

1. Opening the Call (Establish Rapport + Verify Safety)

Start efficiently but therapeutically.

- “Hi, this is [Your Name], the psychiatric NP. I understand you have concerns about your child—can you tell me what’s been going on?”
- Verify:
 - Child’s name, age
 - Caller identity (parent/guardian)
- Immediate safety screen (ALWAYS early):
 - “Is your child safe right now?”
 - “Any thoughts of hurting themselves or others?”

2. Identify the Chief Concern

Clarify which category you’re dealing with:

- Medication adverse effects
- Failure to improve
- Activation (e.g., SSRI-induced)
- Suicidality

Sy Ask:

- “What changes have you noticed?”
- “When did this start in relation to the medication?”

3. Focused Clinical Assessment

A. Symptom Characterization

- Onset, duration, severity
- Triggers or patterns
- Functional impact (school, sleep, appetite, behavior)

B. Medication Review (CRITICAL)

- Medication name, dose, start date