially connected?
8. What are you grateful for right now?
9. What is your crisis plan and do have a listing of emergency numbers?

Per Patient History, Additional Screening Tools to Boost

UCLA Loneliness Screening

1. How often do you feel that you lack companionship?
2. How often do you feel left out?
3. How often do you feel isolated from others?

Response	Score
Hardly Ever	1
Some of the Time	2
Often	3

Range of scores from 3 to 9. Scores from 3–5 indicate “not lonely” and scores from 6–9 as “lonely”.

GAD2 Anxiety Screening

Over the last 2 weeks, how often have you been bothered by the following problems?

1. Feeling nervous, anxious or on edge?
2. Not able to stop of control worrying?

Response	Score
Not at all	0
Several days	1
More than half the days	2
Nearly every day	3

Range of scores from 0-6. Positive

PHQ2 Depression Screening

Over the last 2 weeks, how often have you been bothered by the following problems?

1. Little interest of pleasure in doing things?
2. Feeling down, depressed or hopeless?

Response	Score
Not at all	0
Several days	1
More than half the days	2
Nearly every day	3

Range of scores from 0-6. Positive screen should be flagged for full PHQ9 screening.

CAGE-AID Questionnaire

1. Have you ever felt that you ought to cut down on your drinking or drug use?
2. Have people annoyed you by criticizing your drinking or drug use?
3. Have you ever felt bad or guilty about your drinking or drug use?
4. Have you ever had a drink or used drugs first thing in the morning to steady your nerves or to get rid of a hangover?

Response	Score
No	0
Yes	1

Positive screen should be flagged for further evaluation.

Your Wellness Check: