



Appendix C:

Advocacy Scripts Library

Requesting Clarification

“Can you explain that in plain language?”

Understanding Next Steps

“What happens next, and when?”

Confirming Understanding

“Just so I understand correctly, the plan moving forward is...”

Requesting Documentation

“Can that decision please be documented in the chart so everyone is aligned?”

Escalating Respectfully

“We appreciate the team’s efforts. We’re becoming concerned about the delay and would like help understanding the next steps.”

Requesting a Care Conference

“Can we arrange a care conference so the whole team is aligned on the plan?”

Asking About Timelines

“What is the expected timeline for this referral, test, or consultation?”

Clarifying Code Status

“Can you explain the code status options in plain language?”

Discussing Home Readiness

“What supports need to be in place for a safe discharge?”