

**Sinnissippi Centers, Inc.**  
**Non-Clinical Pre-Admission Customer Service/Motivational Techniques**  
**Outline**

1. **Discuss the situation/problem with the client.** (For people who are in crisis or who do not want to discuss their problem, skip to #2).
  - a. Ask open ended questions.
    1. What can I do for you?
    2. Can you tell me about your substance use history? (Instead of - What do you drink? How often? How much?)
  - b. Focus on the client's reasons for coming to SCI.
  - c. Express Empathy
    1. Understand them and what they are going through.
  - d. Use Reflective Listening
  - e. Summarize the situation for the client.
    1. For example, "Let me make sure I understood you right. After you drink a six pack or so you start to lose control of your temper. This has caused legal and marital problems for you and you are wanting to get help with your drinking and get into our anger management group."
2. **Compile all of the client's Demographic Information.**
3. **Go back to Discussing the problem, if needed.**
  - a. Use the same M I techniques as above.
4. **Ask the client when they would like to be seen.**
  - a. The client's answer may be today, in 2 weeks, any day but Thursday, or on Monday afternoon. (NOTE: *If you can't accommodate request, revisit timeliness aim.*)
5. **Look in central scheduling to see if we have an open time slot during the requested time.**
  - a. If so, offer that time to them.
  - b. If not, find alternate times that are available.
    1. Apologize to the client, and offer the client a couple of other appointment times.
6. **Set the appointment time.**
  - a. Enter it on the face sheet, the master schedule, and the computer.
7. **Explain to the client what to expect when they come to their appointment.**
  - a. The first ½ hour is time to fill out paperwork.
    1. Remind them to bring in financial documentation and insurance/IDPA cards.
  - b. The following hour will be time for you to meet with your counselor.
8. **Ask the client - Do you see anything that may prevent you from making your appointment?**
  - a. Use reflective listening and help problem solve.
9. **Ask the client - Do you have reliable transportation?**
  - a. If not, offer a cab ride, paid for by SCI.
    1. Give the client the cab's telephone number.
    2. Make sure the client understands it is their responsibility to call the cab atleast 3 hours in advance.
10. **Ask the client if they have any further questions.**
11. **Reconfirm the appointment. Ask the client if they would like a reminder call and to please call to cancel or reschedule if they can't keep the appointment.**